



MERU UNIVERSITY OF SCIENCE AND TECHNOLOGY

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UNIVERSITY EXAMINATIONS 2023/2024

SECOND YEAR SECOND SEMESTER EXAMINATION FOR THE DEGREE OF
BACHELOR OF SCIENCE IN HEALTH SYSTEM MANAGEMENT

NNH 3255: HEALTH SERVICE QUALITY MANAGEMENT

DATE: APRIL 2024

TIME: 2 HOURS

INSTRUCTIONS: ANSWER QUESTION ONE AND ANY OTHER TWO

QUESTION ONE (30 MARKS)

- a) Explain 3 external evaluations for quality in healthcare (6 marks)
- b) Outline 8 principles of quality in healthcare (8 marks)
- c) Explain the 5 steps involved in the six sigma methodology as a framework of quality (10 marks)
- d) Explain 3 aspects of measuring quality in healthcare (6 marks)

QUESTION TWO (20 MARKS)

Explain 10 factors that influence access to quality in healthcare (20 marks)

QUESTION THREE (20 MARKS)

Describe the structure, process and outcome components in relation to quality in healthcare (20 marks)

QUESTION FOUR (20 MARKS)

Describe quality management activities in healthcare (20 marks)

