



**AMREF INTERNATIONAL UNIVERSITY**  
**SCHOOL OF PUBLIC HEALTH**  
**DEPARTMENT OF HEALTH SYSTEMS MANAGEMENT AND DEVELOPMENT**  
**BACHELOR OF SCIENCE IN HEALTH SYSTEMS MANAGEMENT AND DEVELOPMENT**  
**END OF SECOND SEMESTER EXAMINATION MAY-AUGUST 2024**  
**HMD 223: MANAGEMENT OF HEALTH CARE SYSTEMS**

**TIME:** Two Hours

**Date :** Friday 9<sup>th</sup> August 2024

**TIME :** Two (2) Hours      Start 4:30    End 6:30

**INSTRUCTIONS TO CANDIDATES**

- 1) This exam is out of 70 marks
- 2) Section-A is compulsory with a Total of 30 Marks
- 3) Answer any TWO (2) questions in Section B
- 4) *Read carefully the additional instructions preceding each section.*

**Section A: Answer All Questions**

1. Define the term management process. (4 marks)
2. Outline **five** managerial skills in healthcare. (5 marks)
3. List any **five** principles of management. (5 marks)
4. Henry Mintzberg outlined three categories of managerial functions. Outline two of these categories and for each list two corresponding roles of managers. (6 marks)
5. A key objective of management of health care in Kenya is to ensure attainment of the universal health coverage (UHC). List five key components of UHC. (5 marks).
6. Management of healthcare entails effective managing the pillars that support delivery of health care services. The Kenya Health Policy outlines these support pillars as the policy orientations. List five support pillars as outlined in the Kenya health policy. (5 marks)

**Section B: Answer Any 2 Questions, Start each question on a New Page**

7. Health care managers are often charged with responsibility of designing and implementing projects that will enhance effective delivery of health care services. Using a project of your choice, discuss the key steps you would follow in designing an effective health care project. (20 Marks)
8. a) Management of the health workforce teams is essential to effectiveness of their work. Explain the stages in team development. (10 marks)  
b) Discuss five key characteristics of effective teams. (10 marks)
9. a) Explain five key challenges faced in the management of Kenya health system. (10 marks)  
b) Suggest five key strategies to resolve the challenges in 9 (a) above. (10 marks)