

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**EXAMINATION FOR THE AWARD OF DEGREE OF BACHELORS OF SCIENCE IN
HEALTH RECORDS AND INFORMATION MANAGEMENT**

HRIM 382: HEALTH RECORDS & INFORMATION MANAGEMENT

STREAMS: Y1S2

TIME:2 HOURS

DAY/DATE: THURSDAY 13/04/2023

11.30 A.M. –1.30 P.M.

SECTION ONE ANSWER ALL QUESTIONS (40MKS)

1. State four causes of workplace-related conflicts among employees (8 marks)
2. Staff attrition is a common phenomenon in organizations: State 4 causes of employee attrition in any organization (4 marks)
3. Explain 3 principles guiding management of industrial unions (6 marks)
4. Cite 3 incidences necessitating organizations' involvement in staff development (6 marks)
5. Describe 4 data management demands that health records managers must satisfy to remain relevant to the system. (8 marks)
6. State 4 reasons that justify organizational change (4 marks)
7. Describe 2 instruments that are used to apportion organizational time (4 marks)

SECTION TWO ATTEMPT ANY TWO QUESTIONS (30MKS)

1. Health records managers occupy a central position in the organization structure:
 - a) Explain three roles of a Health records manager (9 marks)
 - b) Describe 3 skills required of an health records manager (6 marks)
2. Describe three roles of health records management act of 2016 (6 marks)
 - b) describe the composition of the health records board members (9 marks)

3. Performance audit is an integral undertaking of every competitive organization,
- a) Describe 4 reasons of 'Written, verifiable mutually understood performance expectations' as a component of the evaluation tool. (8 marks)
 - b) Outline the main periodic audit schedules (2 marks)
 - c) State 5 components of an appraisal form (5 marks)
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