



STRATHMORE BUSINESS SCHOOL
BACHELOR OF SCIENCE IN SUPPLY CHAIN AND OPERATIONS MANAGEMENT
END OF SEMESTER EXAMINATION
SCM 3102: HEALTHCARE AND CHEMICAL SUPPLY CHAIN IN KENYA

Date: Monday, 31st July 2023

Time: 2 Hours

Instructions:

1. This examination consists of **FIVE** questions.
2. Answer **Question ONE (COMPULSORY)** and any other **TWO** questions.

QUESTION ONE

“Developing countries like Kenya still face critical issues in their healthcare systems. Some of these issues include brain drain to fast developing countries” among these and other similar challenges.

- a).
- i. Identify FIVE ethical issues that is ailing healthcare and Chemical Supply chain in Kenya. (5 Marks)
 - ii. Suggest ways that can be used to overcome these challenges. (5 marks)
 - iii. Explain how the principle of supply chain can be used. (2 Marks)
- b) Healthcare waste undermine effectiveness and efficiency, Explain. (3Marks)
- c) **Explain** why it is critical to manage waste in Healthcare and Chemical Supply Chain (5 marks)
- (20 Marks)**

QUESTION TWO

A). During Covid-19 pandemic many governments implemented strict rules and guidelines on movement of people within and out their territory due to fear of spreading the corona virus, these led to hospitals and other stakeholders to be more innovative in the way they run their facilities. Telemedicine has developed and its revolutionizing healthcare sector

- i. **Explain** your understanding of Telemedicine (2 marks)
- ii. What are the potential impacts and challenges of implementing telehealth services as an emerging trend in healthcare delivery? (6 marks)
- iii. What is medical tourism (4 marks)

B). Innovation can help in creating continuous improvement on healthcare productivity. Recently we have witnessed the emergence of new technologies that are

revolutionizing healthcare Sector and making supply chain processes more effective and efficient. **Explain four** technologies that can be used in chemical and supply chain. **(8 Marks)**

(20 Marks)

QUESTION THREE

A). Your close friend has received a letter of appointment to work with one of the referral hospital in the city, as a procurement officer, He/she wants to discuss with you the roles that he is expected to in this Hospital as the supply chain person.

Discuss.

(15 Marks)

B) Explain five form of waste that your friend is likely to identify in a medical facility he/ She is working for. **(5 marks)**

QUESTION FOUR

A) Explain the importance of patient relationship management (PRM). **(10 Marks)**

B) **Discuss FOUR** environmental implications from medical waste. **(8 Marks)**

C) What is medical Tourism. **(2 marks)**

QUESTION FIVE

A) **Explain** the term rational drug use. **(4 Marks)**

B) Inappropriate use of drugs on a wide scale can have significant adverse effect on healthcare cost as well as the quality Medicare. **Explain** four factors underlying irrational drugs use. **(6 marks)**

C) **Discuss** major challenges faced by drugs Manufacturers and Hospitals during Covid-19 pandemic in their effort to offer quality healthcare services **(10 marks)**