



KITALE NATIONAL POLYTECHNIC

QMS CONTEXT DOCUMENT – HEALTH UNIT

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Approved by: Principal

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Issued by: Management Representative

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Interested Parties					
#	Interested Party	Internal or External	Summarize expectations or requirements	References	Responsibilities
1	Students	Internal	timely, fairness in provision of services.	Clinical register	Nurse
2	D/Principal	internal	timely services and proper usage of resources.	KNP policies.	Nurse
3	Principal	internal	timely services and proper usage of resources.	health care records	Nurse
4	Dean of students	internal	reduced student complaints, timely services. Cleanliness	health care records	Nurse
5	Procurement department	internal	timely requisition and clear specification.	ledger, requisition.	Nurse
6	Suppliers	external	early communication and timely and clear specification.	requisition	Nurse
7	Finance	internal	timely budget.	budget	Nurse
8	Human resource	internal	self-driven staff.	KNP policy	Nurse

Internal Issues

#	Issue	Category	Summary description
1	Poor communication	shared values	some students are not ready to expose their medical issues, some records are with the parents that leads to wrong diagnosis
2	In-adequate staff	staff	we only have one qualified person resulting to working for long hours
3	Increased student population	structure	the population has increased beyond the current capacity of the health unit in terms of personnel which leads to long working hours for the current personnel
4	Lack of enough facilities	structure	unavailability of medical lab services leads to sending students to external laboratories which is uneconomical.

External Issues			
#	Issue	Category	Summary description
1	inadequate medical specialists at the refe	social-cultural	This makes the referred students to queue for long hours (days) hence delay in their studies.
3	Delayed medical attentions from external hospitals	social-cultural	Some referral hospitals delay medical attention to the referred students hence time wastage
4	Change of medical drugs	technology	New drugs coming up leads to changes in treatment hence there is a need for frequent updates.
5,	Covid 19 county response team	pandemic	For referral of suspected cases of covid -19

Products and Services			
#	Product or service title	Brief description	Summarize usage and importance
1	provision of medical services	this entails getting the medical history, clinical observation, making a diagnosis and treating appropriately. Referring if necessary.	effective treatment
2	medical consultancy	identifying students with special cases eg asthma, diabetes, ulcers etc.	booking the appointment with consultant as per district hospital schedule. Also management of treatment.
3	VCT	Leasing with Ampath Kitale referral hospital vct facilitation to be done in two consecutive days in a team, because of the high registration of trainees.	get the data and attending to affected students accordingly.
4	Service improvement	Because of the pandemic use of masks, face shield covid -19 ppes or gears to be implemented	Disposal of medical waste incinerator is in progress,

Laws and Regulations

#	Law / regulation title or	Brief description of Quality requirement	Who is responsible for
1	public health act.	Ensure all food handlers undergo medical checkup every six months	Nurse
2	KNP QMS	Timely service	Nurse
3	Nurses act	Provide confidentiality, beneficial and appropriate treatment	Nurse
4	Covid protocols	Ensure putting on masks, social distance, washing hands, sanitizes and minimal touching of objects	Nurse

Communication					
Sno.	What will be communicated	When to communicate	With whom to communicate	How to communicate	Who communicates
1	medical history & treatment of the patients to the consultant	when a need arises	skilled medical personnel	referral letters	nurse
3	Requisition	termly	procurement	Memo	nurse
4	Budget	annually	finance	Memo	nurse
5	Covid issues	When there is a need.	Covid response team	Referral forms	Nurse on duty.

MONITORING, MEASUREMENT, ANALYSIS AND EVALUATION

#	What needs to be Monitored and Measured	Methods of MMAE	When to Monitor and Measure	When the results of Monitoring and Measurement shall be Analysed and Evaluated
1	Cleanliness	Observation, review of records	Daily	Annually
2	medical records.	review of records	Daily	Annually
3	Vct	review of records	Termly	Annually
4	Covid protocols	Review of records	When there is a need	Annually

ORGANIZATIONAL KNOWLEDGE

SNO	ORGANIZATIONAL KNOWLEDGE SOURCES	DESCRIPTION	MAINTENANACE AND SHARING
1	Training	based on the knowledge acquired	documentation and sharing with others.
2	Benchmarking	based on the knowledge acquired	reports
3	seminars and workshops	based on the knowledge acquired	reports
4	Experience	daily routine work	coaching and mentorship