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UNIVERSITY EXAMINATIONS 2023/2024

FIRST YEAR SECOND SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR
OF SCIENCE IN HEALTH SYSTEM MANAGEMENT

NNH 3155: COMMUNICATION FOR HEALTH PROFESSIONALS

DATE: APRIL 2024

TIME: 2 HOURS

INSTRUCTIONS: ANSWER QUESTIONS ONE AND ANY OTHER TWO

QUESTION ONE (30 MARKS)

- a) Describe any three characteristics of an effective communication channel (6 marks)
- b) State five ways health practitioners can communicate effectively with angry or disruptive relatives (5 marks)
- c) Contrast passive and aggressive communication styles (4marks)
- d) State four measures a health manager can institute to facilitate effective inter-professional communication (4marks)
- e) Explain the characteristics of informed consent (6marks)
- f) Outline five importance of meetings for staff members (5 marks)

QUESTION TWO(20MARKS)

Active listening is the cornerstone of effective therapeutic communication.

- a) Define active listening (1 mark)
- b) State five purposes of active listening (5 marks)
- c) Explain seven ways a health practitioner can promote active listening while communicating to a patient/client (14 marks)

QUESTION THREE(20MARKS)

As a newly deployed health manager at a facility, you have noted numerous incidences of poor communication between staff and health care practitioner.

- i. Using examples, explain:
 - a) Four patient-related obstacles to effective communication (6 marks)
 - b) Four health practitioner-related obstacles to effective communication (6marks)
- ii. State a solution for each of the obstacles indicated in question (i) above (8marks)

QUESTION FOUR(20MARKS)

You are working as a manager at a health facility, one of your workers approaches you with complains of inability to cope with work assigned to him, due to some social issues.

- i. State the counseling approach best suited for this worker (1 mark)
- ii. Outline four characteristics of the approach indicated in question (i) above (4 marks)
- iii. Describe the counseling interview process that will be applied to the worker (15 marks)

