

**CHUKA UNIVERSITY**  
**University Examination year 2023/2024**  
**SCHOOL OF NURSING AND PUBLIC HEALTH**

**HEALTH RECORDS**  
**&**  
**INFORMATION MANAGEMENT**

**UNIT HRIM 142**

**SECTION ONE ANSWER ALL THE FOLLOWING QUESTIONS 40MKS**

1. State 4 roles of the health records and information manager of an health care department **8mks**
2. Describe 5 steps involved in inventory management **10mks**
3. For productive engagements every employee performance must be audited state 6 components of an appraisal document. **6mks**
4. State 4 causes of employee turnover in every organization **4mks**
5. Organizations' Chief executive officers must familiarize themselves with the **mission** and **visions** driving any business undertakings: elaborate the meaning of these bolded terms **6mks**
6. State responsibilities of each of the individuals that determine successful transition in a change process **6mks**

**SECTION TWO: ANSWER ANY TWO OF THE FOLLOWING QUESTIONS 30MKS**

1. With a clear model describe the roles of various levels of health care delivery in Kenya **15mks**
2. Organizational change is a critical ingredient of business competitiveness, explain 4 dimensions of change strategies **15mks**
3. Human resource plays a pivotal role in delivery of organizations' mandate briefly state 5 responsibilities of the manager in staff development **15mks**