

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

7. The key component of disaster preparedness in a healthcare facility is:
 - A. Ensuring a continuous supply of luxury amenities for patients
 - B. Regularly changing the hospital's physical location
 - C. Developing evacuation plans and response protocols
 - D. Ignoring the potential for disasters
8. Select a true statement regarding Patient Service Charters;
 - A. They are legally binding contracts between patients and healthcare providers.
 - B. They are primarily used for marketing purposes.
 - C. They are standardized documents across all healthcare facilities.
 - D. They can vary from one healthcare facility to another.
9. The Chief Executive Officer (CEO) in a hospital is responsible for:
 - A. Direct patient care
 - B. Financial management and strategic leadership
 - C. Hospital maintenance and facility operations
 - D. Clinical decision-making
10. The core services provided by a hospital are focused on:
 - A. Outpatient care
 - B. Inpatient care and specialized treatments
 - C. Wellness programs and preventive care
 - D. Social services and community outreach
11. The services in a hospital that are typically focused on maternal and child health, including prenatal care and childbirth are identified as:
 - A. Oncology
 - B. Obstetrics and Gynaecology
 - C. Cardiology
 - D. Neurology
12. In healthcare, "CDC" stand for:
 - A. Centre for Disease Control and Prevention
 - B. Clinical Disease centre
 - C. Centre for Diagnosis and Care
 - D. Care and Disease Control

13. The primary role of a social worker in a health care setting is:
- A. Performing surgical procedures
 - B. Administering medications
 - C. Providing emotional support and resources to patients
 - D. Conducting laboratory tests
14. A rehabilitation centre in health care is responsible for:
- A. Providing emergency medical care
 - B. Treating cancer patients
 - C. Focusing on physical therapy and recovery
 - D. Providing long-term care for the elderly
15. A healthcare facility that is primarily focused on outpatient services and minor medical procedures is known as:
- A. Hospital
 - B. Clinic
 - C. Ambulatory Surgery Centre
 - D. Nursing Home
16. One of the duties of a health service support provider in health care is to:
- A. Drug administration
 - B. Investigate patients
 - C. Wound dressing
 - D. Feed patients
17. The goal of a public health clinic is to:
- A. Provide emergency care
 - B. Promote community health and prevent diseases
 - C. Offer specialized surgical services
 - D. Focus on maternal and child health
18. The main function of a primary care clinic is:
- A. Specialized surgeries
 - B. Long-term care for chronic illnesses
 - C. Inpatient care for severe injuries
 - D. Preventive care and basic medical treatment

19. A hierarchical structure that represents reporting relationships within a hospital or healthcare facility is called:
- A. A hospital policy
 - B. A hospital directory
 - C. A hospital organogram
 - D. A hospital philosophy
20. A statement that explains the purpose of a hospital's existence is its:
- A. Vision
 - B. Value
 - C. Mission
 - D. Philosophy

SECTION B (40 MARKS)

Answer ALL questions in this section

21. Waste management is vital in any health care system. State FOUR effects of poor hospital waste management (4 Marks)
22. Support staffs provide some services in any health facility. Identify FOUR support services offered in health care system. (4 Marks)
23. Hospital staff ranges from hospital to another. List FOUR health care personnel in any hospital setting with their respective duties (4 Marks)
24. Explain the THREE main solutions that are used decontamination of surgical instruments in health care (6 Marks)
25. As health care workers, Patients are judged with different responsibilities. Outline FIVE responsibilities of patients in health care. (5 Marks)
26. State FOUR standard operating procedures (SOPs) that are applied in health care to prevent and control infections (4 Marks)
27. Outline FOUR instances when physicians are legally permitted to share their patient's health information without permission (3 Marks)
28. Hospitals use different equipment in care and management of patients. List FOUR hospital equipment that are key in health care (4 Marks)
29. Patients have rights of choosing any hospital for their services. State THREE factors that affect patient choice of health care facilities (3 Marks)
30. Hospitals are grouped differently in health sector. Outline THREE levels of health care delivery systems (3 Marks)

SECTION C (40 MARKS)

Answer any TWO questions in this sector

31. Health care facilities are designed and organized to meet various individual, family and community health needs
- a) State FIVE differences between inpatient and outpatient hospital departments (10 Marks)
 - b) Explain FIVE services offered by health care facilities (10 Marks)
32. You have been allocated in the outpatient department as health service support student to assist in establishing client flow
- a) Define the following terms (4 Marks)
 - i. Hospital signage:
 - ii. Customer care:
 - b) To ease client flow, explain the FOUR categories of patient triage that can be used (8 Marks)
 - c) State FOUR factors that may necessitate admission of a patient from outpatient department to inpatient department. Give an example for each factor. (8 Marks)
33. You are orienting junior health service support students in the operation theatre department.
- a) List SEVEN sections of the theatre department with their purposes (12 Marks)
 - b) Apart from the theatre department, explain any FOUR inpatient departments within a hospital (8 Marks)

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