



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 APRIL 2025
HMD 313 - QUALITY ASSURANCE IN HEALTH

TIME: Two Hours

Date : 15th April 2025

TIME : Two (2) Hours Start: 9.00 am End: 11:00 am

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- 30 Marks

Background

Regional Hospital is a mid-sized healthcare facility serving a population of approximately 500,000 in a suburban area. The hospital offers a wide range of services, including emergency care, surgery, maternity, pediatrics, and chronic disease management. Over the past few years, the hospital has faced challenges related to patient satisfaction, clinical outcomes, and operational efficiency. To address these issues, the hospital administration decided to implement a comprehensive Quality Assurance (QA) program.

- a) Outline four objectives that the administrator needs to develop to achieve comprehensive quality assurance. (4 marks)
 - b) State five implementation steps that the administrator requires to follow. (5 marks)
 - c) Outline five outcomes that may occur as a result of a successful quality assurance program. (6 marks)
1. Outline five characteristics of good quality health care(5marks)
 2. Outline the components of the Donabedian model(3Marks)
 3. State the four components of the Deming cycle(4 Marks)

Section B-40 Marks

Answer any two questions

4. As a Health System Manager, your head of the institution has requested you to be a keynote speaker in a students' seminar dubbed quality assurance health system - a means to an end. Discuss five key transformations in strengthening a quality culture in the institution using Edward Deming's blueprint of a quality culture. (20Marks)
5. (a)Discuss 8 principles and practices of total quality management (TQM) that can be applied in health care delivery.(10Marks)
(b) Using an illustration, discuss four critical ways of enhancing the effectiveness of TQM in health systems. (.10Marks).
7. Critically appraise four tools commonly used to measure quality in a hospital setting. For each tool, discuss its purpose(5Marks), strengths,(5Marks) limitations, (5Marks)and applicability in assessing healthcare quality (5Marks)