

**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.*

*Answer questions as per instructions in each section.*

*You are provided with a separate answer booklet*

**This paper consists of SEVEN (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)***

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)

***Answer ALL questions in this section***

1. Outline **Five (5)** patient right that should be upheld in health care **(5 Marks)**
2. Identify the **Four (4)** categories of patient triaging that can be used to ease client flow in health care **(4 Marks)**
3. Outline **Three (3)** purposes of an organizational structure in a hospital institution

**(3 Marks)**

1. State **Four (4)** factors that may necessitate admission of a patient from outpatient department to inpatient department **(4 Marks)**
2. Outline **Five (5)** responsibilities of a health support service provider **(5 Marks)**
3. Highlight **Four (4)** colour coded waste bins used in hospitals for waste segregation with their respective type of wastes **(4 Marks)**
4. Decontamination is one of the key procedures in health care. Explain **Two (2)** main solutions that are required for decontamination **(4 Marks)**
5. Identify **Four (4)** department that should be close or easily accessible to the operation theatre **(4 Marks)**
6. State **Three (3)** ways of ensuring hospital equipment are in good working condition

**(3 Marks)**

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

**(4 Marks)**

**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)**
3. Explain **Four (4)** reasons for patient referral **(8 Marks)**
4. 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)**
5. To control infections, standard operating procedures are applied in all health care settings. Describe any **Five (5)** standard operating procedures **(20 Marks)**