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UNIVERSITY EXAMINATIONS 2023/2024

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

NNH 3251: HOSPITAL ADMINISTRATION AND MANAGEMENT

DATE: APRIL 2024

TIME: 2 HOURS

INSTRUCTIONS: ANSWER QUESTIONS ONE AND ANY OTHER TWO

QUESTION ONE (30 MARKS)

- Explain three (3) ways you would prepare your hospital to achieve the research function
(6marks)
- Describe (3) benefits that your hospital would get from collaborating with regulatory bodies
(6marks)
- Describe three (3) challenges you would face when managing a level 6 hospital (6 marks)
- Explain any three (3) quality factors that influence the perception of customers during purchase of health care services
(6 marks)
- Explain three (3) governance structures for the Managed Care Organizations (MCOs)
(6marks)

QUESTION TWO (20MARKS)

Medical records are critical in the performance of hospitals.

- Describe four (4) key uses of medical records in a hospital that you would ensure are effectively implemented
(16marks)
- State four (4) characteristics of medical records that the health manager must be aware of for enforcement
(4marks)

QUESTION THREE (20MARKS)

Biomedical waste management remains a key challenge for modern hospitals. The increase in the number of health facilities is causing environmental concerns. You have the county health manager and you have been charged with the responsibility of managing this challenge

- a) Explain any four (4) types of biomedical waste that require caution when disposing (8 marks)
- b) Describe four (4) biomedical waste guidelines that you must implement in your hospital (12 marks)

QUESTION FOUR (20MARKS)

Quality of health care services is a concern for consumers of health services

- a) Explain why quality management is important for hospitals (2 marks)
- b) Describe three (3) characteristics of health services that make measurement of quality challenging (6 marks)
- c) Discuss four (4) attributes of a good hospital quality management program (12 marks)

