



AMREF INTERNATIONAL UNIVERSITY
SCHOOL OF PUBLIC HEALTH
DEPARTMENT OF HEALTH SYSTEM AND DEVELOPMENT
BACHELOR OF SCIENCE IN HEALTH SYSTEM AND DEVELOPMENT END OF
END OF SEMESTER EXAMINATION APRIL 2024

UNIT CODE: HMD 313 **UNIT NAME:** QUALITY ASSURANCE IN HEALTH
DATE: April, 2024
TIME: TWO Hours **Start:** **Finish**

INSTRUCTIONS

1. This exam is marked out of 70 marks
2. This Examination comprises TWO Sections
Section A: Compulsory Question (30 marks)
Section B: Long Answer Questions (70 marks)

SECTION A: COMPULSORY (30 Marks)

QUESTION ONE

- a) Match the items on the right with those items on the left, do not repeat an item use the table below to answer the question. (5 Marks)

A. Validation	1. The process of evaluating a system or component during or at the end of the development process to determine whether it satisfies the specified requirements.
B. Quality Control	2. The degree to which a set of inherent characteristics fulfill requirements.
C. Audit	3. A systematic process to determine if a product or system meets specified requirements. Conformance
D. Conformance	4. . The action of providing confidence that processes will fulfill requirements to achieve quality.
E. Quality Assurance	5. The planned and systematic activities implemented in a quality system to fulfill quality requirements

A	B	C	D	E

- b) Identify four purposes of quality assurance in health. (4 marks)
 c) Outline three components of quality assurance. (6 marks)
 d) State four sources of poor quality in health care. (4 marks)
 e) Highlight the historical development of quality assurance. (4 marks)
 f) List seven areas that we can improve quality in a health care delivery. (7 Marks)

SECTION B: ANSWER ANY TWO (2) QUESTIONS (40 Marks)

Long Answer Questions

QUESTION TWO

Using relevant examples, discuss how Deming's 14 principles of management can contribute to the overall success and continuous improvement of a level four hospital. (20 Marks)

QUESTION THREE

Discuss how you can use the contributions of each of the following quality gurus to advise the Cabinet secretary of health to improve quality of health care in Kenya

- a) James Juran (8 Marks)
- b) **Kaizen** (8 Marks)
- c) Philip Crosby (4 Marks)

QUESTION FOUR

Discuss four tools that you can use measure quality in a health care organization. (20 Marks)

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