



TECHNICAL UNIVERSITY OF MOMBASA

FACULTY OF APPLIED AND HEALTH SCIENCES
DEPARTMENT OF MEDICAL SCIENCES
UNIVERSITY EXAMINATION FOR:
DMLS
AML2311 : HEALTH MANAGEMENT
END OF SEMESTER EXAMINATION

SERIES: AUGUST 2019

TIME: 2 HOURS

DATE: Pick Date Aug 2019

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of Choose No choose Sect/Quest. Attempt Choose instruction.

Circle the correct answer in section A.

Section A (40 Marks)

1. Problem solving strategy include the following except?
 - A. Investigate, examine and define the problem
 - B. Identify the source of the problem
 - C. Determine the root cause and major barriers
 - D. Ignore alternatives for solving the problems
2. Which one of the following is not part of personnel management
 - A. Work load
 - B. Staff rotas
 - C. Qualified staff for appropriate work
 - D. Staff competencies evaluated regularly

3. Some of the typical responsibilities of top level management include the following EXCEPT?
 - A. Lays down the objectives and broad policies of the enterprise.
 - B. Appoints the executive for middle level
 - C. They participate in employment and training of lower level management
 - D. Provides guidance and direction.

4. Social factor as a macro environmental factor include the following EXCEPT?
 - A. Health consciousness
 - B. Population growth
 - C. Technology incentives
 - D. Carrier attitudes

5. Which of the following is NOT a clinical record
 - A. Patient register
 - B. Staff register.
 - C. Daily records
 - D. Catalogues

6. Which of the following defines complete physical inventory
 - A. The process of purchasing commodities
 - B. The process of counting by hand the total number of each commodity
 - C. The process of estimating quantities of items to be procured
 - D. All products/commodities are inventoried at the same time normally yearly.

7. A facility used the following determine rapid test: January – 100, February – 1800, March – 2500, what is the average monthly consumption rate?
 - A. 1800
 - B. 2200
 - C. 5400
 - D. 4500

8. Which of the following is not a possible cause of inaccuracy in laboratory testing?
- A. Dirty cassettes
 - B. Autoclavable pipettes
 - C. Reagent deterioration
 - D. Poor mixing
9. Which of the following is not a feature of objectives?
- A. They must be predetermined
 - B. They must be measurable
 - C. Must be realistic
 - D. Must be needs driven
10. The following are characteristics of motivation which one is NOT?
- A. Motivation is an internal feeling
 - B. It can either be positive or negative
 - C. It produces goal oriented behavior
 - D. Describes whether employees are happy and contented and fulfilling their desires and needs at work.
11. The purpose of SOPs include the following EXCEPT?
- A. Serve as a guide for new staff training.
 - B. Prevent unwarranted shortcuts being taken when performing tests
 - C. Promote safe laboratory practice
 - D. Help in fabrication of laboratory results
12. Which of the following is NOT a stage in the clinical diagnostic cycle?
- A. Pre – Post analytic stage
 - B. Pre – analytic stage
 - C. Post analytic stage
 - D. Analytic stage

13. Which of the following is NOT a component of logistics?
- A. Minimum month of supply
 - B. Maximum month of supply
 - C. Moderate month of supply
 - D. Safety stock
14. The following are concepts within the principles of human resource management EXCEPT?
- A. Fair treatment
 - B. Nepotism and patronage
 - C. Safe and healthy work place
 - D. Appraisal
15. Which of the following is NOT a function of human resource management?
- A. Deciding what staff need you have
 - B. Hiring and training of employees
 - C. Deciding upon employees benefits and salaries
 - D. Registering staff unions
16. The purpose of quality laboratory services include the following EXCEPT?
- A. Increased accuracy of disease diagnosis
 - B. Delayed investigation of epidemics to limit spread into the community
 - C. Effective monitoring of treatment
 - D. Early identification of diseases
17. Which of the following is not a component of the 3MTI?
- A. Manpower.
 - B. Money
 - C. Time
 - D. Institution

18. Which one of the following factors is not considered when designing a laboratory?
- A. Washing /sterilizing room
 - B. Laboratory store
 - C. Phlebotomy room
 - D. Injection room
19. Laboratory essential utilities include the following EXCEPT?
- A. Clean water supply
 - B. Natural and artificial lighting
 - C. Dark room
 - D. Ventilation: natural and safety hoods
20. Which one of the following is not considered when selecting essential laboratory tests?
- A. Technical capacity
 - B. Procurement
 - C. Normal ranges
 - D. None of the above
21. Which one of the following is not part of laboratory documents?
- A. Laboratory request form
 - B. Prescription book
 - C. Report forms
 - D. Laboratory register
22. Health facility management plays a role in improving the following aspects of health EXCEPT
- A. Quality
 - B. Efficiency
 - C. Cost effectiveness
 - D. None of the above

23. The following are true aspects of personnel management EXCEPT?
- A. Qualified staff appropriate for the work
 - B. Staff numbers considered against facility
 - C. Staff competencies evaluated regularly
 - D. None of the above
24. Which of the following defines management?
- A. Reducing drug resistance
 - B. Working with individuals plus organizational resources to accomplish organizational goals
 - C. The improvement of data for health status of a community
 - D. Provision of information for health planning.
25. The correct strategy of problem solving is?
- A. Explore alternative for solving the problem
 - B. Resolve the immediate tangible problem first
 - C. Set out strategies for overcoming barrier
 - D. All the above.
26. Which one of the following is not an efficient and effective time management strategy
- A. Set clear attainable goals and objectives
 - B. Set priority list of activities.
 - C. Delegate skillfully and effectively
 - D. None of the above
27. The following are correct definitions of stress EXCEPT?
- A. Tension, strain or impelling force
 - B. Difficult that causes worry or emotional tension
 - C. A state of extreme difficulty, pressure or strain.
 - D. Anger and fear amongst workers.

28. To prevent and reduce stress managers should do the following EXCEPT?

- A. Monitor and appraise work pressure demands
- B. Teach staff about the concept of stress and its management
- C. Strive to identify and recognize job related stress
- D. None of the above

29. Which of the following is not a benefit of continuous laboratory education?

- A. Knowledge of new approaches to diagnosis and management
- B. Knowledge of new tests
- C. Awareness to new technology and instruments
- D. Knowledge of how to defend false results in the laboratory

30. The following are features of planning EXCEPT?

- A. It is primary function of management.
- B. It is an intellectual process
- C. Focuses on determining the objectives
- D. Involves choice of customers

31. Marketing is associated with?

- A. Labor force analysis
- B. Customer appraisal
- C. Market segmentation
- D. Maintaining a customer base

32. Which of the following is associated with self-esteem?

- A. Personal fulfillment
- B. Friendship
- C. Achievement and confidence
- D. Food

33. The following are effects of poor quantification EXCEPT?
- A. More credibility of health facility
 - B. Shortages and stock outs
 - C. Expired test kit
 - D. Inappropriate treatment of patients
34. Employment satisfaction surveys are administered periodically to gauge employee satisfaction in the following areas EXCEPT?
- A. Management
 - B. empowerment
 - C. Understanding mission and vision
 - D. None of the above
35. The following is not a terminology associated with logistics?
- A. Ending balance
 - B. Safety stock
 - C. Minimum month of supply
 - D. Last month of supply
36. The management approach which is concerned with improving decision making via application of quantitative technique is known as?
- A. Quantitative approach
 - B. Behavioral approach
 - C. Systemic approach
 - D. Contingency approach

37. The following should be included in chemical labels EXCEPT?
- A. Quantity
 - B. Date opened
 - C. Quality
 - D. Expiry date.
38. The role which makes a manager become a monitor, disseminator and spokesman are known as?
- A. Informational
 - B. Interpersonal
 - C. Decisional
 - D. None of the above
39. Which of the following is the correct definition of directing?
- A. Manning the organizational structure and keeping it manned
 - B. A managerial function which actuates the organizational methods to work efficiently to achieve the organizational goal
 - C. Measurements of accomplishments against standards
 - D. To help in entertaining existing staff
40. The following are common elements of standard operating procedures EXCEPT?
- A. Safety
 - B. Authors
 - C. Purpose
 - D. None of the above

Section B (60 Marks)

1.
 - a) Explain five stress management techniques in an organization (10 marks)
 - b) Give ten elements of poor storage (10 marks)
2.
 - a) Describe the retiring of equipment and disposal of laboratory equipment (10 marks)
 - b) Outline the components of a laboratory chemical label (10 marks)
3.
 - a) Explain five features of planning (10 marks)
 - b) Discuss the quality assurance cycle in the laboratory (10 marks)