**KENYA MEDICAL TRAINING COLLEGE**

**MOCK EXAMINATION 2014**

**FACULTY OF CLINICAL SCIENCES**

**DEPARTMENT OF CLINICAL MEDICINE**

**2013/2014 ACADEMIC YEAR**

**HEALTH SERVICES MANAGEMENT PAPER –II**

**PART –I - (TFMQs)**

**This part is a True and False section which attracts a negative marking. Respond to all questions by either placing T OR F in the appropriate box.**

Q.1.performance and quality improvement in supervision involves:

1. Defining the desired performance
2. Assessing performance
3. Finding causes of performance gaps.
4. Selecting and implementing appropriate interventions.
5. Supervising, monitoring and evaluating performance

Q.2. Consent in medical cases means that a patient:

1. Has the knowledge of the nature or extent of harm or risk.
2. Appreciates and understands the nature or extent of harm or risk
3. Has consent to harm or assumed risk
4. Knows the consent is comprehensive and to the entire procedure.
5. Has no mental incapacitation

Q.3. Functions of ministry of health headquarter in the health sector regarding provision of health care services include:

1. Developing policies
2. Providing and allocating resources
3. Monitoring and evaluating sustainability of health projects
4. Coordinating health care services
5. Regulating standards of quality health care

Q.3. Agenda is important in any meeting because:

1. It enable members to know what to expect
2. It enables members to prepare
3. It provides order for dealing with issues
4. It facilitates responsibility
5. It allows delegation

Q.4. Government of Kenya budget refers to:

1. A financial plan or statement of revenue and expenditure.
2. A detailed plan outlining the acquisition and use of financial and other sources over a given period of time.
3. A broad financial plan
4. A basis for budgetary control
5. A tool of management

Q.5. In management, authority refers to:

1. The act of getting things done through people
2. The right to decide and direct others to take action
3. Institutionalized power
4. The right to give commands
5. The flow of authority from top to bottom that requires performance or obedience.

Q.6. In-appropriate channel is one of the barriers to communication because of:

1. Lack of fluency on the part of the sender.
2. Use of jargons
3. Verbal difficulties
4. Pitching the message at too high level of understanding
5. Information overloads

Q.7. Under which circumstances is a practitioner required to disclose to a third party information he/she obtained in confidence from a patient/legal advisor:

1. When the patient or legal advisor gives valid consent
2. When the information is required by law
3. When due to public interest, the duty of the practitioner to the community overrides the one to his/her patient
4. When in the interest of research and medical education, although the patient’s name must not be revealed at all times.
5. When sharing his knowledge with colleagues to promote medical knowledge, research and education.

Q.8. Trait theories in leadership imply that:

1. The theory is based on hereditary or genetic influence
2. Leaders are born and not made
3. Leaders inherit certain characteristics or traits, which separate them from their followers
4. The leaders are admirers of people’s achievements
5. Leaders should be creative and have self assurance.

Q.9. In management, positive supervision requires:

1. Strict control and discipline
2. Knowledge and understanding of what is expected of the people supervised
3. A working knowledge of staff duties
4. Recognition of the work done
5. Open criticism of employees who perform poorly

Q.10. In a decision-making process, the different types of decisions made include:

1. Supervisory decision
2. Debatable decision
3. Emergency decision
4. Routine decision
5. Supplementary decision

Q.11. Performance and quality improvement in supervision involves:

1. Defining the desired performance
2. Assessing performance
3. Determining causes of gaps
4. Selecting and implementing appropriate interventions
5. Supervising , monitoring and evaluating performance

Q.12. Accountable documents used to:

1. Issue equipments is S-12
2. Issue equipment is S-11
3. Receive equipment in the store is S-14
4. Receive equipment when they had been paid for is an invoice.
5. Order equipment from the store is S-11

Q.13. In a disciplinary process, suspension means:

1. Half salary with daily duty
2. Half salary with periodic reporting to work
3. No salary but alimentary allowance on request
4. Daily office report with half salary
5. Awaiting dismissal and no salary

Q.14. ethical obligations and standards expected of civil servants are enforced by:

1. The Public Officer Ethics Act of 2012
2. The Public Officer Act of 2004
3. The Public Officer Act of 2003
4. The Anti-corruption and Economic Crime Act of 2004
5. The Anti-Corruption and Economic Crime Act of 2003

Q.15. In the Government disciplinary machinery, offences of gross misconduct include:

1. Pilferage
2. Habitual lateness
3. Insubordination
4. Negligence
5. Absenteeism

Q.16. Regarding Sub-County Health Management Board, its three standing committees include:

1. Evaluation of health care committee
2. Promotion of health care committee
3. Public health care committee
4. Quality of communication committee
5. Finance and general purpose committee

Q.17. Rationale for introducing cost sharing in the Ministry of Health was to:

1. Erich the hospitals and health centers
2. Improve the quality of the health care services in the facilities
3. Improve accessibility to health facilities
4. Improve Government efforts to serve Kenyans
5. Support and improve Sub-County level promotive and preventive health care services.

Q.18. Functions of Public Service Commission of Kenya includes:

1. Recruitment public servants
2. Promotion of public servants
3. Exercises disciplinary control in public servants
4. Training of public servants
5. Providing guidance in regard to publications and printing.

Q.19. Appointment of authorized officers is effected by:

1. Public Service Commission of Kenya
2. Principal Secretary Finance
3. Cabinet Secretary Finance
4. Head of Civil Service
5. The president of Kenya

Q.20. Regarding Government official documents, their classification include:

1. Private documents
2. Confidential documents
3. Top secret documents
4. Restricted documents
5. Top secret documents

Q.21. Regarding delegated authority; Chain of command similarly refers to:

1. Following the chain of command
2. Authority flowing from higher manager to all subordinates at all levels
3. Following the unity of command
4. Bottom “up” approach
5. A social network that transmits information about people or events that affects the organization.

Q.22. In work with the community, a health team leader need to:

1. Listen and decide for them
2. Talk and direct them
3. Inform them
4. Learn and understand them
5. Organize and direct them

Q.23. The classifications of official documents in the Government sector include:

1. Private
2. Confidential
3. Restricted
4. Top secret
5. Official

Q.24. The appointment of Authorized Officer is performed by:

1. The Public Service Commission of Kenya
2. The Principal Secretary Treasury
3. Head of Civil Service
4. The President
5. The Directorate of Personnel Management

Q.25. Functions of the Code of Conduct is important in that it:

1. Sets standards of behavior
2. Reinforces professionalism
3. Spells out the expected behavior
4. Provides guidance on expected behavior
5. Provides guidance on how to respond to and handle conflict of interest in business dealing.

Q.26. primary role of a clinical officer in-charge of a health facility is to:

1. Manage talents
2. Patients
3. Manage MCH/FP clients
4. Manage resources
5. Manage catchment area

Q.27. Which functions are known as medico-legal functions of a clinical officer?

1. Prescribing treatment
2. Certifying death
3. Attending to a rape case
4. Attending to an assault case
5. Examining mentally disturbed cases

Q.28. registration of clinical officers is done:

1. After passing the Council’s test
2. To enable one do internship
3. By the Clinical Officers’ Council
4. By the Kenya Clinical Officers’ association
5. After paying a prescribed fees

Q.29. Accurate record keeping:

1. Helps in follow-up of activities
2. Is useful for implementation process
3. Helps subsequent ordering of stock
4. Promotes the use of catalogues
5. Enhances out of stock syndrome

Q.30. a laboratory Technician in your Health Centre always reports late on duty. As the in-charge, you will:

1. Interdict him/her
2. Suspend him/her
3. Talk to him
4. Give him a written warning
5. Have him transferred

**PAPER-II**

**Part –ii-(MCQs)**

**Choose the most appropriate answer from the choices given.**

Q.1. Which function is not a medico-legal function:

1. Certifying death
2. Prescribing treatment
3. Attending to a rape case
4. Attending to an assault case

Q.2. Mission statement of the Ministry of health is to:

1. Match the resources and application of funds or prioritize activities
2. Develop and put in place cost effective interventions to combat disease and health in the country.
3. Promote and provide quality curative, preventive, promotive and rehabilitative health care services in Kenya
4. Create an enabling environment for provision of sustainable quality health care which is accessible to all Kenyans.

Q.4. Code of conduct does not refer to:

1. Setting standards of behavior
2. Reinforcing professionalism
3. Spelling out the expected behavior
4. Providing guidance on how to respond to and handle conflict in business dealing.

Q.5. Stage of group development characterized by confrontation, disagreement and conflict among the members regarding the roles and duties to be shared:

1. Forming
2. Norming
3. Adjourning/mourning
4. Storming

Q.6. Examples of debatable decisions include:

1. Budget speech
2. A constitutional review
3. Serious crisis such as accidents
4. Professional performance

Q.7. Examples of physiological needs within individuals include:

1. Sex needs
2. Recognition
3. Security
4. Personal life

Q.8. The indicators of effectiveness include:

1. Coverage
2. Implementation
3. Balanced use of resources
4. Evaluation

Q.9. In logistic management, the process of reducing and omitting items to match the available funds is:

1. Cataloging
2. Making a cost estimate
3. Purchasing interval
4. Pipeline length

Q.10. Overstocking of inventories can lead to:

1. Obsolete stores
2. Pull systeming
3. Storage problems
4. Better management of patients

Q.11. Monitoring and evaluation does not include:

1. Identifying the objectives
2. Determining the indicators
3. Identifying the methods
4. Performing data collection and analysis

Q. 12. The strategic planning is a long term process that does not encompass:

1. Control
2. Delegation
3. Monitoring
4. Making policy decision

Q.13. A supervisor should correct poor work done through giving constructive criticism by:

1. Giving a warning letter
2. Assigning the individual to another work
3. Telling the individual on the spot
4. Telling the individual why it was poor work

Q.14. Parliamentary Committee entrusted to examine the annual supplementary estimates of the expenditure presented to Parliament includes:

1. Public Accounts Committee
2. Parliamentary Committee of Supplies.
3. Public Investment Committee
4. Parliamentary Estimates Committee

Q.15. In logistics management, push system refers to:

1. The total time it takes a product to get from the top pipeline to the customer.
2. Amount of time between placing the order and receiving the commodities in your store to use.
3. Amount of stock by name below which a store/warehouse should not fall in order to normal circumstances
4. The distribution system where the higher-level facilities determine the quantities to order for the lower-level facilities

Q.16. Causes of corruption in the Government sector include:

1. Political patronage influence and favoritism
2. Strong civil society and effective employment system
3. Efficient public sector due to lack of code of conduct for the public servants
4. Transparency and accountability in civil service

Q.17. Ethical professional conduct by a clinical officer includes:

1. False certification of documents
2. Breach of confidentiality
3. Maintaining an improper emotional sexual relationship with a patient
4. Sharing the knowledge of the patient with colleagues to promote medical knowledge and research.

Q.18. Responsibility of the health centre management committee includes:

1. hiring and firing casual workers
2. Making internal deployment of staff
3. Coordinating all health care services
4. Representing the community interest in the facility

Q.19. Indicators of unsuccessful corruption prevention efforts include:

1. Improved private sector activities in manufacturing
2. Improved infrastructures leading to better roads, waterways
3. Efficiency in the delivery of Public Service in health care, education e.t.c.
4. Respect for the rule of law

Q.20. Responsibilities of a clinical officer in-charge of a rural health facility include:

1. Placing requests for procurement/orders for the acquisition of goods and services.
2. Electing the Health Centre Management Committee members
3. Chairing the Health Centre Management committee meetings
4. Make policy recommendation to the community

Q.21. Clinical Officers Council coordinates with other boards and councils such as:

1. Criminal and rehabilitation board
2. Pharmacy and rehabilitation board
3. The University of Nairobi
4. Public Health Standard Board

Q.22. Annual increments and promotions Depends on:

1. Work performance
2. Professional response
3. Relationship with work colleagues
4. Work attendance

Q.23. members of the Sub-County Health Management Board include:

1. Sub-County Medical Officer of Health
2. Sub0-County Public Health Officer
3. Sub-County Public Health Nurse
4. Sub-County Clinical Officer

Q.24. Rationale behind the cost-sharing programme of the Ministry of Health was to:

1. Tax Kenyans a little more
2. Enrich hospitals
3. Maintain health facilities
4. Improve public health services

Q.25. Authority and responsibility are:

1. Delegated together
2. Delegated horizontally
3. Delegated and abdicated
4. Principles of management

Q.26. The indicators of effectiveness include:

1. Monitoring
2. Coverage
3. Assessment
4. Evaluation

Q.27. A catalogue is used when:

1. Items are in different materials
2. There are several materials
3. Purchasing through government store
4. Using LPO

q.28. In a formal meeting, when there is a tier in voting:

1. Voting is post-pond
2. Two third majority rule is used
3. Single majority rule is used
4. The chairperson has a casting vote

Q.29. Expendable equipment;

1. Should be maintained
2. Can last longer period
3. Should be controlled
4. Are non-consumables

Q.30. Leadership is the:

1. Ability to plan activities
2. Ability to organize people
3. Ability to influence attitudes
4. Ability to control people

**END**

**KENYA MEDICAL TRAINING COLLEGE**

**MOCK SEPTEMBER 2011 CLASS**

**HSM - PAPER –I ESSAY**

**Date: -------------------------**

Q.1. In management, positive supervision is always preferred. Discuss why positive motivation is beneficial to both staff and managers?  **(10marks)**

Q.2. Proponents of the Classical concept of discipline believe that discipline is a rigorous enforcement of rules and regulations. Outline three good methods punishments should aim at enforcing. **(10marks)**

Q.3. Define misconduct; **(2mark)**

1. Outline various levels of misconduct **(2marks)**
2. Outline three offences of each level **(6marks)**

Q.4. Disposal of stores is one of the most important functions of materials management. Outline and describe five various categorization of disposal of stores in Government sector. **(10marks)**

Q.5. Concerning preparation of government budget, define the following terminologies used in the preparation:

1. Fiscal year **(2marks)**
2. Calendar year **(2marks)**
3. Financial year **(2marks)**
4. Fixed budget **(3marks)**

Q.6. Define Ethics; **(2marks)**

1. Outline two Acts of Parliaments that enforce Ethical obligations and Standard conducts. **(6marks)**
2. What do the two Acts stipulate to be observed by public officers? **(2marks)**

Q.7. Define performance management; **(2marks)**

1. Outline two levels of performance management. **(4marks)**
2. What is staff performance appraisal? **(4marks)**

Q.8. Concerning procurement, define procuring entity; **(2marks)**

1. Outline various tender committees established by the Kenya Government. **(8marks)**

Q.9. Outline the three groups of people participated in the development of management theories. **(10marks)**

Q.10. outline and describe the four expenditure plans for a complete budget circle in the government sector. **(10marks)**

**MARKING SCHEME**

**MOCK EXAMINATION 2014**

**HSM SEP. 2011 CLASS**

Q.1. In positive supervision, both staffs and the managers benefit because Staffs:

1. Develop interest in their jobs
2. Desire to improve their standards of performance
3. Are confidence with their leaders

These will subsequently translate to better results which their leaders are judged

Q.2. Proponents of the classical concept of discipline believe that discipline is a rigorous enforcement of rules and regulations because a good method of punishment always aims at enforcing:

1. Punitive punishment
2. Deterrent punishment
3. Reformative punishment

Q.3. Misconduct is a total and consistent disobedience to rules and regulations.

1. The various levels of misconduct are:

* Minor misconduct e.g. negligence, carelessness, absence from duty
* Major misconduct e.g. pilferage, lying, habitual lateness
* Gross misconduct e.g. insubordination, drunkenness

Q.4. Five categorizations of stores to be disposed in government sector are:

1. **Surplus stores** are in good condition but are not required.
2. **Obsolete stores** are in good working condition but are outdated or change in technology.
3. **Unserviceable stores** are not in working order or outlived their lifespan.
4. **Scrap stores** are process waste or have resale value.
5. **Empties** are containers, crates bottles.

Q.5. Definition of the following terminologies:

1. **Fiscal year** is a twelve consecutive month’s period for accounting purposes extending from1st May to 31st April the following year.
2. **Calendar year** is the period extending from January to 31st December of the year.
3. **Fixed budget** is the budget process that assumes that budget costs are stable and evenly spread across the twelve months period.
4. **Financial Year** is the Government financial extending from 1st July to 30th June the following year.

Q.6. Two Acts of Parliament th

at enforce Ethical obligations an[d standard conducts are:

1. The Public Officer Ethics Act no.4 of 2003
2. The Anti-Corruption and Economic Crimes Act no.3 of 2003
3. The two Acts stipulate the values to be observed by public officers.

Q.7. Performance management is the systematic management of people that ensures that planned goals, objectives and standards are achieved.

1. Two categories of performance management are:
   * Reward driven performance management
   * Development performance management
2. Staff management appraisal is the evaluation of staff performance and developments.

Q.8. Procuring entity is the one who invites interested tenderers to supply goods, works and services at a price.

The different tender committees established by the government are:

1. Ministerial Tender Committee
2. Sub-County Tender Committee
3. State Corporation Tender Committee
4. University Tender Committee
5. Colleges Tender Committee

Q.9. Three groups of people who participated in the development of theories of management are:

1. Practicing managers
2. Social scientists
3. Academicians

Q.10. Four expenditure plans for a complete budget circle are:

1. Prepared and submitted on 15th June and utilized from 1st July to 14th September
2. Prepared and submitted on 15th September and utilized from 1st October to 1st December
3. Prepared and submitted on 15thDecember and utilized from 1st January to 14th march
4. Prepared and submitted on 15th March and utilized from 1st April to 15th May.

**End**