



(University of Choice)

MASINDE MULIRO UNIVERSITY OF SCIENCE AND TECHNOLOGY (MMUST)

UNIVERSITY EXAMINATIONS (**MAIN PAPER**)
2019/2020 ACADEMIC YEAR

SECOND YEAR SECOND SEMESTER EXAMINATIONS

FOR THE DEGREE
OF
BACHELOR OF SCIENCE IN MEDICAL LABORATORY
SCIENCES

COURSE CODE: **BML 227**

COURSE TITLE: **LABORATORY MANAGEMENT & Q.A.**

DATE: 10TH DECEMBER 2020

TIME: 2.00 -4.00PM

INSTRUCTIONS TO CANDIDATES

This paper is divided into three sections, **A B** and **C**, carrying respectively: Multiple Choice Questions (**MCQs**), Short Answer Questions (**SAQs**) and Long Answer Questions (**LAQs**). **Answer all questions. DO NOT WRITE ON THE QUESTION PAPER.**

TIME: 2 Hours

MMUST observes ZERO tolerance to examination
cheating

SECTION A: Multiple Choice Questions (20 Marks)

- Q1. What is laboratory management?
- A. All coordinated activities in the lab
 - B. A process of working with resources in the lab to achieve goals
 - C. Implementation of systems to provide confidence to clients
 - D. Providing confidence that lab test results are accurate
- Q2. When you are a top manager you will require more of the following skills:
- A. Conceptual
 - B. Human and Technical
 - C. Conceptual and Human
 - D. Technical and Conceptual
- Q3. Laboratory information management is majorly concerned with_____
- A. Complaints documentation
 - B. Sample logs and records
 - C. Route cause analysis
 - D. Critical services inventory
- Q4. In administration, as opposed to management, one is basically concerned with_____
- A. Improving on skills such as communication
 - B. Improving on the productivity of the organization
 - C. Interpreting rules, regulations and policies of the organization
 - D. Exploring ways and means of making workers be more productive
- Q5. Setting objectives in a laboratory process is a step in_____
- A. Organizing
 - B. Planning
 - C. Controlling
 - D. Coordination
- Q6. This is a characteristic of an effective manager:
- A. Uses all managerial skills
 - B. Uses power to get things done
 - C. Recognizes individual and group efforts
 - D. Leaves people do what they are able or want to do
- Q7. This is a human need hygiene factor as categorized by Fredrick Hertzberg:
- A. Recognition and work itself
 - B. Relationship with equals and the boss
 - C. Advancement and responsibility
 - D. Achievement and growth
- Q8. In Douglas McGregor theory Y of motivation, the following statement is true:
- A. Man dislikes work and will avoid it at all costs
 - B. A person must be coerced to work by threat of deprivation
 - C. Man not only accepts but also seeks responsibility
 - D. Workers have little ambition and will always avoid responsibility
- Q9. What is cross-reference filing in office management?
- A. Effective and efficient filing of documents
 - B. Reference to part of a text in order to elaborate a point

- C. Cataloguing of papers required for completing a specific management task
 - D. Writing folio numbers to facilitate easy reference and retrieval of documents
- Q10. Workload calculations enable managers to get vital information about_____
- A. Cost per test
 - B. Work performed per staff
 - C. Staff adequacy
 - D. Efficiency of each staff
- Q11. A laboratory quality control material is defined as_____
- A. A solution whose concentration is already known
 - B. The lowest concentration of an analyte that can readily be detected
 - C. A graphic representation of a measured variable showing limits and data values
 - D. Gives results that require prompt, rapid clinical attention
- Q12. In laboratory quality assurance, sensitivity can best be described as_____
- A. The probability that a test will detect an analyte when it is present in a specimen
 - B. Substance whose concentration is already known to a high degree of accuracy
 - C. The probability that a test will be negative when an analyte is absent from a specimen
 - D. The extent to which a product retains the same properties as at time of manufacture
- Q13. A well-managed laboratory information system ensures_____
- A. Proper laboratory functions are met and achieved
 - B. Accuracy and confidentiality
 - C. That no staff or any other health provider can access the information
 - D. Quality control for testing is met and achieved
- Q14. Which of the following is a laboratory record?
- A. Unfilled patient requisition form
 - B. Laboratory quality manual
 - C. Laboratory test report
 - D. Laboratory temperature checklist
- Q15. Negligence of laboratory safety is very costly and may lead to_____
- A. Improved laboratory reputation
 - B. Increased costs in litigations and insurance
 - C. Positive effect on staff retention
 - D. Increased customer satisfaction
- Q16. The path that can be assessed while a sample is moving through the laboratory is_____
- A. Clinic sample collection area
 - B. Proper sample labeling
 - C. Sample processing area
 - D. Proper reagent or test kit storage
- Q17. Important information on laboratory customer satisfaction may be obtained using_____
- A. Laboratory tests register
 - B. Quality indicators
 - C. Reviewing of test results
 - D. External audits
- Q18. A laboratory needs audit information/report about its performance to_____
- A. Plan and implement laboratory systems
 - B. Monitor effectiveness of the laboratory system

- C. Correct any deficiencies that are identified in the laboratory quality systems
- D. Work toward effectiveness of the laboratory

Q19. Ergonomics in laboratory facilities and safety means_____

- A. To prevent unwanted risks and hazards from entering the lab space
- B. Adaptations that allow safe and healthy working conditions at the laboratory
- C. To minimize risks and preventing hazards from leaving the lab space
- D. Policies and procedures to prevent harm to workers and other people

Q20. The following is considered critical in the analytical phase of laboratory testing:

- A. Information management
- B. Specimen integrity
- C. Test reagent checks
- D. Test results review

SECTION C: Short Answer Questions (40 Marks)

- Q1. What information is gathered during a laboratory audit? **(8 Marks)**
- Q2. Describe what a regular lab staff meeting would entail **(8 Marks)**
- Q3. List the responsibilities of a medical laboratory quality manager **(8 Marks)**
- Q4. Describe the JOHARI window of leadership personality **(8 Marks)**
- Q5. Enumerate laboratory quality indicators **(8 Marks)**

SECTION C: Long Answer Questions (60 Marks)

- Q1. Describe the 9 X 9 management grid **(20 Marks)**
- Q2. Enumerate the laboratory standard safety practices **(20 Marks)**
- Q3. Discuss the benefits of a good equipment management policy in the laboratory **(20 Marks)**