



TECHNICAL UNIVERSITY OF MOMBASA

FACULTY OF APPLIED AND HEALTH SCIENCES

DEPARTMENT OF ENVIRONMENT & HEALTH SCIENCES

UNIVERSITY EXAMINATION FOR:

MASTER OF PUBLIC HEALTH

APH 5118: HEALTH SERVICE MANAGEMENT AND POLICY

SPECIAL/ SUPPLEMENTARY EXAMINATIONS

SERIES: SEPTEMBER 2018

TIME: 3 HOURS

DATE: Pick Date Select Month Pick Year

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of six Question(s). Attempt Choose instruction.question **ONE** and any other **THREE** questions

Do not write on the question paper.

Question 1:

Health facility managers must conceive and implement their roles and functions within an organization mindset. With illustrations, discuss the place of the managers within the health facility as an organization and different roles expected of them. (30 Marks).

Question 2:

Three conceptual frameworks inform health service organizations management with illustrations, discuss the implication of each. (30 Marks).

Question 3:

With illustrations from a County of your choice explain how devolution has affected the management of health services in Kenya (30 Marks).

Question 4:

The core function of health services management is not profit making but improving service delivery in a fast changing environment. With illustration, discuss how you would apply the strategic cycling model to improving the adaptation of your health services institution to operating environment changes (30 Marks).

Question 5:

Professional integration is a key in improving effectiveness of health service management. Discuss a) Factors necessitating professional integration; b) How to enhance professional integration in management of health services. (30 Marks).

Question 6

In Makinduni District Hospital it is normal to see doctors and nurses arriving late, ignoring patients and even public fights among managers have been reported. You have been hired as a change manager. Outline a clear and precise change management plan for the hospital, highlighting the key steps and milestones (30 marks).