



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 313 QUALITY ASSURANCE IN HEALTH

TIME: Two Hours
Date : 15th April 2026
TIME : Two (2) Hours Start----9:00AM----End...11:00AM

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(40 Marks)

Read carefully the additional instructions preceding each section.

1. Case Study (10 Marks)

Scenario: A regional hospital in Kenya has been facing challenges with patient satisfaction and service delivery. Complaints include long waiting times, inconsistent communication of standards, and lack of monitoring of staff performance. The hospital administration has decided to adopt a quality management approach to improve healthcare delivery.

Task:

- Identify two core quality management activities that would be most relevant for this hospital. (2 Marks)
- Identify 4 strategies could be applied to address the hospital's challenges. (8 marks)

2. Matching Test Items (10 Items, 10 Marks)

Match the concepts in Column A with the correct descriptions in Column B.

Column A

Column B

- | | |
|---------------------------------------|-----------------------------------------------------|
| 1. Deming | A. Continuous improvement cycle |
| 2. Accreditation | B. External evaluation of quality |
| 3. Benchmarking | C. Comparing performance with best practices |
| 4. Dimensions of quality | D. Perspectives such as reliability, responsiveness |
| 5. Quality design | E. Developing and communicating standards |
| 6. Root cause analysis | F. Identifying underlying problems |
| 7. Quality monitoring | G. Ongoing supervision of processes |
| 8. Licensure | H. Legal permission to operate |
| 9. Quality improvement initiative | I. Planned effort to enhance performance |
| 10. Terminology in quality management | J. Common language used in quality systems |

(1 mark each)

Column A									
Column B									

3. Define quality management in healthcare.(2Marks)
4. List three principles of quality.(3 Marks)
5. Differentiate between accreditation and certification(2 marks)
6. State three methods/tools for measuring quality.(3marks)

Section B

Answer any two questions 20 Marks

7. Discuss the evolution of quality management in healthcare, using the fourteen Principles outlined by Deming 20Marks
8. Analyze the role of quality design and measurement in ensuring effective healthcare delivery using the eight principles of quality management systems. Provide examples from hospital settings. 20 Marks
9. Evaluate the importance of identifying opportunities for improvement and implementing solutions in sustaining healthcare quality initiatives. Use the Donabedian and Deming cycle to provide your answer. 20Marks