



# MERU UNIVERSITY OF SCIENCE AND TECHNOLOGY

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## UNIVERSITY EXAMINATIONS 2024/2025

THIRD YEAR, FIRST SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR  
OF SCIENCE IN CLINICAL MEDICINE AND COMMUNITY HEALTH DEVELOPMENT  
AND BACHELOR OF SCIENCE IN HEALTH RECORDS AND INFORMATION  
MANAGEMENT

### HPR 3312: HEALTH CARE QUALITY DEVELOPMENT

DATE: JANUARY 2025

TIME: 2 HOURS

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**INSTRUCTIONS:** *Answer questions One and any other Two*

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#### QUESTION ONE (30 MARKS)

- a) Explain the following terms as used in organizational quality and safety.
  - i. Benchmarking in health care.
  - ii. Plan-Do-Study-Act (PDSA) cycle
  - iii. Quality improvement strategy.
- b) List down FIVE benefits of quality improvement in health sector.

#### QUESTION TWO (20 MARKS)

- a) There are critical factors essential for improving quality and safety in health facilities.  
DISCUSS.
- b) List down FIVE types of healthcare performance measurements used in Kenya.



MUST is ISO 9001:2015 and



ISO/IEC 27001:2013 CERTIFIED

### **QUESTION THREE (20 MARKS)**

- a) Discuss FIVE challenges in using quality improvement measures in health care.
- b) In each of the FIVE challenges how can they be overcome in Kenyan health sector?

### **QUESTION FOUR (20 MARKS)**

- a) Using Donabedian's contribution in organization improvement, discuss THREE component approaches for evaluating the quality of care.
- b) Explain how quality improvement strategies differ from research



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