

**102105T4HSS**

**HEALTH SERVICES SUPPORT PROVIDER- LEVEL 5**

**MED/OS/HSS/CC/04/5/A**

**DEMONSTRATE KNOWLEDGE OF ORGANIZATION OF HEALTH FACILITIES**

**ASSESSOR WRITTEN ASSESSMENT**

**INSTRUCTIONS TO CANDIDATES**

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

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

*These serves as the guide to responses given*

**This paper consists of TEN (10) 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)

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

1. A new head health service provider on a unit is distressed about the poor staffing on the 11p.m. to 7a.m. shift. She should; **(1 Mark)**
2. Complain to her fellow staffs
3. Wait until she knows more about the unit
4. **Discuss the problem with her supervisor**
5. Inform the staff that they must volunteer to rotate
6. The best description of a hospital’s vision is;  **(1 Mark)**
7. The strategies put in place to achieve its future goals
8. **Its desired future position**
9. Its objectives
10. A hospital’s achievements
11. A 20 years old patient is brought in the casualty department with a diagnosis of lower limb fracture. He is likely to be admitted in;  **(1 Mark)**
12. Medical ward
13. Surgical ward
14. Paediatric ward
15. **Orthopaedic ward**
16. One of the following can be carried out by a health support service provider; **(1 Mark)**
17. Ask the patient's medical history.
18. Review the patient's medication
19. **Obtain important patient identifying information**
20. Educate patients on the outcome of their conditions
21. When transferring a patient, continuity of care is established by; **(1 Mark)**
22. By utilizing the best equipment available
23. By allowing only trained personnel to do the transfer
24. **By documenting the patient's condition before and during transfer**
25. By calling on family members to help during the transfer
26. Hospital filing, and Retrieving information is work carried in; **(1 Mark)**
27. Casualty Department
28. **Medical Records Department**
29. Administration Department
30. Maintenance Department
31. One of the following is a management structure of a health facility; **(1 Mark)**
32. Medical department
33. Medical superintendent
34. Customer care
35. **Organogram**
36. A health care service charter may include; **(1 Mark)**
37. **Institutional culture and values**
38. Individual staff’s responsibilities
39. Services from the community
40. Staff identification
41. A universal professional ethic that should be exhibited by a health service provider include;  **(1 Mark)**
42. Maintenance of health policies
43. Keeping time
44. **Doing good to others**
45. Good hygiene practices
46. A hospital bed capacity means; **(1 Mark)**
47. The current number of beds occupied by patients
48. **The maximum number of beds a facility is licensed to offer for patient care**
49. The total number of beds in a hospital used for inpatient care
50. The total number of beds in a hospital used for inpatient and day care
51. Hospital treatments that require a short duration(2-6hours) of hospitalization are called;

**(1 Mark)**

1. Outpatient
2. Patient care
3. **Day care**
4. Home care
5. Hospital signage are important because; **(1 Mark)**
6. They display therapeutic directions
7. **They prevent client access to restricted areas**
8. They communicate patient care procedures
9. They provide staff safety
10. One of the outcomes of overcrowding in outpatient hospital departments is; **(1 Mark)**
11. **Clients leaving without services**
12. Quality services offered
13. Client satisfaction
14. Staff identification
15. The correct statement about disinfectants used in health care is; **(1 Mark)**
16. They are used on both living and non-living organisms
17. The promote growth of microorganism
18. They are used on living organisms
19. **They are used on non-living organisms**
20. Administrative services in hospitals include; **(1 Mark)**
21. Customer care and laboratory services
22. Blood bank and finance services
23. **Records and finance services**
24. Laundry and pharmacy services
25. A client with blood sugar problems may benefit from a; **(1 Mark)**
26. Cardiac clinic
27. **Diabetic clinic**
28. Ophthalmology clinic
29. Psychiatric clinic
30. Hospital client responsibilities include; **(1 Mark)**
31. Receiving health care without questioning
32. **To utilise the health care system properly**
33. Upholding their own rights while disregarding other patient rights
34. To advice health care providers on the drugs to take
35. Pathology in health care deals with;  **(1 Mark)**
36. **Patients’ investigations**
37. Patients’ reproductive systems
38. Patients’ language
39. Patients’ structures
40. The significance of Central sterilizing service department is; **(1 Mark)**
41. To bring advancement in medical science to provide betterment of humanity
42. To help the doctors to develop leadership qualities and human relationship abilities
43. **To bring efficiency and economy in the centralization of sterilization activity in one location for use all over the hospital**
44. To help nonmedical staff to learn administrative skills and attitudes
45. One of the instructions for a patient who is discharged from a hospital ward unit is;

**(1 Mark)**

1. **Strict adherence to drugs prescribed**
2. Stop taking drugs once symptoms subside
3. Use the same drugs in case the same symptoms arise
4. To avoid specialised clinics as they are time consuming

**SECTION B** (40 marks)

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

1. Outline **Five (5)** patient right that should be upheld in health care **(5 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**
* **Right to access health care**

***(Award 1 mark for each correct point to a maximum of 5)***

1. Identify the **Four (4)** categories of patient triaging that can be used to ease client flow in health care **(4 Marks)**

* **Immediate (red)**
* **Delayed (yellow)**
* **Walking wounded/minor (green)**
* **Deceased/expectant (black)**

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

1. Outline **Three (3)** purposes of an organizational structure in a hospital institution

**(3 Marks)**

* **Understanding hospital organizational structure**
* **Hospital employees know their own responsibilities**
* **Hospital employees know the responsibilities of those around them,**
* **Hospital employees know to whom they report and who to talk to about particular responsibilities or fields of knowledge.**

***(Award 1 mark for each correct point to a maximum of 3)***

1. State **Four (4)** factors that may necessitate admission of a patient from outpatient department to inpatient department **(4 Marks)**

* **A patient in a critical condition, e.g. unconscious patient**
* **A patient whose care requires use of special hospital equipment e.g. kidney dialysis machine**
* **A stable patient who requires close monitoring e.g. a head injury patient**
* **A stable patient who requires specialised care by specialised professionals e.g. a woman in labour**

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

1. Outline **Five (5)** responsibilities of a health support service provider **(5 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 correct point to a maximum of 5)***

1. Highlight **Four (4)** colour coded waste bins used in hospitals for waste segregation with their respective type of wastes **(4 Marks)**

* **Red bin: highly infectious waste**
* **Yellow bin: infectious waste**
* **Black bin: general waste e.g. papers**
* **Purple bin: cytotoxic waste e.g. expired drugs**

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

1. Decontamination is one of the key procedures in health care. Explain **Two (2)** main solutions that are required for decontamination **(4 Marks)**

* **Jik water**
* **Soapy water**

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

1. Identify **Four (4)** department that should be close or easily accessible to the operation theatre **(4 Marks)**

* **Intensive care unit**
* **Casualty**
* **Blood bank**
* **Central sterile service unit**

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

1. State **Three (3)** ways of ensuring hospital equipment are in good working condition

**(3 Marks)**

* **Repair as soon as defected**
* **They should be serviced regularly**
* **To be cleaned and disinfected after every use**.

***(Award 1 mark for each correct point to a maximum of 3)***

1. Name **Four (4)** other health care workers apart from the health support service providers

**(4 Marks)**

* **Nurses**
* **Clinicians**
* **Doctors**
* **Nutritionists**
* **Social workers**

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

**SECTION C:** (40 marks)

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

1. Patients can be referred from one health care delivery level to another or within the same health care delivery level
2. Explain the **Six (6)** levels of health care delivery systems in Kenya **(12 Marks)**

* **Level 1, community services**
* **Level 2, dispensaries and clinics**
* **Level 3, health centres and maternity and nursing homes;**
* **Level 4, sub-county hospitals and medium-sized private hospitals**
* **Level 5, county referral hospitals and large private hospitals; and**
* **Level 6, national referral hospitals and large private teaching hospitals.**

***(Award 2 marks for each correct point to a maximum of 12)***

1. Explain **Four (4)** reasons for patient referral **(8 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 2 marks for each correct point to a maximum of 8)***

1. Health care facilities are instituted to offer various services to its clients. Describe the **Four (4)** broad types of hospital services with an example for each **(20 Marks)**

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

***(Award 5 marks for each correct point to a maximum of 20)***

***(1 mark for naming, 2 descriptions, 2 example)***

1. To control infections, standard operating procedures are applied in all health care settings. Describe any **Five (5)** standard operating procedures **(20 Marks)**

* **Hand hygiene.**
* **Use of personal protective equipment (e.g., gloves, masks, eyewear).**
* **Respiratory hygiene / cough etiquette.**
* **Sharps safety (engineering and work practice controls).**
* **Safe injection practices (i.e., aseptic technique for parenteral medications).**
* **Sterile instruments and devices.**

***(Award 4 marks for each correct point to a maximum of 20)***

***1 mark naming, 2 descriptions, 1 example***