



TECHNICAL UNIVERSITY OF MOMBASA

FACULTY OF APPLIED AND HEALTH SCIENCES

DEPARTMENT OF MEDICAL SCIENCES

UNIVERSITY EXAMINATION FOR:

BMLS

AML 4409 : HEALTH SERVICES MANAGEMENT

END OF SEMESTER EXAMINATION

SERIES: AUGUST 2019

TIME: 2 HOURS

DATE: Pick Date Select Month 2019

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **TWO** Section(s). Attempt ALL questions.

Circle the correct answer in section A.

SECTION A (30mks)

1. Stress management is about learning
 - a. How to avoid the pressures of life
 - b. How to develop skills that would enhance our body's adjustment when we are subjected to the pressures of life
 - c. Both 'a' & 'b' are true
 - d. How to deal with people in a work place
 - e. Handle patients in a humane way
2. Which of the following statements is true about stress management
 - a. Stress management is learning about the connection between mind and body
 - b. Stress management helps us control our health in a positive sense
 - c. Stress management teaches us to avoid all kinds of stress
 - d. Only 'a' & 'b' are right
 - e. Stress is always bad
3. Which of the following are examples of environmental stressors?
 - a. Weather
 - b. Traffic
 - c. Financial problems
 - d. Substandard housing
 - e. Only 'a' , 'b' & 'd' are right

4. The symptoms of stress can be divided in to the following categories
 - a. Cognitive
 - b. Emotional
 - c. Physical
 - d. Behavioural
 - e. All of the above
5. A description of how each of a series of tasks is to take place, when it will take place and by whom it is to be accomplished is normally included in a statement of :
 - a. objectives
 - b. policy
 - c. procedures
 - d. Methods.
 - e. Vision
6. The decision making -process is made up of :
 - a. diagnosis
 - b. discovery of alternatives
 - c. analysis of alternatives
 - d. stipulating objectives
 - e. Combination of options a, b and c.
7. Business firms typically seek ----- solutions to problems:
 - a. minimal
 - b. satisfactory
 - c. maximal
 - d. optional
 - e. Optimal
8. Which of the following statements is true?
 - a. Moodiness is a cognitive symptom of stress
 - b. Moodiness is an emotional symptom of stress
 - c. Poor judgment is an emotional symptom of stress
 - d. Agitation is cognitive symptom of stress
 - e. Moodiness and agitation are behavioral symptoms of stress
9. Work distribution charging is primarily a technique of :
 - a. performance appraisal
 - b. organizational analysis
 - c. transactional analysis
 - d. Planning analysis
 - e. none of these
10. The firm's internal organization structure often needs revision because of :
 - a. the death of a key executive
 - b. nepotism
 - c. excessive competition
 - d. seasonal variation in demand
 - e. the changing scope of business operations
11. Which of the following is not a characteristic of Autocratic style of leadership
 - a. Manager seeks to make as many decisions as possible
 - b. Manager seeks to have the most authority and control in decision making
 - c. Manager seeks to retain responsibility rather than utilize complete delegation
 - d. Consultation with other colleagues in minimal and decision making becomes a solitary process
 - e. Manager welcomes feedback on the results of initiatives and the work environment

12. Which of the following is not a theory related to leadership?
- Behavioral
 - Trait
 - Participative
 - Democratic
 - Situational
13. The ability to see the big picture and pick an abstract form to understand the relationship between elements is called
- Technical skills
 - Conceptual skills
 - Behavioral skills
 - Leadership skills
 - Human skills
14. Performance appraisal falls under which management function?
- Staffing
 - Directing
 - Organizing
 - Planning
 - Controlling
15. Retranslating the sender's communication is referred to as?
- Encoding
 - Translating
 - Decoding
 - Receiving
 - Transmitting
16. Which of the following is not a communication style?
- Passive aggressive
 - Passive
 - Passive regressive
 - Assertive
 - Aggressive
17. Which of the following is not a method of dealing with workplace conflicts?
- Avoidance
 - Compromising
 - Dictating
 - Collaborating
 - Competing
18. Foregoing your concerns, acting selflessly and simply obeying orders is a characteristic of ----- approach of conflict.
- Avoidance
 - Compromising
 - Dictating
 - Collaborating
 - Accommodating

19. The clinical importance of a child's weights being entered correctly into the electronic health record is to:
- correctly classify children as obese or malnourished
 - avoid potential medication dosing errors
 - avoid useless information being stored and taking up valuable disk space
 - ensure correct reimbursement from insurance companies
 - ensure proper tracking of the patient
20. Which of the following would be applications of a secure message taxonomy?
- To improve the functionality of the secure messaging feature of the portal.
 - To help patients view their lab results.
 - To help care team prioritize responses.
 - To help track the patients
 - A and C.
21. On what dimensions can secure messages be classified?
- Sender, Type and Topic
 - Type, Inpatient and Outpatient
 - Urgent, Non-urgent and Medical
 - Dietary, Medical and Non-medical
 - Sender, Receiver and outpatient
22. Health promotion is also called?
- Health conduction
 - Health Education
 - Public Health
 - Public surveys
 - Health diagnosis
23. The state of well-being is dynamic-----
- Almost always
 - From time to time
 - Sometimes
 - At all times
 - Is not dynamic at all
24. ----- is the first management function and all other functions depend on it.
- Directing
 - Staffing
 - Planning
 - Organizing
 - Evaluating
25. Disagreements and antagonism are source of which type of conflict?
- Intrapersonal
 - Organizational
 - Intergroup
 - Interpersonal
 - Client hospital

26. The following are components of Health Promotion Model except?
- Perceived control
 - Primary prevention
 - Self esteem
 - Definition of health
 - Personal factors
27. What is the full meaning of ISO in organization management?
- International standard organization
 - International standard operations
 - International Organization standards
 - Internal standard organization
 - Internal standard operations
28. What is the first step in a control process?
- Allocate resources
 - Choose key personnel for the task
 - Select a strategy
 - Set standards
 - Set a vision
29. What is the term given to monitoring of events, both internal and external in an organization that affects strategy?
- Operational control
 - Strategic surveillance
 - Strategic control
 - Environmental scanning
 - Strategic planning
30. What are the main characteristics of an effective control system?
- Flexibility, accuracy, timeliness and objectivity
 - Flexibility, measurability, timeliness and objectivity
 - Flexibility, accuracy, relevance and objectivity
 - Flexibility, accuracy, timeliness and relevance
 - Flexibility, measurability and precise

SECTION B (40mks)

31. Discuss the current trends in health care services in Kenya (20mks)
32. a) Briefly discuss the Lewin's model to change initiation (12mks)
- b) Briefly discuss any four methods of dealing with conflicts at a workplace (8mks)