



“Investing in Africa’s Future”

**COLLEGE OF HEALTH, AGRICULTURE AND NATURAL
SCIENCES**

**NSNS 318: HEALTH SERVICES MANAGEMENT II
SUPPLEMENTARY EXAMINATION**

20 JANUARY 2021

Time: 1400 Hours

LECTURER: MRS V K CHIKANYA

DURATION: 24 HOURS

INSTRUCTIONS

ANSWER ANY ONE QUESTION

PLEASE STICK TO THE STANDARD HOUSE STYLE i.e.

TIMES NEW ROMAN

FONT SIZE 12

DOUBLE SPACING

APA REFERENCING

SEND YOUR ANSWER AS MICROSOFT WORD DOCUMENT

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

An Organisational structure provides a framework for allocating responsibility, authority and accountability to various posts. Citing examples, outline how a nurse manager applies the four (4) principles of organizing in the hospital/ward/department she/he runs to ensure provision of quality nursing care **100 Marks**

Question 2

- 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 3

- a) 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 or unit. **15 Marks**
- b) Citing examples, explain how a nurse manager/administrator applies the five (5) components of the health reforms in a hospital setting. **85 Marks**

END OF EXAMINATION