



“Investing in Africa’s Future”

COLLEGE OF HEALTH, AGRICULTURE AND NATURAL SCIENCES

NSNS 318: HEALTH SERVICES MANAGEMENT 11

SUPPLEMENTARY EXAMINATIONS

JANUARY 2022

LECTURER: MRS V K CHIKANYA

DURATION: 7 HOURS

INSTRUCTIONS

ANSWER ANY ONE QUESTION

PLEASE STICK TO THE STANDARD HOUSE STYLE i.e.

TIMES NEW ROMAN

FONT SIZE 12

DOUBLE SPACING

SEND YOUR DOCUMENT AS MICROSOFT WORD

THE MARK ALLOCATION FOR EACH QUESTION IS INDICATED AT THE END OF THE QUESTION

CREDIT WILL BE GIVEN FOR LOGICAL, SYSTEMATIC AND NEAT PRESENTATION

Question 1

- a) Time is an important resource that nurse managers safe guard at work. Citing examples, describe how a nurse manager/administrator prevents any five (5) time wasters that may be encountered in a health institution. **85 Marks**

- b) There are three (3) possible barriers to delegation, citing examples, explain how a nurse manager/administrator may overcome each one of them. **15 Marks**

Question 2

- a) Citing examples, explain how a nurse manager/administrator applies the five (5) components of the health reforms in a hospital setting. **85 Marks**

- b) Citing examples, describe how a nurse manager, as a leader of a group of nurses, applies any five (5) forms of power in her/his department.

15 Marks

Question 3

Primary Health Care approach guides health services managers in organizing health services. Citing examples, outline how a nurse manager/administrator would apply the seven pillars of Primary Health Care when performing her/his duties in her/his department/unit. **100 Marks**

END OF PAPER