



**TECHNICAL UNIVERSITY OF MOMBASA**  
**Faculty of Applied & Health**  
**Sciences**

DEPARTMENT MEDICAL SCIENCES

**DIPLOMA IN MEDICAL LABORATORY SCIENCES**

AML 2311: HEALTH MANAGEMENT (PAPER II)

**SPECIAL/SUPPLEMENTARY EXAMINATION**

**SERIES: MARCH 2014**

**TIME ALLOWED: 2 HOURS**

**Instructions to Candidates:**

You should have the following for this examination

- *Answer Booklet*

Answer **ALL** questions in sections **A** and **B**  
This paper consists of **SEVEN** printed pages

1. The person making a proposal in a contract is:
  - a) Promiser
  - b) Promisee
  - c) Proposer
  - d) Acceptor
  
2. A contract is:
  - a) Set of rules and guidelines
  - b) An offer
  - c) Violence
  - d) Constitution
  - e) Agreement between 2 parties enforced by law
  
3. Terminating patient care can be done by:
  - a) Mediation
  - b) Written communication
  - c) Personal confrontation
  - d) Authoritative
  - e) None of the above
  
4. Which of the following is a professional negligence case:
  - a) Overcharging
  - b) Arbitration
  - c) Delayed treatment and abandonment
  - d) Confidentiality
  - e) Communication barrier
  
5. Occupation safety and health administration protects workers from disease exposures by:
  - a) QC Programme
  - b) Not training
  - c) Wastes segregation
  - d) Not following universal precautions
  - e) Breaking confidentiality
  
6. Reasons for care termination include:
  - a) Malpractice
  - b) Lazy
  - c) Ethnicity
  - d) Court order
  - e) Failure to follow physician instruction
  
7. The following applies when making an agreement into contract:
  - a) Party identification
  - b) Law enforcement
  - c) Abstinence
  - d) Money exchange

- e) State consideration
8. Element of a contract include:
- a) Quasi
  - b) Compensation
  - c) Rectification
  - d) Cancelation
  - e) Offer, acceptance, privity
9. The principles of health care ethics include:
- a) Justice
  - b) Individualism
  - c) Separation
  - d) Judgement
  - e) Ownership
10. The chief medical laboratory technologist is the \_\_\_\_\_ of the Kenya Medical Laboratory Technologist and Technician Board (KMLTTB)
- a) Registrar
  - b) Chairman
  - c) Treasurer
  - d) Executive officer
  - e) Director
11. The board responsible for regulation of training, registration, licensing of medical laboratory personnel is:
- a) AKMLSO
  - b) NEMA
  - c) KMTC
  - d) KNUT
  - e) KMLTTB
12. The duration for practicing certificate/licencing in medical lab is:
- a) 2 years
  - b) 3 years
  - c) 1 year
  - d) 6 months
  - e) 5 years
13. The main purpose of quality clinical and laboratory services is:
- a) Man power
  - b) Increased accuracy of disease diagnosis
  - c) Money
  - d) Time
  - e) Materials

14. The principles of health care ethics includes:
- a) Ownership
  - b) Justice
  - c) Individualism
  - d) Separation
  - e) Judgement
15. The following is a type of contract:
- a) Trust
  - b) Property
  - c) Administrative
  - d) Tort
  - e) Written eg. hire purchase
16. The authority responsible for environment management is:
- a) KENAS
  - b) HUQAS
  - c) OSHA
  - d) NEMA
  - e) Green peace movement
17. Universal set standards with the idea of dignity and rights is:
- a) Equality
  - b) Ethics
  - c) Law
  - d) Sops
  - e) Human rights
18. The branch of in philosophy that studies more issues evaluates human conduct is:
- a) Bill of rights
  - b) Human rights
  - c) Contract
  - d) Law
  - e) Ethics
19. One of the roles of chairman of the board is:
- a) Training
  - b) Supervision
  - c) Licensing
  - d) Accreditation
  - e) Chaining board meetings
20. Skills of a laboratory manager includes:
- a) Technical
  - b) Planning
  - c) Counseling

- d) Policing
- e) Education

21. The following persons can enter into contract except?

- a) Ministers
- b) President
- c) Minor or infant
- d) Majority age of 18 years
- e) Governor

22. In respect for human dignity:

- a) Customer should be informed
- b) Equal and personal human dignity
- c) Right to reliable laboratory services
- d) Judgement
- e) Geniuses

23. The duties of a professional biomedical laboratory scientist is?

- a) Create communication barrier
- b) Lack confidentiality
- c) Work above their training capacity
- d) Strive to maintain, confidence and professional respect
- e) Institute conflict

24. All medical laboratory scientific officer shall:

- a) Fight for right through national strikes
- b) Close laboratories due to poor pay
- c) Sabotage other health professionals
- d) Use medical laboratory science to benefits medicine
- e) Use professional skills for personal interest

25. Revocation of offer and acceptance may rise due to any of the following:

- a) No judgement
- b) Confidentiality
- c) By death of the proposer
- d) Jail
- e) Lease of inheritances

26. In quasi contracts:

- a) Law is not followed
- b) Exist in law without formal agreement
- c) Consent of not free
- d) Lawful with regard to purpose
- e) None of the above

27. Example of clinical law acts include the following except:

- a) Abandonment
- b) Document inaccuracy
- c) Murder/Rape

- d) Fraud
- e) Corruption

28. Bioethics are:

- a) Confidentiality issues
- b) Issues arising due to medical advances
- c) Apply to document
- d) Training issues
- e) Quality control issues

29. Malpractice is:

- a) Contract is coerced
- b) The health worker is right
- c) Are lawsuits by patients against health worker errors in diagnosis or treatment
- d) Lawsuits by health workers
- e) There formal agreement

30. Example of duties related to legal document include the following except.

- a) Negligence
- b) Legal terms
- c) Policy issues
- d) Patient records and information

31. Qualities of a good lab management may includes:

- a) High temperature
- b) Judgemental
- c) Non judgemental and fourised
- d) Advocate for corruption
- e) Defensive

32. Approved training institutions for medical laboratory technicians and technologies must be approved by:

- a) President
- b) Senate
- c) University
- d) Chief used technologist
- e) KMLTTB

33. One of the following is a main social responsibility area of a business:

- a) Provide equal opportunities for women and ministry group members
- b) To improve competition
- c) To reduce the prices of goods and services
- d) To give money incentives to the community

34. Define ethics

- a) Dealing with what is good and bad with moral duty obligation
- b) Study of behavior
- c) Inhibit inner being of human beings
- d) None of the above

35. Among the following which is an external force:
- a) Political forces
  - b) Human resources
  - c) Financial resource
  - d) None of the above
36. One of the following is a principle of management by Taylor:
- a) Division of work
  - b) Standing plans
  - c) Single use plans
  - d) Both B and C
37. Define a budget as used in management:
- a) Document containing financial statements
  - b) Statement of expected results, expenditure expressed in numerical terms
  - c) How money is to be spent
  - d) None of the above
38. Define policies:
- a) Laws
  - b) Regulations
  - c) Memos
  - d) General statement that guide in decision making
39. Define planning:
- a) How things are done
  - b) Procedures of conducting activities
  - c) Concept for a new and desirable future reality
  - d) None of the above

**SECTION B:**

1. Discuss the code of ethics for lab scientists in Kenya. **(20 marks)**
2. a) Outline the qualities of a good responsible laboratory personnel. **(10 marks)**
- b) Explain the FIVE functions of management **(10 marks)**
3. Explain the steps that manager undertake to improve ethical behaviours in their organization. **(20 marks)**