



(University of Choice)

MASINDE MULIRO UNIVERSITY OF SCIENCE AND TECHNOLOGY

(MMUST)

MAIN CAMPUS

UNIVERSITY EXAMINATIONS

MAIN EXAM

2023/2024 ACADEMIC YEAR

SECOND YEAR SECOND TRIMESTER EXAMINATIONS

FOR THE DEGREE IN BACHELOR OF SCIENCE OF MEDICAL SOCIAL WORK

COURSE CODE: NMS 224

**COURSE TITLE: HEALTH CARE QUALITY IMPROVEMENT FOR
VULNERABLE POPULATIONS**

DATE: 8TH APRIL, 2024

TIME: 11:30 AM-2:30 PM

INSTRUCTIONS TO CANDIDATES:

Answer all questions in section A, Section B and Section C
TIME: 3 Hours

MMUST observes ZERO tolerance to examination cheating

Paper Consists of 6 Printed Pages. Please Turn Over.



MULTIPLE CHOICE QUESTIONS (20MARKS)

1. Define vulnerability according to the WHO (2002)?
 - a) Is the degree to which a population is exposed to gender based violence?
 - b) is the degree to which a population, individual or organization is unable to anticipate, cope with, resist and recover from the impacts of disasters
 - c) is the degree to which a population, individual or organization is unable to access basic need
 - d) is the degree to which a population, individual or organization is unable to meet their health needs
2. _____ argued that vulnerability is exposure to contingencies and stress, and difficulty in coping with them?
 - a) Cesar and Dercon
 - b) Damas and Rayhan
 - c) Pratt et al
 - d) Clark et al
3. What is the BEST definition for quality of care?
 - a) refers to health care as it is delivered in a functional 'system
 - b) The characteristics of the system of health care that enable it take care of the client, taking into account all their socio-economic and disease dimensions.
 - c) Take user satisfaction elements in the health care delivery equation.
 - d) be rooted in the cultural and social reality of the communities
4. Which is the primary cause of vulnerability?
 - a) Age
 - b) Race
 - c) Poverty
 - d) illness
5. Which of the following is an example of a population with high physical needs?
 - a) Pregnant women
 - b) Medical doctors
 - c) People with minor illnesses such as the common cold
 - d) Adults
6. A transgender refers to?
 - a) Individuals in between male and female genders
 - b) Individuals who have a gender identity or gender expression that differs from their assigned sex.
 - c) Individual who desire medical assistance to transition from one sex to another
 - d) Individuals with both male and female reproductive organs

7. Individuals who are from a lower social class or are valued less in society due to their social characteristics, i.e. lack of wealth or education, are primarily susceptible to what kind of risk?

- a) Social risk
- b) Physical risk
- c) Market risk
- d) No risk

8. The following statement is **true** of healthcare needs of prisoners in Kenya?

- a) Health services are equivalent to what is provided in the country as a whole;
- b) The risks to health are reduced to a minimum;
- c) That the dignity and human rights of every prisoner are respected.
- d) prisoners should have access to the health services available in the country without discrimination on the grounds of their legal situation

9. A refugee is a?

- a) People who have fled war, violence, conflict or persecution and have crossed an international border to find safety in another country.
- b) Someone who has been forced to flee their home but never cross an international border
- c) People who seek safety anywhere they can find it—in nearby towns, schools, settlements, internal camps, even forests and fields.
- d) people displaced by internal strife and natural disasters-

10. Wanjiku is elderly. The medical social worker who takes care of her sometimes refuses to give her medication, but does not hurt her any other way. Which is the **main** type of abuse is she experiencing?

- a) neglect
- b) physical
- c) psychological
- d) professional

11. What is the **main** need of the homeless people?

- a) Shelter
- b) Education
- c) Economic assistance
- d) Food

12. An efficient healthcare system is?

- a) a system that does correct things
- b) a system that has all facilities
- c) a system that has all staff
- d) a system that does things correctly

13. Akinyi is a caretaker for John who cannot speak or move very well and doesn't really know what's going on. She really loves him and wants to bear his children. If she has intercourse with him, is it abuse?

- a) Yes, because he is not able to consent.
- b) Yes, because he is over the age of 70.
- c) No, because he is an adult.
- d) No, because he is a man.

14. Which of the interventions should to be put in place to reduce the greatest health risk of the Gays?

- a) Providing awareness to public increase provision of tolerance
- b) Implementing anti-bullying policies in schools
- c) Provide lubricant and condoms to prevent STI and HIV/AIDS infections
- d) Provide proper training to the healthcare workers

15. An effective healthcare system is _____

- a) a system that does correct things
- b) a system that has all facilities
- c) system that does things correctly
- d) a system that attend to patients

18. A queer is _____?

- a) an umbrella term for people who are not heterosexual or are not cisgender
- b) An umbrella term for a woman who is either romantically, sexually, and/or emotionally attracted to other women.
- c) An umbrella term for people are sexually attracted to both men and women
- d) An umbrella for people who identify as a gender other than the one typically associated with the sex they're assigned at birth.

17. The population that best represents the differential vulnerability hypothesis is a group of _____:

- a) Children with a family history of sickle cell disease and hypertension.
- b) Homeless pregnant teens in a substance abuse program.
- c) African children at risk for diabetes.
- d) Overweight children.

18. Health education is often used as a strategy in working with vulnerable populations. The benefits of health education can be greatly affected by the individual's or group's _____

- a) Cycle of dependency.
- b) Health literacy.
- c) Level of income.
- d) Race and ethnicity.

19. A medical social worker providing a tertiary prevention intervention to a population of women who are HIV positive will most likely _____

- a) Educate about self-care and the women's rights as employees.
- b) Establish a partnership with a community to initiate a community health centre.
- c) Help identify new cases and ensure that clients receive proper treatment.
- d) Teach how to lobby state law makers.

20. The following principles relate to access to healthcare **except** _____?

- a) Affordability
- b) sustainability
- c) Availability
- d) Acceptability

SHORT ANSWERED QUESTIONS (40 MARKS)

- 1) State circumstances under which of a child may be placed in charitable children institution (5 marks)
- 2) Enumerate 5 reasons why medical social workers need to focus on health care quality improvement (5marks)
- 3) Explain five principles of Health care quality improvement (10marks)
- 4) Explain five barriers to Primary Health Care Utilization for vulnerable populations in Kenya (10marks)
- 5) Describe five steps of root cause analysis in healthcare quality improvement (10marks)

LONG ANSWERED QUESTIONS (40MARKS)

1. Using relevant examples and diagrams where applicable, discuss the five models of health care quality improvement, giving its application, merit and demerit in each case (20marks)
2. (a) Discuss 5 roles of the Kenya National Commission on Human Rights in healthcare quality improvement for various vulnerable populations (10marks).
(b) Describe five requirements for establishment of rescue centres in Kenya (10marks)

