



AMREF INTERNATIONAL UNIVERSITY
SCHOOL OF PUBLIC HEALTH
DEPARTMENT OF HEALTH SYSTEMS MANAGEMENT AND DEVELOPMENT
BACHELOR OF SCIENCE IN HEALTH SYSTEMS MANAGEMENT AND DEVELOPMENT
END OF SEMESTER EXAMINATION JANUARY-APRIL 2026
HMD 314 HEALTH SERVICE DELIVERY
MAIN EXAM

TIME: Two Hours

Date :

TIME : Two (2) Hours Start-----End.....

INSTRUCTIONS TO CANDIDATES

- 1) This exam is out of 70 marks
- 2) Section-A is compulsory with a Total of 30 Marks
- 3) Answer any TWO (2) questions in Section B

Read carefully the additional instructions preceding each section.

Section A: Answer all questions(30 mks)

1. Explain the position of health service delivery within the WHO health system building blocks. 5mks
2. Describe the medical model of service delivery and highlight two of its key assumptions. 5mks
3. Explain the concept of people-centred service delivery as promoted by WHO. 5mks
4. Describe demand creation in health service delivery and strategies used to enhance it. 5mks
5. Explain the concept of comprehensiveness in effective health service delivery. 5mks

6. Using suitable examples, state two reasons why health referral system is important in a health system. 5mks

SECTION B: Answer any two questions(40 mks)

Question 7: A county referral hospital in Kenya is experiencing increased patient complaints related to poor communication, limited patient involvement in decision-making, and dissatisfaction with care despite the availability of qualified clinicians and modern equipment.

a) Using this scenario, discuss the medical model and the people-centred model of service delivery. (10 marks)

b) Explain five circumstances within such a hospital where the medical model remains appropriate and necessary, even as the health system shifts towards people-centred service delivery.

(10 marks)

Question 8: Despite the availability of health facilities, a county health department has noted low utilization of essential health services, especially among vulnerable populations.

a) Discuss demand creation as a characteristic of effective service delivery.

(12 marks)

b) Analyse the influence of poor service delivery on utilization of health care services.

(8 marks)

Question 9: The Ministry of Health plans to re-engineer health service delivery in line with Primary Health Care reforms to strengthen Universal Health Coverage and improve population health outcomes.

a) Explain seven ways in which Primary Health Care principles can be applied to re-engineer service delivery.

(14 marks)

b) Using examples from Kenya's devolved health system, discuss continuity of care can be achieved across different levels of health service delivery.

(6 marks)