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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

INSTRUCTIONS: Answer *questions One and any other Two*

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.



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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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