

102105T4HSS

HEALTH SERVICES SUPPORT PROVIDER LEVEL 5

MED/OS/HSS/CC/03/5/A

DEMONSTRATE KNOWLEDGE OF ORGANIZATION OF HEALTH FACILITIES

NOV/DEC 2023



**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION
COUNCIL (TVET CDACC)**

CANDIDATE WRITTEN ASSESMENT

Time: 3 hours

INSTRUCTIONS TO CANDIDATES

Maximum marks for each question are indicated in brackets ().

This paper consists of THREE sections: A, B and C.

Answer questions as per instructions in each section.

You are provided with a separate answer booklet.

This paper consists of 7 printed pages

**Candidates should check the question paper to ascertain that all
pages are printed as indicated and that no questions are missing.**

SECTION A: (20 MARKS)

Answer ALL questions in this section

Each question is 1 mark.

1. Organizing health facilities in a healthcare system entails:
 - A. Maximizing profits
 - B. Minimizing patient care
 - C. Providing quality healthcare services
 - D. Increasing administrative complexity
2. The department in a hospital that is responsible for managing patient appointments and scheduling is:
 - A. Finance department
 - B. Human resources department
 - C. Front desk or reception
 - D. Laboratory services
3. In the context of healthcare facility organization, "triage" refers to:
 - A. Sorting patients based on the severity of their condition
 - B. Organizing staff training programs
 - C. Managing the hospital's financial resources
 - D. Coordinating patient discharge procedures
4. The purpose of a medical record in a healthcare facility is:
 - A. Documenting patient billing information
 - B. Keeping a record of healthcare providers' lunch breaks
 - C. Storing patient health information and treatment history
 - D. Tracking the inventory of medical equipment
5. The role of the infection control team in a healthcare facility focuses on:
 - A. Managing patient appointments
 - B. Ensuring the facility's cleanliness and preventing the spread of infections
 - C. Billing patients for services rendered
 - D. Handling patient complaints
6. A healthcare facility's quality assurance program is aimed at:
 - A. Reducing staff salaries
 - B. Ensuring that the facility's budget is maximized
 - C. Improving patient care and safety
 - D. Increasing patient wait times