



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 FIRST SEMESTER EXAMINATION APRIL 2025
HMD 314 HEALTH SERVICE DELIVERY

TIME: Two (2) Hours

Date : 10th April 2025 **Start:** 4h30 pm **End:** 6h30 pm

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
- 4) Ensure clarity, coherence, and well-structured responses.

Read carefully the additional instructions preceding each section.

SECTION A – COMPULSORY QUESTION (Answer ALL questions)

Question 1

Case Study: Usafi County Health System Delivery Challenges

Usafi County is a densely populated region with a significant proportion of low-income families. The county faces challenges in delivering adequate healthcare services due to limited resources, understaffed facilities, and high demand for both preventive and curative services. Usafi County Hospital, the main referral hospital, often experiences overcrowding, leading to delayed patient care, compromised service quality, and limited space for new patients.

To address these challenges, the County government has implemented community health units to provide basic healthcare and preventive services in rural areas. However, referral linkages between these community units and Usafi County Hospital remain weak. Additionally, a recent health sector report emphasized the need for accreditation to enhance service quality, build public trust, and meet international healthcare standards.

In response, Usafi County's health administration is exploring strategies to enhance service delivery, strengthen referral systems, and seek accreditation for healthcare facilities to improve service quality.

Answer all parts of the question below:

Part A: Models of Service Delivery (10 marks)

- (a) Evaluate two service delivery models that Usafi County could adopt to improve healthcare access, including a brief description of each model's approach. **(4 marks)**
- (b) Assess two advantages and two limitations of implementing the proposed healthcare models in Usafi County's context. **(4 marks)**
- (c) Which service delivery model would be most suitable for addressing overcrowding at Usafi County Hospital? Justify your choice. **(2 marks)**

Part B: Characteristics of Effective Service Delivery (7 marks)

- (a) List three characteristics of effective service delivery that could improve patient satisfaction and healthcare outcomes in Usafi County. **(3 marks)**
- (b) Demonstrate how each characteristic listed in (a) could be applied to address healthcare challenges in Usafi County. **(4 marks)**

Part C: Effective Referral System (7 marks)

- (a) Define a health referral system and explain why a robust referral system is crucial for Usafi County. **(2 marks)**
- (b) Compare three types of referral systems that could be implemented in Usafi County, including an example scenario for each. **(3 marks)**

(c) Suggest four practical steps for designing an effective referral pathway between community health units and Usafi County Hospital. **(2 marks)**

Part D: Concepts and Approaches in Accreditation (6 marks)

(a) Define healthcare accreditation and explain why Usafi County should pursue accreditation for its healthcare facilities. **(2 marks)**

(b) Analyze two strategies Usafi County could employ to attain accreditation and explain how each would enhance service quality. **(4 marks)**

SECTION B – ANSWER ANY TWO (2) QUESTIONS

Question 2: Primary Health Care (PHC) Approach in Kenya (20 marks)

(a) Discuss four characteristics of effective service delivery outlining key aspects and applications in the Kenyan healthcare context. **(8 marks)**

(b) Discuss the application of **eight (8)** Primary Health Care (PHC) principles in Kenya. **(8 marks)**

(c) Explain four roles of leadership and governance in achieving equitable and efficient service delivery. **(4 marks)**

Question 3: Referral System in Kenya (20 marks)

(a) Discuss the four key components of a referral system. **(8 marks)**

(b) Discuss the six principles of an effective referral system in healthcare delivery. **(6 marks)**

(c) Explain three challenges within Kenya's referral system, providing relevant examples. **(6 marks)**

Question 4: Accreditation in Healthcare (20 marks)

(a) Explain six benefits of accreditation. **(6 marks)**

(b) Discuss six limitations of the accreditation process. **(6 marks)**

(c) Provide five recommendations to enhance the effectiveness and sustainability of the accreditation process for healthcare providers. **(5 marks)**

(d) Explain three roles of technological advancements, particularly digital health, in supporting accreditation processes. Provide examples. **(3 marks)**