



ZIMBABWE

**MINISTRY OF HIGHER AND TERTIARY EDUCATION,
INNOVATION, SCIENCE AND TECHNOLOGY DEVELOPMENT**

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

HIGHER NATIONAL DIPLOMA

IN

HEALTH SERVICES MANAGEMENT

SUBJECT: Health Services Operations Management PAPER NO: 786/17/S02

DURATION: 3 hours

MARCH/APRIL 2025 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

Answer any five (5) questions.

PAPER NO: 786/17/S02 – HEALTH SERVICES OPERATIONS MANAGEMENT

QUESTION 1

Outline steps followed in the disposal of obsolete assets in government health institutions in Zimbabwe. (20 marks)

QUESTION 2

Justify, giving six (6) valid reasons for the need for corporate governance in procurement of hospital assets. (20 marks)

QUESTION 3

As a Health Services Administrator, explain the ways you should support the infection control team in their effort to reduce spread of infection associated with the healthcare system. (20 marks)

QUESTION 4

Elaborate six (6) impacts to the health delivery system of poor stores management system. (20 marks)

QUESTION 5

For each of the following outline five (5) measures that can be put in place to:

- a) ensure safety of health workers. (10 marks)
- b) safety of patients and clients in health institutions (10 marks)

QUESTION 6

Enumerate five (5) critical roles of a health services administrator in mortuary services. (20 marks)

QUESTION 7

Prioritisation is a strategy for management of resources. Explain six (6) benefits of using this strategy in the health sector. (20 marks)