

CHUKA

UNIVERSITY



UNIVERSITY EXAMINATIONS

**EXAMINATION FOR THE AWARD OF DEGREE OF MASTER OF SCIENCE
IN NURSING**

NULM 845: QUALITY MANAGEMENT SYSTEMS

STREAMS: MSc. Nursing Y2T3

TIME: 3 HOURS

DAY/DATE: MONDAY 27/09/2021

11.30 A.M. – 2.30 P.M.

INSTRUCTIONS TO CANDIDATES

- Do not write anything on the question paper.
- Mobile phones and any other reference materials are **NOT** allowed in the examination room.
- The paper has five (5) questions. **ALL** the questions are compulsory
- Number **ALL** your answers and indicate the order of appearance in the space provided in the cover page of the examination answer booklet.

QUESTION ONE

The hospital management is concerned with the quality of nursing services being offered in the facility. As such a decision is made to adopt total quality management to improve the quality.

You are tasked with the implementation of this model.

- a) Explain the four (4) principles of total quality management [8 marks]
- b) Describe how you would implement Total quality management model in this facility [12 marks]

QUESTION TWO

A core activity in quality improvement strategy is to continuously measure quality utilizing the quality measures

- a) Using examples, explain the three (3) categories of quality measures [6 marks]
- b) Explain five (5) qualities of a good control measure [10 marks]

- c) State four (4) reasons why it is important to continuously measure quality of care [4 marks]

QUESTION THREE

Quality assurance and quality improvement are related yet are two different areas in quality management

- a) Outline four (4) features of quality assurance [4 marks]
b) Describe the Stewart's cycle for quality improvement [16 marks]

QUESTION FOUR

- a) Explain with appropriate examples three (3) factors that may contribute to poor quality of nursing care and indicate two ways through which each can be addressed [12 marks]
b) Explain four (4) tools and processes that can be utilized for quality improvement [8 marks]

QUESTION FIVE

Quality improvement is a targeted change strategy. Like any other change, the workers may resist.

- a) Explain four (4) targets of change in quality control [8 marks]
b) Using appropriate examples, discuss three (3) strategies to implement a given change to improve the quality of nursing care. [12 marks]
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