



2015/2016 END OF SEMESTER EXAMINATIONS

COURSE CODE: SNS 318

COURSE TITLE: HEALTH SERVICES MANAGEMENT 11

DATE: NOVEMBER 2015

TIME: 3 hours

INSTRUCTIONS

Answer **ANY THREE** 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

1. Discuss the possible challenges a senior nurse manager would encounter while planning for the establishment of a new private maternity hospital
(20 marks)
2. The provision of quality health services is a major challenge for modern day health professionals. Discuss how a nurse manager would evaluate an existing program using the systems /holistic approach to quality assurance
(20 marks)
3. Money is a motivator however it tends to have a motivating effect on employees that lasts only for a short period (Maslow, 1998).
 - a. Describe five factors that can **positively** affect the motivation of employees in your organization
(10 marks)
 - b. Poor performers in the health sector often receive good performance reviews from managers who do not want to 'rock the boat' (Office of Personnel Management, 1999). Discuss.
(10 marks)
4. a. Describe five different types of information needed by Health Planners and decision makers
(10 marks)

b. Discuss the different sources of health related data available to health planners and decision makers
(10 marks)

END OF EXAMINATION