



TECHNICAL UNIVERSITY OF MOMBASA

FACULTY OF APPLIED AND HEALTH SCIENCES

DEPARTMENT OF MEDICAL SCIENCES

UNIVERSITY EXAMINATION FOR:

BMLS 14S MID

AML 4409: HEALTH SERVICE MANAGEMENT

END OF SEMESTER EXAMINATION

SERIES: DECEMBER 2016

TIME: 2 HOURS

DATE: Pick Date Dec 2016

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **TWO** Section(s). Attempt **ALL** questions.

Circle the correct answer in section A.

Section A

1. In management the acronym 3MTI includes the following except
 - a) Tenders
 - b) Materials
 - c) Time
 - d) Money
 - e) IdeaS
2. Which of the following can be found in a MSDS
 - a. Range of tests performed
 - b. Cost of equipment
 - c. Religious affiliations
 - d. Chemical properties
 - e. Name of staff who prepared the reagent
3. Which of the following should be included in chemical labels?
 - a) Name of Laboratory manager
 - b) Job description of member
 - c) Age of staff member

- d) Name of staff who prepared the reagent
 - e) None of the above
4. The followings are carried out in routine inspection of containers except
- a) Cloudiness in liquids
 - b) Materials changing color
 - c) Pressure build up within bottles
 - d) Deterioration of container
 - e) None of the above
5. Which of the following statements best represents the term lead time?
- a. The time between placing an order and receiving it
 - b. The time from taking a stock count and using the stock
 - c. The time required to lead a team
 - d. The time from stocking to expiry of goods
 - e. The time of team leader
6. What is the term associated with attracting and maintaining a customer base called
- a. Labour force analysis
 - b. Customer appraisal
 - c. Market segmentation
 - d. Marketing
 - e. Customer satisfaction
7. Which one of the following is associated with love and belonging in Maslow's Hierarchy of needs?
- a. Personal fulfillment
 - b. Friendship
 - c. achievement
 - d. Food
 - e. Sex
8. The following are visual inspection of containers except?
- a. Cloudiness in liquids
 - b. Material changing color
 - c. Pressure build up within bottles
 - d. All of the above
 - e. None of the above
9. Which of the following is a component of planning function of management
- a. Evaluation
 - b. Leading
 - c. Team building
 - d. Multitasking
 - e. Goal setting
10. Which one of the following is component of the analytical phase of the diagnostic cycle?
- a) Result reporting
 - b) Result review
 - c) Specimen processing
 - d) Specimen management
 - e) None of the above

11. Which one of the following is a component of the post analytical phase of the diagnostic cycle?
- Testing
 - Specimen follow up
 - Specimen collection
 - Specimen receipt
 - Interpretation
12. Which of the following are responsibilities of human resource management
- Preparing annual financial budgets
 - Leading organization activities
 - Providing guidance for organizational activities
 - Develop collaborative activities
 - Professional development of workers
13. Which of the following is a role of a team leader?
- Providing guidance for group activities
 - Keeping records of team activities
 - Book keeping of team financial expenditure
 - Taking minutes during meetings
 - None of the above
14. What is vertical communication ?
- Communication between organizations
 - Live discourse in which all parties exchange ideas and receive spontaneous feedback
 - The communication generated by business activities of the organization
 - The formal messages that are channeled through hierarchical network of an organization
 - Communication between departments
15. Which of the following refers to those laboratory practices which are under taken to achieve accurate and reliable analytical results
- Quality assessment
 - Total quality management
 - Quality control
 - Continuous quality improvement
 - Quality improvement
16. The following are included in a laboratory safety program except?
- Waste disposal protocols
 - Guidelines for storage of materials
 - Appointment of safety officer
 - Guidelines for appropriate safety practices
 - Inventory management
17. Which of the following is required for successful implementation of SOPs
- Develop a quality manual
 - Maintaining old SOPs at the worksite
 - Documentation gaps
 - Absent management support
 - None of the above

18. Which one of the following is a component of the pre-analytical phase of the diagnostic cycle?
- a) Specimen receipt
 - b) Testing
 - c) Results archiving
 - d) Specimen management
 - e) Interpretation
19. Which of the following organisms is categorized as risk group 4?
- a) Marburg virus
 - b) Salmonella typhi
 - c) Escherichia coli
 - d) Rota virus
 - e) None of the above
20. Which of the following defines physical inventory
- a) The process of purchasing commodities
 - b) The process of counting, by hand the total member of each commodity
 - c) The process of estimating quantities of items to be procured
 - d) The process of disposal of commodities
 - e) None of the above
21. Which of the following is a line item of a laboratory budget?
- a) Equipment service contract
 - b) Labour union dues
 - c) Charity contributions
 - d) Tithe
 - e) Entertainment expense
22. Which of the following is associated with a laboratory continuous education program?
- a) Prevention of boredom
 - b) Compliance with accreditation requirements
 - c) Publishing of laboratory manuals
 - d) Community service
 - e) None of the above
23. Which disciplinary characteristics should be included for discipline to be effective
- a) Random
 - b) Objective
 - c) Subjective
 - d) Public
 - e) None of the above
24. Which of the following questioning is appropriate during job interviews?
- a) Political affiliations
 - b) Work experience
 - c) Race
 - d) Religious affiliations
 - e) Family size

25. The following are components of equipment management except?
- Training in use
 - Retiring equipment/disposal
 - Modeling of equipments
 - Inventory management
 - Selection
26. Which of the following factors is needed for performance appraisal?
- Employee - employee discussion
 - Worker union membership
 - Ethnicity
 - Gender
 - Religious affiliation
27. Which of the following is a management style?
- Social
 - Laissez-faire
 - Informal
 - Militant
 - Communist
28. The choice of equipment in a laboratory depend on the following except?
- Range of tests performed
 - Cost of equipment
 - Climatic consideration
 - Availability of spares
 - None of the above
29. Lack of an effective equipment management policy leads to the following except?
- Staff demotivation
 - Equipment related accidents
 - Waste of resources
 - Poor laboratory accidents
 - Correct purchases
30. The following are factors that determine the effectiveness of chemical disinfectants except
- Concentration of chemical
 - Time application
 - pH
 - Hours of availability
 - Pressure of in actuating substance

Section B

- 31.
- a. Explain the importance of an equipment management policy? (10 marks)
 - b. Describe the functions of a manager (10 marks)
- 32.
- c. Describe the components of an inventory management (10 marks)
 - d. Describe retiring and disposal of laboratory equipment (10 marks)