

091906T4HRI

HEALTH RECORDS AND INFORMATION TECHNOLOGY LEVEL 6

AITC/HRIT/20/5/A

QUALITY ASSURANCE IN HEALTHCARE

July/August Series



AMREF INTERNATIONAL TRAINING CENTER

WRITTEN ASSESSMENT

DATE: 10TH AUGUST 2026

Time: 2 HOURS START: 9AM FINISH: 11 AM

INSTRUCTIONS TO CANDIDATE

1. You have **THREE** hours to answer all the questions.
2. Marks for each question are indicated in the brackets.
3. The paper consists of **TWO** sections: A and B.
4. Do not write on the question paper.
5. A separate answer booklet will be provided.

This paper consists of THREE (3) printed pages

Candidates should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing

SECTION A: (40 MARKS)

Answer ALL the questions in this section

1. The hospital management has decided to establish a quality assurance program.
 - a) Define Quality Assurance. (2marks)
 - b) State TWO objectives of Quality Assurance in healthcare (2marks)
2. During an audit, it was discovered that the patient's medical record lacked important information. Identify FOUR reasons why quality assurance is important in healthcare services. (4marks)
3. The hospital administration wants to evaluate service quality. Identify FOUR dimensions of quality healthcare that should be assessed in this situation. (4marks)
4. The Health Records Committee of a referral hospital is reviewing its operations after several incidents of missing patient files. State FOUR functions of the Health Records Committee. (4marks)
5. A hospital administrator wants to evaluate whether medical records are being managed effectively. List FOUR indicators that can be used to evaluate Medical Records Department procedures. (4marks)
6. A hospital audit found that several patient files lacked signatures, diagnosis entries, and treatment records. Outline FOUR items that should be checked when evaluating the content of medical records. (4marks)
7. Patients at a health centre have reported dissatisfaction with the services received at the reception area. Identify FOUR factors that contribute to customer satisfaction in healthcare. (4marks)
8. A private hospital has invested heavily in staff training to improve customer service. State FOUR benefits of effective customer service to a healthcare organization. (4marks)
9. An angry patient approaches the records office, complaining about delays in retrieving his medical file. Outline FOUR steps that should be followed when handling a difficult customer. (4marks)
10. A Health Records Officer is conducting a patient satisfaction survey and needs to communicate effectively with respondents. State FOUR effective listening skills that should be demonstrated during communication. (4marks)

SECTION B:

Answer any THREE questions from this section.

11. A county referral hospital has experienced increased patient complaints regarding long waiting times, poor communication, and inadequate customer care. The hospital management has formed a Quality Improvement Team to investigate the problem and recommend solutions.

a) Describe FIVE principles of quality in healthcare that the hospital should adopt to improve service delivery. (10 Marks)

b) Explain FIVE importance of quality healthcare services to patients and healthcare organizations. (10 Marks)

12. Hospital X receives numerous complaints from patients concerning rude staff, delayed feedback on complaints, and failure to resolve service issues. The hospital management has tasked the Health Records Department with developing strategies for handling customer complaints effectively.

a) Describe FIVE essential tips for handling customer complaints effectively. (10 Marks)

b) Explain FIVE steps involved in dealing with angry or difficult customers (10 Marks)

13. A hospital's internal audit revealed high rates of incomplete records, delayed coding, and poor filing practices. The Medical Records Committee has been instructed to evaluate the department and implement quality improvement measures.

a) Describe FIVE procedures used in ensuring quality assurance in health records. (10 Marks)

b) Analyze FIVE areas in which a Health Records Officer can evaluate medical records procedures. (10 Marks)

14. A hospital management team is planning to introduce a data-driven quality improvement program. The team intends to use patient records, performance indicators, and patient feedback to support decision-making.

a) Explain FIVE components of quality data management in healthcare (10 Marks)

b) Describe FIVE ways in which patient satisfaction and engagement contribute to quality healthcare services. (10 Marks)

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