



# MERU UNIVERSITY OF SCIENCE AND TECHNOLOGY

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## University Examinations 2022/2023

SECOND YEAR, SECOND SEMESTER SPECIAL/SUPPLEMENTARY EXAMINATION FOR  
THE DEGREE OF BACHELOR OF HEALTH SYSTEMS MANAGEMENT

### NNH 3251: HOSPITAL ADMINISTRATION AND MANAGEMENT

DATE: AUGUST 2023

TIME: 2 HOURS

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**INSTRUCTIONS:** *Answer question one and any other two questions*

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#### QUESTION ONE (30 MARKS)

- Explain three (3) extramural functions of a hospital (6 marks)
- Explain three key elements that are common to all Managed Care organization (MCOs) (6 marks)
- Differentiate personal and impersonal uses of medical records that hospital administrators must manage (6 marks)
- As a health manager you will be charged with the responsibility of certification of the hospital. Explain three (3) benefits that the hospital would derive from certification (6 marks)
- Explain three (3) factors that consumers of health care services are continually analyzing (6 marks)

#### QUESTION TWO (20 MARKS)

Biomedical waste management remains a key challenge for modern hospitals

- Explain the concept of biomedical waste (2 marks)
  - Explain three characteristic of a good hospital biomedical disposal system (6 marks)
  - Describe four(4) biomedical waste guidelines that you must implement in your hospital (12 marks)
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### **QUESTION THREE (20 MARKS)**

The modern hospitals are increasingly becoming very complex with many components to be managed hence becoming very challenging for the health managers

- a) Describe the client orient perspective and the provider perspective that the manager must consider during management of the hospital (8 marks)
- b) Explain four key challenges that you will face when managing the modern hospital (12 marks)

### **QUESTION FOUR (20 MARKS)**

Health managers must implement quality improvement strategies to ensure that their hospitals continually provide quality services and remain competitive;

- a) Explain the concept of health quality management (2 marks)
- b) Describe three (3) characteristics of health services that make measurement of quality challenging (6 marks)
- c) Discuss six (6) attributes of a good hospital quality management program (12 marks)

