

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

HEALTH RECORDS
&
INFORMATION MANAGEMENT

UNIT HRIM 382

Section one Answer all questions (40mks)

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

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 **(9mks)**
b) Describe 3 skills required of an health records manager **(6mks)**
2. Describe **three** roles of health records management act of 2016 **(6mks)**
b) describe the composition of the health records board members **(9mks)**
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. **(8mks)**
b) Outline the main periodic audit schedules **(2mks)**
c) State 5 components of an appraisal form **(5mks)**