



CHANS

SNS413: HEALTH SERVICES MANAGEMENT 1

END OF BLOCK/SECOND SEMESTER EXAMINATIONS

APRIL/MAY 2018

LECTURER: MRS V. K. CHIKANYA

DURATION: THREE (3) HOURS

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**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.



**Question 1**

Explain the components of Management/Planning Hierarchy

**20 Marks**

**Question 2**

Citing examples, describe any four (4) time wasters that are commonly encountered in nursing practice

**20 Marks**

**Question 3**

Citing examples, discuss any five (5) principles that a health services manager applies when delegating work to his/her subordinates.

**20 Marks**

**Question 4**

Primary Health Care approach guides Health services managers in organizing health services. Citing examples, discuss how a Health Services Manager would apply the 7 principles/pillars of Primary Health Care as he/she performs his/her duties in any Health organization

**20 Marks**

**END OF PAPER**