

**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND
TECHNOLOGY**

SCHOOL OF HEALTH SCIENCES

MASTERS

HMB 5115: LABORATORY AND HEALTHCARE SYSTEMS MANAGEMENT

SECTION A: Answer ALL questions in this section (30 marks)

1. State the different classification of medical laboratories (3 marks)
2. State any four differences between management and leadership (4 marks)
3. Briefly describe the role of benchmarking, and its relevance to communicating the laboratory's performance. (3 marks)
4. Describe briefly any three forms of intellectual property (3 marks)
5. Briefly discuss two ways to motivate a laboratory employee thereby insuring patient safety. (2 marks)

SECTION B: Answer ANY THREE questions in this section (15 marks each)

1. Define what leadership is and describe in detail any three leadership styles.
2. Describe with the aid of a diagram the Shewhart cycle to problem solving.
3. Discuss how to collect, handle and transfer laboratory specimens.
4. Describe in detail the different steps in quality assurance program.
5. Describe in detail the general activities involved in constructing a laboratory.