"Investing in Africa's Future"

COLLEGE OF HEALTH, AGRICULTURE AND NATURAL SCIENCES
DEPARTMENT OF HEALTH SCIENCES
BACHELOR OF MEDICAL LABORATORY SCIENCES HONOURS

SLS300: LABORATORY MANAGEMENT AND ADMINISTRATION

END OF FIRST SEMESTER EXAMINATIONS

NOVEMBER 2018

LECTURER: G. MALUNGA

DURATION: 3 HOURS

INSTRUCTIONS

Write your candidate number on the space provided on top of each page

Answer **all** questions in sections A on the question paper.

Answer **all** questions in section B on separate answer sheets provided.

Answer any **3** questions in section C on separate answer sheets provided

The mark allocation for each question is indicated at the end of the question

Credit will be given for logical, systematic and neat presentations in sections B and C

SECTION A : MULTIPLE CHOICE [40 MARKS]
- **Answer all questions by encircling the correct response T for TRUE or F for FALSE for each statement in all the questions**
- **Each correct response is allocated half mark**

1. The following words are synonymous with ''Administration''
   T   F   a) Direction
   T   F   b) Control
   T   F   c) Management
   T   F   d) Serve

2. Laboratory management involves integration and coordination of the following Organizational resources
   T   F   a) Time
   T   F   b) Space
   T   F   c) Personnel
   T   F   d) Equipment

3. The following people are mainly involved in policy making in a medical laboratory
   T   F   a) Laboratory Director
   T   F   b) Laboratory Manager
   T   F   c) Laboratory Administrator
   T   F   d) Laboratory Supervisor

4. The following Organizational Theories emphasize on division of labour
   T   F   a) Theory Z
   T   F   b) Max Weber Theory
   T   F   c) Henri Fayol Theory
   T   F   d) Elton Mayo Theory

5. The ISO standard/s which is/are specifically for Medical Laboratories is/are
   T   F   a) ISO9001:2008
   T   F   b) ISO15189:2012
   T   F   c) ISO17025:2005
   T   F   d) ISO14001:2004

6. The following are characteristics of a complete health record
   T   F   a) Authentic
   T   F   b) Reliable
   T   F   c) Usable
   T   F   d) Traceable

7. Personnel management is responsible for
   - T F a) Compensation
   - T F b) Selection and training
   - T F c) Equipment maintenance
   - T F d) Remuneration

8. The following are part and parcel of a mission statement of a clinical laboratory
   - T F a) Goals of the laboratory
   - T F b) Dreams of the organization
   - T F c) The type of business
   - T F d) Major problems which need to be addressed

9. The Labour Relations Act Chapter 28.01 deals with the following conditions for employees
   - T F a) Suspension and termination
   - T F b) Working hours
   - T F c) Maximum wages
   - T F d) Maternity leave

10. The following factors are considered in a job evaluation exercise
    - T F a) Scope of labour
    - T F b) Working conditions
    - T F c) Technology
    - T F d) Legal issues

11. The following are part of expenses of a clinical laboratory
    - T F a) Reagent purchases
    - T F b) Salaries
    - T F c) Waste disposal payments
    - T F d) Processing tests for another laboratory

12. Financial ratios important to a laboratory manager include
    - T F a) Cost per test
    - T F b) Labour cost per test
    - T F c) Profit margin per billable test
    - T F d) Workload per laboratory scientist

13. Given that total fixed costs of processing LFTs in a month is $6 000, revenue per test is $50 and variable cost per test is $30, how many tests should the lab perform in a month without making a loss
    - T F a) 75
    - T F b) 120
    - T F c) 200
    - T F d) 300

14. The following information is critical when creating a patient record in LIS
    T   F   a) Employment status of the patient
    T   F   b) Hospital number
    T   F   c) Date of birth
    T   F   d) Reference ranges for the test

15. The stock levels which need to be regularly monitored in a laboratory include
    T   F   a) Maximum stock level
    T   F   b) Minimum stock level
    T   F   c) Safety stock level
    T   F   d) Reorder stock level

16. Staffing of a clinical laboratory is affected by the following
    T   F   a) Design of the laboratory
    T   F   b) Type of analytical equipment
    T   F   c) Test methodology
    T   F   d) type of the community being served

17. An effective presentation
    T   F   a) persuades

    T   F   b) informs
    T   F   c) educates

    T   F   d) considers audience

18. The following are attributes of a good leader
    T   F   a) Trust
    T   F   b) Integrity
    T   F   c) Curiosity
    T   F   d) Honesty

19. Building a positive culture among employees involves
    T   F   a) Mutual respect
    T   F   b) Leading by example
    T   F   c) Empowering employees to make decisions
    T   F   d) Employing contract workers

20. The following Departments contribute to revenue in a hospital
    T   F   a) Laboratory
    T   F   b) Wards
    T   F   c) Pharmacy
    T   F   d) Administration

SECTION B: [20 MARKS]

Answer all questions on separate answer sheets provided

1. State 5 functions of a laboratory manager. [5]

2. State the leadership skills which are mainly needed at the following managerial levels
   (a) Laboratory Director [1]
   (b) Laboratory Manager [2]
   (c) Laboratory Supervisor [1]

3. (a) What is an organogram. [2]
   (b) Draw an appropriate organogram for a Provincial Multidisciplinary Clinical Laboratory offering the following services: Haematology, Clinical Chemistry, Medical Microbiology, Blood Bank and Immunology [5]

4. State 4 roles of a Personnel Manager of a clinical laboratory. [4]

SECTION C: [60 marks]

Answer any 3 questions from this section on separate answer sheets provided

1. Outline the main principles of Henry Fayol's Theory of Management. [20]

2. Discuss the qualities of a good laboratory manager. [20]

3. Why do Clinical Laboratories need Quality Management Systems? [20]

4. Describe the process of job evaluation in a clinical laboratory. [20]

5. Discuss the PDCA cycle of management. [20]