



HEALTHCARE QUALITY POLICY

Kenyatta National Hospital optimizes patient experience through innovative, evidence-based specialized healthcare, facilitate training and research, and participate in national health policy formulation.

The management and staff are committed to delivering compassionate, high-quality, people-centred care that upholds dignity, rights, and values, in collaboration with patients and families, while promoting the safety and wellbeing of service users and staff.

This policy provides a framework for setting quality objectives and shall be periodically reviewed to address healthcare dynamics, risks, and opportunities. The Quality Management System is continually improved, with stakeholder input, to ensure conformity to ISO 7101:2023, and to satisfy customer, contractual, statutory, regulatory, and other applicable requirements.

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Date of Issue: 25th May 2026

Next Review Date: May 2029