



*“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

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### ***INSTRUCTIONS***

ANSWER **ANY ONE** QUESTION

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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

### 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**