



**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 SEMESTER EXAMINATION APRIL 2025**

**HMD 223: MANAGEMENT OF HEALTH CARE SYSTEMS**

**TIME:** Two Hours  
**Date :** 7<sup>th</sup> April 2025  
**TIME :** Two (2) Hours      Start : 4: 30 pm    End: 6:30 pm

**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

***Read carefully the additional instructions preceding each section.***

### **Section A: Answer All Questions**

1. Define the term management. (4 marks)
3. List five principles of management. (5 marks)
2. Outline five managerial skills in health care. (5 marks)
4. List three types of roles of management as outlined by Henri Mintzberg. (6 marks)
5. A key objective of management of health care in Kenya is to enhance attainment of the universal health care 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. Using a project of your choice, discuss the key steps you would follow in planning for an effective community health care project. (20 Marks)
8. a) Management of the health workforce teams is essential to the effectiveness of their work. Explain the five stages of team development. (10 marks)  
b) Outline five characteristics of effective teams. (10 marks)
9. a) Explain five key challenges faced in the management of Kenya health system. (10 marks)  
b) Describe the strategies that can be applied to resolve the challenges listed in 9 (a) above. (10 marks)