



**AMREF INTERNATIONAL UNIVERSITY**

**SCHOOL OF MEDICAL SCIENCES**

**DEPARTMENT OF REHABILITATION MEDICINE**

**BACHELOR OF SCIENCE IN PHYSIOTHERAPY**

**END OF TRIMESTER EXAMINATIONS JANUARY TO APRIL 2025**

**UNIT CODE: PHT 423**

**UNIT NAME: PROFESSIONAL ETHICS AND ADMINISTRATION (Special exam)**

**DATE: 16th APRIL 2025**

**TIME: 9am-11am**

**INSTRUCTIONS**

1. All students will have two (2) hours to complete the examination
2. This is an online exam, Attempt all questions as per the instruction
3. It is the student's responsibility to report any page and number missing in this paper.
4. Check that the paper is complete
5. Total number of pages is 7 including the cover.
6. Read through the paper quickly before you start.
7. Upon finishing the exam paper, on submission, the message 'Your examination has been submitted' will appear.

**TOTAL: \_\_\_\_\_/70**

**PERCENT: \_\_\_\_\_/100%**

**POINTS EARNED TOWARDS FINAL GRADE \_\_\_\_\_/70**

## Section One: Multiple Choice Questions (30mks)

1. Around what time was formal training in physiotherapy started in Kenya?
  - a. 1969
  - b. 2012
  - c. 2018
  - d. 1966
2. Factors affecting the promotion of quality physiotherapy services in Kenya
  - a. Efficient communication
  - b. Enough space in health facilities
  - c. Long distance to hospital
  - d. Adequate technology adoption
3. Which of the following constitutes the scope of physiotherapy?
  - a. Rehabilitation of patients
  - b. Sports medicine
  - c. Health education
  - d. All the above
4. When teachers are carrying out their professional duties they should adhere to the ethics of:
  - a. Integrity
  - b. Cultural sensitivity
  - c. Avoiding conflict of interests
  - d. All the above
5. During patient care delivery the ethic of autonomy involves
  - a. Giving patient right to make informed decision
  - b. Transparency
  - c. Keeping patient promise
  - d. Demonstrating necessary knowledge and skills
6. Which of the following is an economic factor in clinical decision making?
  - a. Autonomy

- b. Beneficence
  - c. Insurance coverage
  - d. Non- maleficence
7. When relating with patients, a physiotherapist cultural sensitivity involves.
- a. Treating patients equally
  - b. Being mindful of cultural differences
  - c. Maintaining appropriate personal distance
  - d. Explaining treatment procedure clearly
8. In which situations is a healthy colleague relationship crucial?
- a. Sharing patient information
  - b. Conflict resolution
  - c. Clinical supervision
  - d. All the above
9. Which of the following issues constitute confidentiality and responsibility in physiotherapy profession?
- a. Right to privacy
  - b. Equity
  - c. Integrity
  - d. Fidelity
10. Identify a challenge in supervision
- a. Team conflict
  - b. Employee absenteeism
  - c. Keeping life work balance for employees
  - d. All the above
11. Planning function of administration involves
- a. Developing human resource
  - b. Ensuring harmony in organizational activities
  - c. Setting goals and strategies
  - d. Detecting deviation from the plan
12. The principle of span of control in organization means
- a. Being held responsible for ones actions

- b. A manager to supervise manageable number of employees
  - c. Employee to report to one supervisor
  - d. Each position to have clear defined responsibilities
13. In which way can an hospital administration improve quality of services provided to clients?
- a. Increasing working hours
  - b. Employee engagement
  - c. Sporadic monitoring
  - d. None above
14. Opportunity cost when planning change refers to;
- a. Cost of pursuing alternative change options
  - b. Unexpected expenses from unforeseen challenges
  - c. Temporary decline in productivity when adopting to new system
  - d. Initial cost of acquiring new equipment needed for the change
15. Job describing as a component of staffing involves
- a. A document outlining qualifications and skills to perform a job
  - b. Collection of information to describe duties and responsibilities of a job
  - c. A statement that gives purpose, scope and responsibilities of a stated job.
  - d. A description of roles and regulations of a job
16. In hospital administration information is crucial in
- a. Implementing improvement initiatives
  - b. Analyzing budget performance
  - c. Ensuring adherence to health care regulations and standards
  - d. All the above
17. Which statements best describes proper way of communicating in hospital setting?
- a. Information should be exchanged to superior only
  - b. Pay little attention to speaker
  - c. Information flows freely between different departments
  - d. Use technical language
18. Hospitals can improve their revenue cycle by following these suggestions;
- a. Getting input from top level staff only

- b. Benchmarking
  - c. Minimizing outreach health campaigns.
  - d. Ignoring patients input
19. A tool used in monitoring health services
- a. Rubrics
  - b. Questionnaires
  - c. Exit advisor
  - d. Logical models
20. Level of health care system in Kenya dealing with specialist care
- a. Level 6
  - b. Level 2
  - c. Level 1
  - d. Level 4
21. Physiotherapy maneuvers requiring more space in the outpatient section
- a. Electrotherapy
  - b. Disability assessment
  - c. Therapeutic exercises
  - d. Massage
22. When distributing workload in physiotherapy department consider
- a. Sex
  - b. Age
  - c. Specialties available
  - d. Ethnicity
23. First step in organizing a meeting
- a. Invite participants
  - b. Define objectives
  - c. Select time and venue
  - d. Create an agenda
24. In the delivery of quality care staff work life balance promotion involves;

- a. Encouraging open communication
  - b. Dividing ones time between working and leisure activities
  - c. Encouraging and staff participation in decision making
  - d. Regular performance evaluations
25. Elements of material management include;
- a. Procurement
  - b. Maintenance
  - c. Storage
  - d. All the above
26. The stage of human resource development involved with building of skills and experience.
- a. Establishment
  - b. Exploration
  - c. Disengagement
  - d. Maintenance
27. Health policy concerned with restriction of harmful behaviours
- a. Miscellaneous policies
  - b. Constituent policies
  - c. Regulatory policies
  - d. Distributive policies
28. Which is the best criteria for determining staffing in physiotherapy department?
- a. Increasing number of staff randomly
  - b. Carrying out workload analysis
  - c. Conducting exit survey
  - d. None above
29. Non-consumable materials used in physiotherapy department
- a. Gloves
  - b. Crepe bandage
  - c. Disinfectants
  - d. Cryotherapy

30. Quality management in health care delivery involves;
- Meeting customer requirements
  - Strong leadership support
  - Adhering to expected standards
  - All the above

**Section Two: Short Answer Questions (20mks)**

- List five fields where physiotherapist can provide services (5mks)
- List five ethical standards which should be maintained by physiotherapist in their practice (5mks)
- Explain five functions of planning (5mks)
- Contrast between monitoring and evaluation (5mks)

**Section Three: Long Answer Questions (20mks)**

**Instruction:** answer two questions ONLY

- Describe staff performance appraisal system (10mks)
- Explain factors which hinder policy formulation in kenya (10mks)
- Discuss five principles of hospital administration relevant to physiotherapy (5mks)
  - Specify how the above principles are applied in the proffesion (5mks)