



AMREF INTERNATIONAL TRAINING CENTER

Qualification : Health Records & Information Technology Level 6
Unit Code : AITC/HRIT/CC/20/6/A
Unit of Competency : Quality Assurance in Healthcare

WRITTEN ASSESSMENT
DATE: 10TH AUGUST 2026

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

INSTRUCTIONS TO CANDIDATES

1. Marks for each question are indicated in the brackets.
2. The paper consists of **TWO** sections: **A** and **B**.
3. Candidates are provided with a separate answer booklet
4. **DO NOT** write on this question paper

This paper consists of THREE (3) printed pages

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

SECTION A: SHORT ANSWER QUESTIONS (40 MARKS)

1. Define the terms
 - a) Quality Assurance' (QA) (2 Marks)
 - b) Risk Management (2 marks)
2. Total Quality Management (TQM) is a management approach that focuses on continuous improvement of healthcare services through the involvement of all staff and stakeholders. State FOUR key principles of Total Quality Management (TQM) in healthcare. (4 Marks)
3. The Kenya Quality Model for Health (KQM-H) provides a framework for improving the quality and safety of healthcare services in Kenya. Name FOUR core dimensions of the Kenya Quality Model for Health (KQM-H). (4 Marks)
4. Healthcare quality is assessed using different types of indicators that measure either the care provided or the results achieved. Differentiate between a process measure and an outcome measure of healthcare quality. (4 Marks)
5. Healthcare facilities routinely seek feedback from clients to assess and improve the quality of services provided. Identify FOUR methods for collecting client satisfaction data in a healthcare facility. (4 Marks)
6. Key Performance Indicators (KPIs) are measurable indicators used to monitor and evaluate the performance of healthcare services. Identify FOUR Key Performance Indicators (KPIs) that can be used to measure the quality of services in an outpatient department (4 Marks)
7. Quality assurance programs rely on systematic collection and analysis of data to monitor performance and identify areas for improvement. State FOUR tools or techniques used for data collection and analysis in quality assurance programs. (4 Marks)

8. Clinical audits are conducted to evaluate whether healthcare services are being delivered according to established standards and guidelines. Identify FOUR benefits of conducting clinical audits in a healthcare facility. (4 Marks)
9. Patient safety is a fundamental component of quality healthcare and aims to prevent harm during the delivery of health services. State FOUR strategies that healthcare facilities can implement to improve patient safety. (4 Marks)
10. Accreditation and licensing are important mechanisms for ensuring that healthcare organizations provide safe and quality services. Differentiate between healthcare accreditation and healthcare licensing. (4 Marks)

SECTION B: (60 MARKS)

ANSWER THREE QUESTIONS

11. A patient in a county referral hospital was given the wrong dose of potassium chloride after a nurse confused it with another medication that looked similar. The patient developed cardiac arrest but was successfully resuscitated. An investigation found that the two medicines were stored next to each other in an unlocked medication room. It was also found that the nurse was covering two wards because of staff shortage.
 - (a) Using the principles of Root Cause Analysis (RCA), explain FIVE system-related (latent) factors that may have contributed to this medication error. (10 Marks)
 - (b) Recommend FIVE practical actions the hospital should implement immediately to prevent a similar medication error from happening again. (10 Marks)
12. A sub-county hospital is required to submit quarterly maternal and child health reports. Although the hospital keeps good delivery records, it does not have a system for monitoring mothers who return for the 6-week postnatal clinic. The quality officer suspects that attendance at the clinic is low.
 - (a) Identify FIVE Key Performance Indicators (KPIs) that can be used to measure the quality of maternity services. Explain why each indicator is important. (10 Marks)

(b) Describe how you would collect, record, and analyze data to determine the attendance rate for the 6-week postnatal clinic. (10 Marks)

13. A newly appointed Quality Manager at a private hospital finds that quality improvement activities are poorly coordinated. Different departments conduct separate quality checks, collected data are rarely used, hospital management blames staff for poor performance, employees complain of inadequate training and resources, and there is no hospital-wide quality improvement plan.

(a) Explain FOUR weaknesses in the hospital's current quality management approach based on the principles of Total Quality Management (TQM). (12 Marks)

(b) Describe FOUR steps the Quality Manager should take to introduce a hospital-wide TQM program that promotes leadership commitment and patient-centered care. (8 Marks)

14. Patients at a referral hospital frequently complain about long waiting times at the outpatient pharmacy. A quality improvement team observes that pharmacists often leave the dispensing window to look for medicines in the store, and many prescriptions are difficult to read because of poor handwriting.

(a) Describe the steps a quality improvement team would follow to identify the causes of long waiting times using a Kaizen event or another quality improvement method. (14 Marks)

(b) Recommend THREE specific and measurable interventions that would reduce patient waiting time at the outpatient pharmacy. (6 Marks)