

102104T4HSS

**HEALTH SERVICES SUPPORT PROVIDER LEVEL 4**

**MED/OS/HSS/CC/03/4/A**

**DEMONSTRATE KNOWLEDGE OF ORGANIZATION OF HEALTH FACILITIES**

**NOV/DEC 2023**



**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION**

**COUNCIL (TVET CDACC)**

**WRITTEN ASSESSMENT**

**TIME: 2 HOURS**

**INSTRUCTIONS TO CANDIDATES**

1. This paper has three sections A and B
2. You are provided with a separate answer booklet.
3. Marks for each question are as indicated.
4. Do not write on the question paper.

**This paper consists of 4 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 (10 MARKS)**

*Answer ALL questions in this section.*

*Each question is 1 mark.*

1. A Patient Service Charter is defined as:
  - A. A legal document required for all healthcare providers
  - B. A contract between a patient and their healthcare provider
  - C. A formal commitment by a healthcare institution to provide quality care and services
  - D. A financial agreement for medical billing
2. A hospital department that is responsible for managing the hospital's financial matters, including budgeting and billing is:
  - A. Human Resources
  - B. Information Technology
  - C. Finance
  - D. Marketing
3. Managing and coordinating patient care, including nursing care and treatment plans are key parts of:
  - A. Radiology services
  - B. Environmental Services
  - C. Nursing Services
  - D. Dietary Services
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 is:
  - 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. The department in a healthcare facility that is responsible for recruiting, training, and managing the facility's staff is called:
  - A. Radiology department
  - B. Human resources department
  - C. Pharmacy department
  - D. Billing department
7. The key function of a hospice facility is:
  - A. Providing long-term rehabilitation services
  - B. Offering emergency medical care
  - C. Offering end-of-life care and support
  - D. Conducting medical research
8. In a hospital, what does the term "CCU" stand for:
  - A. Cardiac Care Unit
  - B. Critical Care Unit
  - C. Clinical Control Unit
  - D. Cancer Care Unit
9. A healthcare facility that specializes in heart-related issues is known as a:
  - A. Cardiology hospital
  - B. Maternity hospital
  - C. Paediatric clinic
  - D. Geriatric center
10. A community health center typically focuses on providing healthcare services to:
  - A. Wealthy individuals
  - B. Rural communities
  - C. Elderly population
  - D. Paediatric patients

**SECTION B (40 MARKS)**

*Answer ALL questions in this section.*

11. State THREE importance of ensuring patient privacy and confidentiality (3 marks)
12. Mrs X has been discharged from the inpatient department with instructions for follow up in the clinic. List FIVE possible outpatient departments she can be sent to (5 marks)
13. Hospitals offer varying services to their clients. State FOUR types of services that are offered by hospitals according to the service charter (4 marks)
14. Triage is a system of categorizing patients with their severity and speed at which they can be served. Name the FOUR colour codes that can be used for triaging (4 marks)
15. An organogram is a key management tool. State THREE purposes of an organogram in a hospital institution (3 marks)
16. The government stratifies healthcare systems into different levels based on several outlined factors. Outline FIVE levels of health care delivery systems (5 marks)
17. Medical waste is continually generated in the hospital. State FOUR benefits of managing medical waste effectively (4 marks)
18. Medical personnel require support staff in various fields of expertise for efficient service discharge. Identify FOUR support services offered in health care (4 marks)
19. Health service delivery requires qualified and skilled human resource. Name any FOUR personnel in health care delivery (4 marks)
20. State four (4) standard operating procedures (SOPs) that are applied in health care to prevent and control infections (4 marks)

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