



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF HEALTH SCIENCES
UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE
PUBLIC HEALTH/COMMUNITY HEALTH AND DEVELOPMENT
4TH YEAR 2ND SEMESTER 2019/2020 ACADEMIC YEAR

COURSE CODE: HPB 3422
COURSE TITLE: Health Services Management
EXAM VENUE: STREAM: BSc Public/ Comm. Hlth & Dev
DATE: EXAM SESSION:
TIME: 2.00 HOURS

Instructions:

- 1. Answer all the questions in Section A and 2 questions in Section B.**
- 2. Candidates are advised not to write on the question paper.**
- 3. Candidates must hand in their answer booklets to the invigilator while in the examination room.**

SECTION A - ANSWER ALL QUESTIONS (30 MARKS)

1. Define the following Terms:
 - a) Health System (WHO) – (1mk)
 - b) Health Financing (1mk)
 - c) Human Resource for Health (1mk)
 - d) Community Health (1mk)

2. Differentiate the following terminologies
 - a) Effective management (2mk)
 - b) Efficiently management (2mk)
3. State 5 Management Functions (5mks)
4. Differentiate 2 types of managers (General and Functional)- (4mks)
5. Discuss 3 Management skills (6mks)
6. Describe 3 Principles of Management (6 mks)

SECTION B - ANSWER ANY TWO QUESTIONS FROM THIS SECTION (40MKS)

1. Describe the following:
 - a. Five (5) key functions of the health care system (10mks)
 - b. Five (5) Challenges facing health service delivery globally and propose strategies to manage the challenges (10mks)
2. Describe the following:
 - a) What constitutes good health system performance (10mks)
 - b) Describe the importance of a Functional Humans Resource Management System in the health sector in Kenya today (10 mks)
3. Health financing is a core function of health systems that can enable progress towards universal health coverage by improving effective service coverage and financial protection. Today, millions of people do not access services due to the cost whereas many others receive poor quality of services even when they pay out-of-pocket.
 - a) Describe the 3 different mechanisms of Health Financing in Kenya (6mks)
 - b) Describe you experience of the cost of health care service in Kenya today (4mks)
 - c) Explain 5 important strategies that the Kenyan Government should adopt inorder to achieve Universal Health Coverage (10 mks)
4. Describe the following:
 - a) Healthcare information (2mk)
 - b) Health Information Management (2mk)
 - c) Describe (3) Key Differences between Health Information Management and Health Informatics (6mks)
 - d) Describe the Kenya Health Information software (KHIS) and its role in health service management (10mks)