



**AMREF INTERNATIONAL UNIVERSITY**  
**SCHOOL OF PUBLIC HEALTH**  
**DEPARTMENT OF HEALTH SYSTEMS MANAGEMENT AND DEVELOPMENT**  
**BACHELOR OF SCIENCE IN HEALTH RECORDS AND INFORMATION**  
**MANAGEMENT**  
**END OF SEMESTER EXAMINATION APRIL 2025**

**HRI 203: FOUNDATIONS OF HEALTH SERVICES MANAGEMENT**  
**DATE:** 7<sup>th</sup> April 2025  
**TIME:** 2 Hours      **Start:** 4:30 pm      **Stop:** 6:30 pm

**INSTRUCTIONS TO CANDIDATES**

1. Write your University registration number on every booklet that you use
2. Do not write on the question paper
3. This paper consists of Sections A and B
4. Section A is compulsory
5. Section B: Answer any **two (2)** Questions
6. Read carefully the additional instructions preceding each section

**SECTION A: ANSWER ALL QUESTIONS (30 MARKS)**

**QUESTION ONE:**

Define the following terms:

- a) Health system (1 mark)
- b) Healthcare system (1 mark)
- c) Health system strengthening (1 mark)

**QUESTION TWO:**

Differentiate between health system and healthcare system. (2 marks)

**QUESTION THREE:**

Illustrate with an example how systems thinking can be applied in health management. (2 marks)

**QUESTION FOUR:**

Describe any three functions of a health system. (3 marks)

**QUESTION FIVE:**

Distinguish between health systems management and healthcare management. (3 marks)

**QUESTION SIX:**

Highlight two emerging health system issues in Africa. (3 marks)

**QUESTION SEVEN:**

Summarise WHO's six building blocks for health system strengthening. (3 marks)

**QUESTION EIGHT:**

Describe four characteristics of a functional and responsive health system. (2 marks)

**QUESTION NINE:**

State three principles of health service delivery. **(3 marks)**

**QUESTION TEN:**

Explain the significance of systems thinking in managing health systems. **(3 marks)**

**QUESTION ELEVEN:**

Outline three major challenges facing health systems in Africa today. **(3 marks)**

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

**QUESTION ELEVEN:**

Appraise any four functions of a health system and illustrate how each contribute to health Systems performance. **(20 marks)**

**QUESTION TWELVE:**

Discuss any four principles of health service delivery and their importance in strengthening health systems. **(20 marks)**

**QUESTION THIRTEEN:**

Deliberate on any five strategies for making African health systems more responsive and functional, considering current emerging challenges. **(20 marks)**