



2015 END OF SEMESTER EXAMINATIONS

COURSE CODE: SHA 401

COURSE TITLE: HEALTH SERVICES ADMINISTRATION AND MANAGEMENT

DATE: NOVEMBER 2015

TIME: 3 hours

INSTRUCTIONS

Answer **ANY THREE (3) Questions**

The mark allocation for each question is indicated at the end of the question

Credit will be given for logical, systematic and neat presentations.

Total marks: 60

Question 1

Citing examples, discuss any six (6) principles that a health services manager applies when delegating work to his/her subordinates.

20 Marks

Question 2

Primary Health Care approach guides Health services managers in organizing health services. Citing examples, discuss how you as a Health Services Manager would apply the principles of Primary Health Care as you perform your duties in an organization.

20 Marks

Question 3

a) Outline five components of the Health Reforms **5 Marks**

b) Explain any four (4) advantages of financing health services using User fees
15 Marks

Question 4

Describe the components of the Management/Planning hierarchy

20 Marks

END OF PAPER