

**Qualification Code :** **102104T4HSS**

**Qualification : Health Services Support Level 4**

**Unit Code : MED/OS/HSS/CC/04/4/A**

**Unit of Competency : Demonstrate Knowledge of Organization of Health Facilities**

**ASSESSOR WRITTEN ASSESSMENT**

**INSTRUCTIONS TO ASSESSORS**

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

*This paper consists of* ***TWO*** *sections: A and B*

*These serves as a guide to given responses*

**SECTION A** (**20 MARKS)**

***(Award 1 mark for each correct choice in this section)***

1. The appropriate personal protective gear to use in preventing splash of body fluids unto your face is; **(1 mark)**
2. Surgical gown
3. **Face shield**
4. Aprons
5. Sterile gloves
6. The appropriate waste bin to put the extracted tooth is; (1 mark)
7. Yellow
8. **Red**
9. Black
10. Orange
11. Hospital department responsible for emergency cases is, **(1 mark)**
12. **Casualty Department**
13. Medical Records Department
14. Administration Department
15. Maintenance Department
16. The act of identifying patients who require urgent management than others in the hospital facility is well known as; **(1 mark)**
17. Client flow
18. **Client triaging**
19. Emergent treatment
20. Unfair treatment
21. The Kenyatta national Hospital is an example of a;  **(1 mark)**
22. Level 3 hospital
23. Level 5 hospital
24. **Level 6 hospital**
25. Level 7 hospital
26. A universal precaution in preventing infections in the hospitals is;  **(1 Mark)**
27. House cleaning
28. Bed making
29. **Hand hygiene**
30. Use of antibiotics
31. A patient admitted in the ward for management is called; (1 mark)
32. An outpatient
33. **An inpatient**
34. A surgical client
35. A critical patient
36. The equipment on which nurses put drugs as they administer drugs to patients is; (1 mark)
37. Wheelchair
38. Table
39. Stretcher
40. **Trolley**
41. The transfer of patients from one hospital to the other is;(1 mark)
42. Discharge
43. Registry
44. Admission
45. **Referral**
46. The graphical arrangement of the managerial structure from the topmost to the bottom most in the hospital is well known as; (1 mark)
47. Managerial structure
48. **Organogram**
49. Duty allocation
50. Duty roster

**SECTION B (40 MARKS)**

***Note to Assessor: These are suggested answers to act as guidelines***

1. List any **Four (4)** responsibilities of a health support service provider. **(4 Marks)**

* **Orienting patients around the hospital**
* **Feeding patients**
* **Escorting patients from one department to another**
* **Vital signs monitoring**
* **Providing home based care**

***(Award 1 mark for each point to a maximum of 4)***

1. Identify **Four (4)** types of wastes generated in hospitals wards. **(4 marks)**

* **Highly infectious-placenta**
* **Non-infectious-packaging materials**
* **Infectious-bloody gauzes**
* **Sharps-used needles**

***(Award 1 mark for each correct point to a maximum of 4)***

1. State any **Four (4)** functions of health care facilities in Kenya. **(4 Marks)**

* **Health Promotion**
* **Disease Prevention**
* **Diagnosis and Treatment**
* **Rehabilitation.**

***(Award 1 mark for each correct point to a maximum of 4)***

1. State any **Four (4)** ways of preventing infections in hospitals. **(4 marks)**

* **Wearing protective equipment**
* **Waste management**
* **Laundry services**
* **Hand washing**
* **Patient and staff education**

***(Award 1 mark for each correct point to a maximum of 4)***

1. Identify **Four (4)** services offered in outpatient clinics. **(4 Marks)**

* **Blood pressure monitoring**
* **MCH and Family planning**
* **Consultation**
* **Review and minor surgeries**

***(Award 1 mark for each correct point to a maximum of 4)***

1. State any **Four (4)** service providers in hospitals; (4 marks)

* **Nurses**
* **Doctors**
* **Laboratory technicians**
* **Social workers**

***(Award 1 marks for each correct point to a maximum of 4)***

1. State any **Four (4)** patient rights enjoyed by patients in hospitals. (4 **marks)**

* **Right to confidentiality**
* **Right to informed consent**
* **Right to refuse treatment**
* **Right to choose a health care provider**
* **Right to the highest attainable quality of health care products and services**
* **Right to receive emergency treatment in any health facility**

***(Award 1 mark for each response to a maximum of 4)***

1. State any **Four (4)** reasons patient may be transferred to different hospitals. **(4 marks)**

* **Patient preference**
* **Inadequate equipment or facilities to manage the condition**
* **Inadequate staffs to manage the condition**
* **Need for specialized care/treatment**
* **For better, more competent management in the next stage of referral**
* **For continuity of care from the health facility downwards or from family level back to the health facility**

***(Award 1 mark for each response to a maximum of 4)***

1. State any **Four (4)** departments found in hospitals. (4 marks)

* **Central Supply - orders, receives, stocks & distributes equipment & supplies**
* **Biomedical Technology - design, build repair, medical equipment**
* **Housekeeping & Maintenance - maintain safe, clean environment**
* **Customer care service providers- guide customers/clients on available services and any inquiry**
* **Social workers- provide emotional support or counseling**

***(Award 1 mark for each response to a maximum of 4)***

1. State any **Four (4)** importance of documentation in hospitals. (4 marks)

* **Future reference**
* **Improve patient care**
* **Facilitates communication**
* **Facilitates transfer of care**
* **Provides proof of actions taken**
* **Provides data for comparison**

***(Award 1 mark for each response to a maximum of 4)***