

**Module 8: Health Systems Management I**

Code	:	HSM 2103
Hours	:	30
Credits	:	3

**Prerequisite:** Completed year one of study

**Module Competence**

This module is designed to enable the learner to manage health care services.

**Module Outcome**

By the end of this module, the learner should;

1. Explain concepts, roles and functions in leadership and management
2. Outline the organization of health care services
3. Apply functions of human resource management for health care service delivery
4. Communicate within healthcare organizations
5. Manage commodities and supplies.

**Module Units**

S/No	Unit Name	Hours	
		Theory	Practical
1.	Introduction to leadership and management	6	0
2.	Organization of Health care services	8	0
3.	Human Resource Management	6	0
4.	Communication and networking	6	0
5.	Commodity and supplies management	4	0
6.	Assessment	2	0

**Module Content**

**Introduction to leadership and management;** definitions; the importance of studying management; historical development of management and concepts, theories, principles and functions of management; differentiate between leadership and management; qualities of a leader and styles of leadership. organizational behaviour and group dynamics, definition of mission and vision; importance of personal and organizational missions and vision statements  
**organization of health care services;** organization structure: purpose, types, functions, organizational structure of the health care system; structures, functions, health services delivery; levels of service, health services at each level, actors, cadres, referral system in Kenya. **human resource management;** concepts, principles, practices in human resource management; recruitment, orientation, deployment performance management, counselling and coaching, motivation, work climate, conflict resolution; grievances; code of regulation,