

Investor & Strategy Guides

Prepared by Prishita Vora – Healthcare Operations Consultant

Healthcare Facility Staffing Structure Guide (Level 2-6)

Recommended Staffing Framework for Healthcare Facilities

Purpose

Healthcare facilities must maintain appropriate staffing structures to ensure safe patient care, operational efficiency, and compliance with regulatory expectations. Staffing requirements vary depending on the level of the healthcare facility, the scope of services offered, and patient volume.

This guide outlines recommended staffing structures for healthcare facilities across Levels 2 to 6 within the Kenyan healthcare system.

Level 2 – Outpatient Clinic

Level 2 facilities provide primary outpatient healthcare services including consultations, basic treatment, and preventive care.

Core Clinical Staff

- Medical Officer or Clinical Officer
- Registered Nurse or Enrolled Nurse

Support Clinical Staff

- Pharmacy Technologist (if dispensing services are provided)
- Laboratory Technologist (if basic diagnostics are offered)

Administrative Staff

- Receptionist or Health Records Officer
- Billing or cashier staff

Support Services Staff

- Cleaner
- Security personnel

Level 2 facilities typically operate with a small multidisciplinary team focused on outpatient care.

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Level 3 – Medical Centre

Level 3 facilities provide expanded outpatient services and may include maternity services, minor procedures, and limited inpatient care.

Core Clinical Staff

- General Practitioners or Medical Officers
- Registered Nurses and Midwives

Diagnostic & Pharmacy Staff

- Laboratory Technologist
- Pharmacy Technologist

Administrative Staff

- Health Records Officer
- Reception and administrative staff
- Finance or billing personnel

Support Services

- Cleaners
- Security personnel
- Maintenance staff

Level 3 facilities require more structured staffing coordination due to increased service complexity.

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Level 4 – Primary Hospital

Level 4 hospitals provide inpatient services, surgical procedures, emergency care, and expanded diagnostics.

Medical Staff

- Medical Officers and General Practitioners
- Specialist doctors (where services require)
- Anaesthetists

Nursing Staff

- Registered Nurses
- Midwives
- Theatre Nurses
- Ward Nurses

Diagnostic Staff

- Laboratory Technologists
 - Radiographers
- Pharmacy Staff
- Pharmacists or Pharmacy Technologists

Administrative Staff

- Health Records Officers
- Hospital administrators
- Billing and finance staff

Support Services

- Cleaners
- Porters
- Security staff
- Maintenance personnel

Level 4 hospitals typically require department-based staffing structures to support inpatient and surgical services.

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Level 5 – Referral Hospital

Level 5 hospitals handle complex medical cases and referrals from lower-level facilities.

Medical Specialists

- Physicians
- Surgeons
- Obstetricians and gynecologists
- Pediatricians
- Anesthesiologists

Nursing Staff

- Specialized nurses (ICU, theatre, emergency)
- Registered ward nurses
- Nurse supervisors

Diagnostic Teams

- Laboratory scientists and technologists
- Radiologists and radiographers
- Pathologists

Allied Health Professionals

- Physiotherapists
- Nutritionists
- Occupational therapists

Administrative Leadership

- Hospital management team
- Departmental administrators
- Health information managers

Support Services

- Biomedical engineers
- Cleaning and sanitation teams
- Security personnel
- Transport and logistics staff

Level 5 hospitals require large multidisciplinary teams with specialized clinical expertise.

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Level 6 – National Referral and Teaching Hospital

Level 6 hospitals represent the highest level of healthcare service delivery, providing super-specialized treatment, teaching, and research.

Medical Specialists and Sub-specialists

- Neurosurgeons
- Cardiologists
- Oncologists
- Transplant specialists
- Sub specialty surgeons

Nursing Workforce

- Highly specialized nurses
- ICU and critical care nurses
- Advanced practice nurses
- Nurse educators

Diagnostic and Research Teams

- Laboratory scientists
- Radiologists and nuclear medicine specialists
- Clinical researchers

Allied Health Professionals

- Physiotherapists
- Clinical psychologists
- Dietitians
- Occupational therapists

Academic and Training Staff

- Medical faculty
- Clinical instructors
- Research staff

Administrative Leadership

- Hospital executive leadership
- Clinical directors
- Department heads

Support Infrastructure Staff

- Biomedical engineers
- Medical equipment technicians
- Facility management teams
- Security and logistics teams

Level 6 hospitals operate with large interdisciplinary teams supporting complex clinical services, research, and medical education.

Professional Disclaimer

The information contained in this guide is intended for general advisory purposes and should not replace official regulatory guidance issued by the Ministry of Health or relevant regulatory authorities.

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Key Planning Considerations

When planning staffing structures for healthcare facilities, organisations should consider:

- Facility level and regulatory requirements
- Scope of clinical services offered
- Patient volume and demand patterns
- Staff training and professional licensing requirements
- Operational support services needed for safe care delivery

A well-designed staffing structure ensures healthcare facilities can deliver safe, efficient, and sustainable healthcare services.

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