



*“Investing in Africa’s future”*

**COLLEGE OF HEALTH, AGRICULTURE & NATURAL SCIENCES**

**DEPARTMENT OF PUBLIC HEALTH AND NURSING (DPHN)**

**HSM2102 HEALTHCARE QUALITY MANAGEMENT (BHSM)**

**END OF SEMESTER FINAL EXAMINATIONS**

**APRIL/MAY 2026**

**LECTURER: MR T.T.DZVAIRO**

**DURATION: 3 HRS**

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**INSTRUCTIONS**

You are required to answer questions as instructed below

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Answer **ANY FOUR (4)** questions in this paper

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Credit will be awarded for logical, systematic and neat presentations

Start **each** question on a new page in your answer booklet

### **Question 1**

- a. Discuss the relationship between quality and patient safety.(10 marks)
- b. Critically assess the strengths and limitations of the Donabedian model.(15 Marks)

### **Question 2**

- a. Evaluate the role of leadership in sustaining quality improvement initiatives.(10 Marks)
- b. Define patient safety and explain its relevance to health services management .(15 Marks)

### **Question 3**

- a. Define root cause analysis (RCA) and outline its steps.(10 marks).
- b. Discuss challenges associated with data collection in resource-limited settings.15 Marks)

### **Question 4**

- a. Discuss the importance of integrating evidence-based practice into management decisions.(15 Marks)
- b. Discuss the responsibilities of health services managers during accreditation processes. (10 marks)

### **Question 5**

- a. Analyze how organizational culture influences patient experience. (10 marks)
- b. Discuss lessons from Sub-Saharan Africa in strengthening healthcare quality systems.(15 marks)

### **Question 6**

- a. Evaluate the impact of workforce shortages on quality of care.(10 Marks)
- b. Discuss future trends in health services quality management in developing countries.(15 Marks)

**End Of Exam**