



**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**

**4<sup>TH</sup> YEAR 2<sup>ND</sup> SEMESTER 2019/2010 ACADEMIC YEAR**

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**COURSE CODE:** HPB 3422

**COURSE TITLE:** HEALTH SERVICES MANAGEMENT

**EXAM VENUE:** STREAM: BSc Public/ Comm. Hlth & Dev

**DATE:** **EXAM SESSION:**

**TIME: 2.00 HOURS**

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**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 (WHO) – (1mk)
  - b) Management (1mk)
  - c) Manager (1mk)
  - d) Health Care (1mk)
  - e) Health Services Management (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. Three (3) Classical Management Theories (6 mks)
  - b. Two (2) levels of health care management (4mks)
  - c. Five (5) Challenges facing health service delivery globally and propose strategies to manage the challenges (10mks)
  
2. Describe the following:
  - a) Five (5) Components of a well functioning health care system (10mks)
  - b) Describe the importance of Humans Resource for Health and the Challenges facing 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) Define Health Care financing (2mks)
  - b) Describe the 3 different mechanisms of Health Financing ( 6mks)
  - c) Explain 6 important considerations that the Kenyan Government should put in place in order to achieve Universal Health Coverage (12 mks)
- 4)
- a) Describe Health Information Management
  - b) Discuss the Evolution of Information systems in Health Care (10mks)
  - c) Describe the Kenya Health Information software (KHIS) and its role in health service management (8mks)