



# THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

(A Constituent College of Jkuat)

*Faculty of Applied & Health Sciences*

DEPARTMENT OF MEDICAL SCIENCES

**CERTIFICATE IN MEDICAL LABORATORY SCIENCE**

**END OF SEMESTER EXAMINATION**

**AML 1117: HEALTH MANAGEMENT & LABORATORY PRACTICE**

**SERIES: AUGUST/SEPTEMBER 2011**

**TIME: 2 HOURS**

**Instructions to Candidates:**

You should have the following for this examination

- *Answer booklet*

Answer all questions in section A and B. Circle the correct answer

Some questions may have more than **TWO** answers

This paper consist of **SEVEN** printed pages

## SECTION A (40 MARKS)

1. Which of these does not clearly state the scope of management process:-
  - A. Process of sourcing and availing resources for effective use
  - B. Process of getting work done through others efforts
  - C. The processing of ensuring no obstacle meets the day to day organizational activities
  - D. Task of planning, motivating, decision making and direct others effort in achieving organization goals.
  
2. The purpose of studying management includes the following except:-
  - A. Improve productivity
  - B. Apply it in our daily judgement at work
  - C. Improve our general management and communication skills
  - D. Command others to follow our orders
  
3. Who came up with the classical organization theory of management:-
  - A. Henry fayl
  - B. Fredrick Taylor
  - C. Max Weyber
  - D. Manslow
  
4. Who came up with the bureaucratic “red tape” theory of management:-
  - A. Henry Fayl
  - B. Fredrick Taylor
  - C. Max Weyber
  - D. Manslow
  
5. Which of the following are managerial roles:-
  - A. Interpersonal roles
  - B. Authoritative roles
  - C. Subordination roles
  - D. Decision making roles
  
6. Which of these activities/activity do not fall under the ‘informal role’ played by the manager:-
  - A. Monitoring role
  - B. Company spokesman
  - C. Information disseminator
  - D. Leadership role

7. Which of these activity/activities do not fall under the 'interpersonal role' played by the manager:-
- A. Figure head
  - B. Leadership
  - C. Liaison
  - D. Resource allocation
8. Which of this is not the function of management:-
- A. Planning
  - B. Organizing
  - C. Doing the hands-on work
  - D. Staffing
9. These are the factors to consider during planning except:-
- A. An idea becomes a plan only when its put in writing
  - B. Planning is a logical activity
  - C. When planning is made, there should be room for alternative strategies should initial plan fall
  - D. Only managers should be involved during planning
10. A good manager should have the following skills:-
- A. Communication skills
  - B. Leadership skills
  - C. Authoritative skill
  - D. Disciplinarian skill
11. The following are benefits of equipment maintenance programme:-
- A. Improve personnel safety
  - B. Minimize wastage of reagents
  - C. Improve technologist confidence
  - D. Help managers to ask for more staff as it's an added task
12. Which of the following reasons does not justify the importance of documenting a plan? During planning activities involved:-
- A. May be many so theirs tendency to forget
  - B. May be overlapping and carried out over a long period
  - C. Because any managerial meeting reports must be written
  - D. For claiming of setting allowance

13. The following factors are important to consider when buying new equipment:-
- A. Work load in the section
  - B. Staff competency
  - C. The population
  - D. Climatic conditions
14. The most important aspect of managing people is:-
- A. Education level
  - B. Property owned
  - C. Gender
  - D. Religion
15. The following include the laboratory technical staff except:-
- A. Technologist
  - B. Phlebotomist
  - C. Cytologist
  - D. Properly trained supportive staff
16. When an accident occurs in the laboratory, it should be reported immediately to the in charge/safety officer for purposes of :-
- A. Reprimanding the officer for carelessness
  - B. Investigation and coming up prevention of similar incidents in future
  - C. To request for funding from donors as this are added laboratory tasks
  - D. For administration of post exposure prophylaxis
17. Which of the following details may not require documentation in personnel record book:-
- A. Medical report
  - B. Incidence that may could have happened previously
  - C. Training/experience
  - D. Behavior
18. What are some of the conditions that may help in the decrease of wastage/accumulation of dead stock:-
- A. Having proper management chain supply system
  - B. Usage of stock bin carding system
  - C. Having well staffed laboratory
  - D. Having an assessable supplier

19. Which of the following is not a challenge in laboratory supplies chain and management system:-
- A. Improper storage facilities
  - B. Law and regulatory bodies
  - C. Poor logistics
  - D. Insecurity
20. The following factors may lead to depreciation of equipment except:-
- A. Damage through careless handling
  - B. Obsolence
  - C. Cost of purchasing the equipment
  - D. Normal wear and tear
21. Poor maintenance is detrimental to the machines and test performance. Overall its recommended that laboratory should have:-
- A. Strict in charges to follow up these issues
  - B. Have backup system in case of machine failure
  - C. Clearly laid down service contract charter with reputable firm
  - D. Have experienced and competent technical staff operating the machines
22. Laboratories need data, as verbal instructions are often:-
- A. Quickly forgotten
  - B. Not heard
  - C. Sensitive
  - D. Easy to retrieve
23. The following are diagnostic cycle processes except?
- A. Pre-analytic
  - B. Analytic
  - C. Patient management
  - D. Post analytic
24. The following are used to estimate laboratory needs:-
- A. Use of historical data to calculate required quantities
  - B. Consumption data
  - C. Wastages and surplus
  - D. Number of personnel
25. Chemicals are classified into the following except:-
- A. Carcinogenic
  - B. Flammable
  - C. Powdered
  - D. Explosive

26. When labeling chemicals, the following must be included except:-

- A. Date of preparation
- B. Contents, quantity and concentration
- C. Price
- D. Manufacturer

27. What is the function of the Kenya Medical Laboratory Technician & Technologist Board:-

- A. To ensure that laboratory services in the country are regulated
- B. To train all laboratory personnel
- C. To frustrate laboratory Technicians and Technologists in private practice
- D. To ensure that services delivered to patients are by qualified personnel and of good standard.

28. The following are roles played by a staff in a health facility to improve health services. Which one is not

- A. Quality
- B. Investigation
- C. Efficiency
- D. Cost effectiveness

29. Managers manage:-

- A. Human resources
- B. Ideas
- C. Disciplinary cases
- D. Staff appraisal

30. The following are management functions. Which one is not

- A. Planning
- B. Supervising
- C. Implement change
- D. Embrace attitude change

## **SECTION B – (60 MARKS)**

### **Question One**

- a) What is management (4 marks)
- b) What is the purpose of medical laboratory science trainees studying management (12 marks)
- c) Briefly describe standard operating procedures (4 marks)

### **Question Two**

Discuss the functions of management (20 marks)

### Question Three

a) Define the following terms

- i. Laboratory
- ii. Responsibility
- iii. Authority
- iv. Dead stock
- v. Communication

(10 marks)

b) Briefly mention the logical steps involved in planning

(10 marks)