



UNIVERSITY OF EASTERN AFRICA, BARATON

Provision of Health Services Procedure



**QUALITY MANAGEMENT SYSTEM DOCUMENTATION
BASED ON ISO 9001:2015**

University of Eastern Africa, Baraton

Quality Management System based on ISO 9001:2015

Provision of health services

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UNIVERSITY OF EASTERN AFRICA, BARATON

QUALITY MANAGEMENT SYSTEM


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1.0 GENERAL

1.1 Purpose

To ensure provision of quality and timely health services to patients.

1.2 Scope

This procedure applies to the health services offered by the Jeremic Hospital.

1.3 References

Document category	Document title
Statute	The Medical Practitioners and Dentists Act, No. 5 of 2019
Statute	Kenya Medical Laboratory Technicians and Technologists Act (No. 10 of 1999)
Statute	Pharmacy and Poisons Act (CAP 244)
Statute	The Environmental Management and Co-ordination Act (No. 8 of 1999)
Regulation	The Code of Professional Conduct and Discipline, January 2012
Regulation	The Nurses Code of Conduct and Ethics
Regulation	The Nurses Code of Practice

1.4 Terms and Definitions

Abbreviation/Term	Description
HoD	Head of Department
SHA	Social Health Authority

1.5 Principal Responsibility

The HoD shall ensure adherence to this procedure.

1.6 Inputs

Need to provide healthcare services.

1.7 Resources

- a) Personnel
- b) Stationery
- c) Equipment
- d) Drugs



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2.0 PROCESS DESCRIPTION

2.1 Predecessor Processes

No predecessor process

2.2 Process Steps

2.2.1 Registration

Step	Activity	Record	Responsibility
2.2.1.1	This shall start with Receptionist receiving a Patient at the Hospital reception.		Receptionist
2.2.1.2	The Receptionist shall verify whether the Patient has valid identification documents. In the event the Patient does not have valid identification documents, the Receptionist shall advise the Patient accordingly.	Valid patient Identification Document	Receptionist
2.2.1.3	Upon validation, the Receptionist shall direct the patient to the Billing Office.		Receptionist
2.2.1.4	The Cashier shall:- a) for SHA, ensure log in to confirm validity, the patient is advised by the SHA Agent; b) For private insurance, the patient details are logged in and code provided for claiming; c) For cash, request the Patient to make payment of the requisite consultation fees		Cashier



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Step	Activity	Record	Responsibility
	using the till number and issue them with a receipt		
2.2.1.5	On confirmation of capturing of the payment details, the Receptionist shall:- a) give the Patient the Prescription leaflet and invoice; and b) direct the Patient to the triage table.	Prescription leaflet Invoice	Receptionist

2.2.2 Triage

Step	Activity	Record	Responsibility
2.2.2.1	On receiving the Patient, the Nurse shall:- a) take the vitals and record them on the Vitals Chart; and b) refer the patient to the Doctor/Clinician	Vitals Chart	Nurse

2.2.3 Treatment

Step	Activity	Record	Responsibility
2.2.3.1	On receiving the Patient, the Doctor/Clinician shall take patient history including review of the Vitals Chart, examine the patient and determine any of the courses of action:- a) Prescribe medicine and update the History leaflet;	History leaflet Lab request form Specialized clinics treatment forms	Doctor/Clinician



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Step	Activity	Record	Responsibility
	b) Recommend further investigations in the Laboratory by filling in the Lab request form; c) Recommend for specialized clinics by filling in the Specialized clinics treatment forms d) Recommend for Admission of the Patient by filling in the Admission Booklet.	Admission Booklet	
2.2.3.2	For patients referred to a Laboratory, the Doctor/Clinician shall receive, review the results and institute the appropriate treatment.	Lab request form/report	Doctor/Clinician

2.2.4 Pharmaceutical Services

Step	Activity	Record	Responsibility
2.2.4.1	This shall start with the Pharmacist taking the prescription invoices and inserting prices of the drugs. In cases where the drugs are unavailable, the Pharmacist shall advise the Patient to outsource it or seek an alternative from the Doctor/Clinician.	Prescription invoices	Pharmacist
2.2.4.2	The Pharmacist shall direct the Patient to Billing Office.		Pharmacist



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Step	Activity	Record	Responsibility
2.2.4.3	The Cashier shall:- a) for SHA, itemize the medication, b) for cash, request the Patient to make payment via the till number and issue them with a receipt; c) for private insurance, log in and bill the medication as per the capitation allocated	Receipt	Cashier
2.2.4.4	On receiving the receipt, the Pharmacist shall dispense the drugs, counsel the Patient on the course and file the invoice.	Invoice	Pharmacist
2.2.4.5	In the evenings, the Pharmacist shall forward the invoices to billing office for reconciliation	Invoice	Pharmacist
2.2.4.6	The Pharmacist shall conduct stocktaking on monthly basis in liaison with the Assets Accountant. The Hospital Administrator shall sign the report and upload it to the University System.	Stocktaking Report	Pharmacist

2.2.5 Laboratory Services

Step	Activity	Record	Responsibility
2.2.5.1	This shall start with the Technician receiving the Laboratory Request Form and	Laboratory Request Form	Technician



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Step	Activity	Record	Responsibility
	directing the Patient to the billing office for payment.		
2.2.5.2	The Cashier shall bill the tests and:- a) for SHA, capture the tests, b) for cash, request the Patient to make payment via the till number and issue them with a receipt; c) for insurance, log in and bill the Lab Tests as per the capitation allocated	Receipt	Cashier
2.2.5.3	Upon confirmation of payment, the Technician shall:- a) collect samples; b) carry tests as per protocols and within the turnaround time stipulated in the Charter; and c) take results to the Doctor/Clinician/Ward Nurse.	Test results	Technician

2.2.6 Admission

Step	Activity	Record	Responsibility
2.2.6.1	On receiving the Patient, the Ward Nurse shall take them to Billing Office.		Ward Nurse
2.2.6.2	The Cashier shall:- a) For SHA and Insurance, log the patient details;	Payment details	Cashier



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Step	Activity	Record	Responsibility
	b) For cash, guided by the admission booklet require the patient to make a deposit as per Hospital Policy		
2.2.6.3	Upon confirmation of payment details, the Ward Nurse shall take the Patient to the allotted bed.		Ward Nurse
2.2.6.4	The Cashier shall:- a) for SHA, itemize the admission, b) for cash, request the Patient to make payment via the till number and issue them with a receipt; c) for private insurance, log in and bill the admission as per the capitation allocated	Receipt	Cashier

2.2.7 Discharge

Step	Activity	Record	Responsibility
2.2.7.1	This shall start with the Doctor:- a) discharging the Patient on the inpatient booklet; and b) writing discharge summary booklets with instructions. The Ward Nurse shall forward the discharge summary booklet to the Pharmacist.	Inpatient booklet Discharge summary booklets	Doctor
2.2.7.2	On receiving the discharge summary booklet, the	Filed invoice	Pharmacist



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Step	Activity	Record	Responsibility
	Pharmacist shall proceed as per 2.2.4		
2.2.7.3	The Ward nurse shall receive and complete the discharge summary booklets and hand over the drugs to the Patient.	Discharge summary booklets	Ward Nurse
2.2.7.4	The Ward Nurse shall guide the Patient to billing office for log out.		Ward Nurse

2.2.8 Disposal of medical waste

Step	Activity	Record	Responsibility
2.2.8.1	The HoD shall ensure that all medical waste at the Hospital is segregated at source as guided by the medical waste disposal protocols.	Medical waste disposal protocols	HoD
2.2.8.2	The HoD shall ensure that:- a) all non-infectious waste shall be disposed of by the outsourced garbage collection service contracted by the University; and b) all infectious and highly-infectious waste shall be disposed of by incineration.		HoD



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2.2.9 Reporting

Step	Activity	Record	Responsibility
2.2.9.1	The HoD shall submit monthly reports to the Subcounty Health Office.	Monthly reports	HoD
2.2.9.2	The HoD shall table quarterly reports to the Hospital Management Board.	Minutes of the Meetings	HoD
2.2.9.3	The HoD shall ensure implementation of any recommendations made by the Hospital Management Board.	Evidence of implemented recommendations	HoD

2.3 Process Outputs

Provided healthcare services

2.4 Subsequent Processes

No subsequent process.

3.0 PROCESS KEY PERFORMANCE INDICATORS

Key Performance Indicator	Monitoring and Evaluation
Compliance with legal requirements	Analysis Of Quarterly Reports
Compliance with SoPs	Number of incidents of non-compliance with SoPS