



**AMREF INTERNATIONAL UNIVERSITY  
SCHOOL OF PUBLIC HEALTH  
DEPARTMENT OF COMMUNITY HEALTH  
HIGHER DIPLOMA IN COMMUNITY HEALTH PRACTICE  
END OF MAY-AUGUST 2024 SEMESTER EXAMINATIONS**

**UNIT CODE:** HDCH 132

**UNIT NAME:** HEALTH SERVICES MANAGEMENT

**DATE:** WEDNESDAY 7<sup>TH</sup> AUGUST 2024

**TIME:** TWO HOURS

**START:** 4.30 PM **STOP:** 6.30PM

**INSTRUCTIONS**

1. This exam is marked out of 60 marks
2. This Examination comprises TWO Sections  
**Section A:** Compulsory Question (20 Marks)  
**Section B:** Long Answer Questions (40 Marks)
3. This online exam shall take TWO Hours
4. All questions in Section A are compulsory and Answer any TWO questions in Section B
5. Late submission of the answers will not be accepted
6. Ensure your web-camera is on at all times during the examination period
7. No movement is allowed during the examination
8. Idling of your machine for 5 min or more will lead to lock out from the exam
9. The Virtual Assessment Test (VAS) has inbuilt integrity checks to detect cheating
10. Any aspect of cheating detected during and or after the exam administration will lead to nullification of your exam
11. In case you have any questions call the invigilator for this exam on Tel. -----  
and or the Head of Department on Tel 0723742370
12. For adverse incidences please write an email to: [amiu.examinations@amref.ac.ke](mailto:amiu.examinations@amref.ac.ke)

**SECTION A: SHORT ANSWER QUESTIONS: COMPULSORY (20 Marks)**

1. Highlight the concept of a health system's building blocks according to the World Health Organization (WHO). (2 Marks)
2. Define medical products and technologies within the context of a health system. (2 Marks)
3. Outline the importance of the health workforce in a health system. (2 Marks)
4. Enumerate TWO strategies to address workforce shortages and improve workforce performance and motivation. (2 Marks)
5. Identify FOUR sources of finance in the healthcare sector (4 Marks)
6. Provide TWO examples of how health information systems have been implemented successfully in improving healthcare delivery. (4 Marks)
7. Outline FOUR components of service delivery within a health system (4 Marks)

**SECTION B: ANSWER ANY TWO (2) QUESTIONS (40 MARKS)**

8. Health Systems governance refers to the processes, structures and institutions that are in place to oversee and manage a country's healthcare system.
  - a. Describe FIVE governance structures in the health sector. (10 Marks)
  - b. Explain FIVE ways in which these governance structures promote accountability among different stakeholders within the health system? (10 Marks)
9. Time management is the process of organizing and planning how to divide your time between different activities. Discuss FIVE strategies for effective time management in healthcare settings (20 Marks)
10. Health service delivery is the part of a health system where patients receive the treatment and supplies that they are entitled to.
  - a. Explain FIVE the principles of health service delivery. (10 Marks)
  - b. Discuss FIVE ways these principles ensure service delivery. (10 Marks)
11. Discuss FIVE functions of management are crucial health services delivery. (20 Marks)