



**AMREF INTERNATIONAL UNIVERSITY
SCHOOL OF PUBLIC HEALTH
DEPARTMENT OF COMMUNITY HEALTH
HIGHER DIPLOMA IN COMMUNITY HEALTH
END OF SEMESTER EXAMINATIONS APRIL 2023**

UNIT CODE: HDCH 132:
UNIT NAME: HEALTH SERVICES MANAGEMENT

DATE: 4th April 2023

TIME: TWO Hours

Start: 4.15 PM **Finish:** 6.15 PM

INSTRUCTIONS

1. This exam is out of 60 marks
2. The Section A is compulsory with a Total of 20 Marks
3. Answer any TWO (2) questions in Section B
4. The exam shall take 2 Hours
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 Learning Management System (LMS) 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 Head of Department on Tel 0720573449
12. For adverse incidences please write an email to: amiu.examinations@amref.ac.ke

SECTION A (20 MARKS)
ANSWER ALL QUESTIONS IN THIS SECTION

Q1. Define the following concepts

- a) Corporate Governance (2 marks)
- b) Health System (2 marks)
- c) Health Policy (2 marks)
- d) Resource based planning (2 marks)
- e) Budgeting (2 marks)

Q2. Identify 2 differences between leadership and management (4 marks)

Q3. Outline any 3 principles of good governance (3 marks)

Q4. Describe Organisation of a Health System by type (3 Marks)

SECTION B (40 MARKS)

ANSWER ANY TWO QUESTIONS

Q5. Explain five benefits health facilities enjoy by adopting Health Information Management Systems (20 marks)

Q6. Discuss the following Principles of Health Service Delivery

- a) Access (5 marks)
- b) Coverage (5 marks)
- c) Efficiency (5 marks)
- d) Equity (5 marks)

Q7. Describe four challenges in management of Human Resources of Health (20 marks)