



**MASINDE MULIRO UNIVERSITY OF
SCIENCE AND TECHNOLOGY
(MMUST)**

MAIN CAMPUS

**UNIVERSITY EXAMINATIONS
2021/2022 ACADEMIC YEAR**

SECOND YEAR THIRD SEMESTER EXAMINATIONS

**FOR THE DEGREE
OF**

BACHELOR OF SCIENCE IN HEALTH PROFESSIONS EDUCATION

COURSE CODE: HPE 216

COURSE TITLE: QUALITY ASSURANCE IN HEALTH

DATE: THURSDAY 21ST APRIL 2022

TIME: 2:00 - 5:00PM

INSTRUCTIONS TO CANDIDATES

ANSWER ALL QUESTIONS

SEC A: MULTIPLE CHOICE QUESTIONS (MCQ) (20 MARKS)

SEC B: SHORT ANSWER QUESTIONS (SAQ) (40 MARKS)

SEC C: LONG ANSWER QUESTIONS (LAQ) (40 MARKS)

TIME: 3 HOURS

MMUST observes ZERO tolerance to examination cheating

This Paper Consists of 4 Printed Pages. Please Turn Over. ▲

SECTION A: Multiple Choice Questions (20Marks)

1. What is Quality Assurance in health?
 - A. It is the measurement of degree to which a product satisfies the need
 - B. Any systematic process used to ensure quality in the process
 - C. Process of identifying defects
 - D. It is a corrective tool

2. **Which of the following option is correct regarding Quality Assurance (QA) and Quality Control (QC)?**
 - A. QC is an integral part of QA
 - B. QA is an integral part of QC
 - C. QA and QC are independent to each other
 - D. QC may or may not depend on QA

3. **Standard Operating Procedure (SOP) refers to:**
 - A. An optimal balance between possibilities realized and a framework of norms and values.
 - B. Doing the right thing right, right away, the first time
 - C. Detailed, written instructions to achieve uniformity of the performance of a specific function.
 - D. A process of meeting the needs and expectations of the customers, both internal and external.

4. **Which of the following option involves material and component control?**
 - A. Development of standards
 - B. Development of specification
 - C. Quality control
 - D. Feedback

5. **Arrange the steps of Quality Assurance in ascending order?**
 - A. Customer needs, material control, design development, process control, marketing
 - B. Material control, process control, customer need, design development, finished product
 - C. Customer needs, design development, material control, process control, finished product
 - D. Material control, servicing, process control, material control, design development

6. **Accreditation refers to one of the following:**
 - A. Making assessment
 - B. Meeting predetermined standards
 - C. Making care cost effective
 - D. Ensuring Quality

7. **Purposeful, self-regulatory judgment that uses cognitive tools such as interpretation, analysis, evaluation, inference, and explanation of the evidential, conceptual, methodological, criteriological, or contextual considerations on which judgment is based."**
 - A. System Thinking
 - B. Critical Thinking
 - C. Clinical reasoning
 - D. Intuitive recognition

8. **The contributors to poor quality in an organization area.**
 - A. Lack of involvement by management
 - B. Lack of knowledge about quality
 - C. Time constraints
 - D. A and B

9. **Plan-Do-Check -Act cycle is related to**

- A. Donabedian
 - B. Deming
 - C. Henry Ganitt
 - D. B.F. Skinner
10. A **fundamental attribute of Total Quality Management in Education** is.
- A. Drawing control charts
 - B. Having Team meetings
 - C. Top management direct involvement
 - D. All the above
11. **The responsibility of the individual to seeing that the system complies with the internal control policy** at the operational level belongs to
- A. Internal Control Specialist
 - B. Internal Control Officer
 - C. Information Resources Management Official
 - D. None of the above
12. **An educational institutions vision states**
- A. Where the teachers want to go after work
 - B. Whether we should use standard operation controls
 - C. whether we should use inspection
 - D. Where the institution wants to be in the run
13. **A stake holder is generally :**
- A. Someone who manages the institution
 - B. Paymasters
 - C. Interested in the success of the institution
 - D. Only the vendor.
14. **Systematic problem solving requires**
- A. Motivating the staff
 - B. Defining the problem to be solved.
 - C. Drawing control charts
 - D. Keeping tabs on the environmental impact
15. Which one of the following would normally be considered as one of the ‘costs of quality’?
- A. Overhead costs
 - B. Marketing costs
 - C. Appraisal costs
 - D. Transport costs
 - E. Transaction costs
16. The process mapping is a _____ diagram.
- A. Data flow
 - B. Work flow
 - C. Circular
 - D. Audit
17. According to Deming, Quality problems are
- A. Due to management
 - B. Due to method
 - C. Due to machine
 - D. Due to material
18. Process control is carried out
- A. Before production
 - B. During production
 - C. After production control

D. All of the above

19. What is defined as a set of development and quality assurance efforts performed to achieve a common goal, based on the release timeline?
- Test Set
 - Requirement
 - Test Plan
 - Cycle

20. Accreditation refers to one of the following:

- Making assessment
- Meeting predetermined standards
- Making care cost effective
- Ensuring Quality

Section B: Short Answer Questions (40Marks)

- Explain **five** importance of performing total Quality management assessment 5 marks
- Outline **five** performance indicator to check for in training institutions 5 marks
- Explain **five** principles that governs peer performance evaluation 5 marks
- Outline **five** influence internal audit in an organization 5 marks
- Explain **five** reasons adopting use of health information management system (HIMS) 5 marks
- Name **five** members of internal auditing in University 5 marks
- Out **five** functions of quality control office in a hospital setup 5 marks
- Explain **five** guidelines for educational audit applied at the University 5 marks

Section C: Long Answer Questions (40Marks)
Question one

University education in the world and in Kenya is on a higher demand. Many Universities' in Kenya have been established in the past ten years according to Rose et al., 2019. Discuss strategies that the government has put into place in order to ensure quality education is been offered **(20 marks)**

Question two

Discuss utilization of quality assurance model according to Benthon et al., 2005 in a hospital set up 20 marks