

**SCHOOL OF NURSING  
DEPARTMENT OF NURSING  
NNH 3251: HOSPITAL ADMINISTRATION AND MANAGEMENT  
MAIN EXAMINATION  
TIME 2 HRS**

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

**QUESTION ONE (30mks)**

- a) Explain three dimensions of quality in health systems that health managers must implement in the hospital **(6 mks)**
- b) As the hospital administrator, explain three (3) ways that you would use to ensure retention of health professionals **(6 mks)**
- c) Explain three (3) attributes of medical audits as a tool for quality improvement and management in hospitals **(6 mks)**
- d) Explain three (3) characteristics of Preferred Provider Organizations (PPOs) that health managers be aware of for effective management of hospitals **(6 mks)**
- e) Health managers are faced with declining professional ethics among medical personnel and hospital staff. Explain three (3) strategies that you would put in place to mitigate this problem **(6 mks)**

**QUESTION TWO (20 mks)**

Health managers must recognize who their customers/clients are and how to keep them satisfied with the health services being delivered by the hospital.

- a) Describe the customer based and environmental based factors that the health manager must take into consideration during hospital administration **(10 mks)**
- b) Explain five responsibilities that a hospital must fulfill to satisfy its customers **(10 mks)**

**QUESTION THREE (20 mks)**

Medical records are to be compiled chronologically, sequentially and in a comprehensive manner critical in the performance of hospitals.

- a) Explain the ownership of medical records **(4 mks)**

b) Describe five key users of medical records including how each of these users utilizes the records (16 mks)

**QUESTION THREE (20 mks)**

Ultimate authority for governance of hospitals lies with the governing board of directors. Describe five (5) functions that the board of directors must fulfil (20 mks)