



"Investing in Africa's Future"

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

NSLS300: LABORATORY MANAGEMENT AND ADMINISTRATION

END OF SEMESTER EXAMINATIONS

NOV 2019

LECTURER: V. KAMPIRA

DURATION: (3 HRS)

INSTRUCTIONS

1. Write your candidate number on the space provided on top of each page
 2. Answer **all** questions in sections A on the question paper.
 3. Answer **all** questions in section B on separate answer sheets provided.
 4. Answer any **2** questions in section C on separate answer sheets provided
 5. The mark allocation for each question is indicated at the end of the question
 6. Credit will be given for logical, systematic and neat presentations in sections B and C
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SECTION A: MULTIPLE CHOICE [40MARKS]

- 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 principles of Henry Fayol's Theory include

- | | | |
|---|---|----------------------|
| T | F | a)Division of labour |
| T | F | b)Unity of command |
| T | F | c)Discipline |
| T | F | d)Equity |

2.The following are not electronic medical records

- | | | |
|---|---|------------------------------|
| T | F | a) Order entry |
| T | F | b) worksheet |
| T | F | c) Laboratory results report |
| T | F | d) Invoice |

3.Qualities of a good leader include

- | | | |
|---|---|-------------|
| T | F | a)Integrity |
| T | F | b)Honesty |
| T | F | c)Trust |
| T | F | d)Curiosity |

4. Management is a set of the following processes

- | | | |
|---|---|---------------|
| T | F | a) Planning |
| T | F | b) Budgeting |
| T | F | c) organising |
| T | F | d) Commanding |

5. Supply Chain Management involves

- | | | |
|---|---|-------------------------|
| T | F | a)Employee remuneration |
| T | F | b) Stock taking |
| T | F | c)Ordering |
| T | F | d)Staffing |

6. The technical requirements for the ISO15189:2012 Standard include

- | | | |
|---|---|------------------------|
| T | F | a)Document control |
| T | F | b)Personnel |
| T | F | c)Corrective action |
| T | F | d)Reporting of results |

7.The choosing of an individual who is best suited to a particular position and to the organization from a group of potential applicants is called

- | | | |
|---|---|---------------|
| T | F | a)Planning |
| T | F | b)Recruitment |
| T | F | c)Enrollment |
| T | F | d)Staffing |

8. In laboratory logistics, the following are considered as part of the customers whose varying expectations and needs should be met

- | | | |
|---|---|--|
| T | F | a) voluntary counselling and testing providers |
| T | F | b) blood bank professionals |
| T | F | c) epidemiologists |
| T | F | d) policy makers |

9. A job description includes

- | | | |
|---|---|--|
| T | F | a) location of the job in the organization |
| T | F | b) relationship of that job with other jobs in an organization |
| T | F | c) the nature of duties |
| T | F | d) the salary |

10. The following are regarded as variable costs

- | | | |
|---|---|----------------|
| T | F | a) rent |
| T | F | b) salaries |
| T | F | c) insurance |
| T | F | d) maintenance |

11. Stock cards should

- | | | |
|---|---|--|
| T | F | a) exclude name of author to maintain confidentiality |
| T | F | b) include have all the items in the laboratory listed clearly |
| T | F | c) be updated each time an issue is made |
| T | F | d) include a summary of the expired items |

12. Rights for Stock Management include

- | | | |
|---|---|---------------------|
| T | F | a) right cost |
| T | F | b) right supplier |
| T | F | c) right personnel |
| T | F | d) right quantities |

13. The following are not functions of monitoring and evaluation

- | | | |
|---|---|---|
| T | F | a) Evaluations can also be used to promote new projects |
| T | F | b) Monitoring assists to maintain desired standards |
| T | F | c) identifying areas which need urgent attention |
| T | F | d) inform decision making so that current and future initiatives are better |

14. The following are acronyms for Quality Improvement Processes (QIPs)

- | | | |
|---|---|----------|
| T | F | a) DEESA |
| T | F | b) FADEE |
| T | F | c) PDSA |
| T | F | d) DMAIC |

15. 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 |

16. The following people are mainly involved in policy making in a medical laboratory
- | | | |
|---|---|--------------------------|
| T | F | a) Laboratory scientist |
| T | F | b) Laboratory Manager |
| T | F | c) Laboratory technician |
| T | F | d) Laboratory Director |
17. Personnel management is responsible for
- | | | |
|---|---|---------------------------|
| T | F | a) Compensation |
| T | F | b) Selection and training |
| T | F | c) Equipment maintenance |
| T | F | d) Remuneration |
18. Documents, unlike records, usually
- | | | |
|---|---|---|
| T | F | a) need to be updated periodically |
| T | F | b) communicate information via policies |
| T | F | c) capture information on worksheets |
| T | F | d) are permanent |
19. 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 |
20. 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 |

SECTION B: [20 MARKS]

Answer all questions on separate answer sheets provided

1. What are the six rights for stock management? [6]
2. State the benefits of a Quality management System (QMS) in a medical laboratory. [5]
3. State 5 functions of a laboratory manager [5]
4. Define accreditation and briefly explain it is important in laboratory medicine [4]

SECTION C: [40 marks]

Answer any 2 questions from this section on separate answer sheets provided

1. Discuss the PDCA cycle of management. [20]
2. Why do Clinical Laboratories need Quality Management Systems? [20]

3. Discuss how as a Laboratory Manager you would go about running an efficient Inventory usage system within your organization. [20]

Question 4

- a) What is performance appraisal? [2]
- b) Briefly outline the objectives of performance appraisal [5]
- c) State any five functions of a personnel manager. [5]
- d) Define supply chain management [3]
- e) Briefly explain supply chain management in the medical laboratory [5]