

## Final Examination

**Department: Nursing Administration**

**Academic year: Fourth Year**

**Term: second term**

**Course name: - Nursing Administration**

**Code: (NUR 401)**

**Date: 3-6-2013**

**Time: - 3 hours**

**Total degree:-80**

### **I. Multiple choice questions:** **( 10marks)**

1. Which of the following means translating the message into verbal and non verbal symbols to communicate the receiver:
  - a. Encoding
  - b. Decoding
  - c. Channel
  - d. feedback
  
2. The manager gives incentive for one employee on their extra effort on new project, the power which used in this situation is:
  - a. Coercive.
  - b. Reward.
  - c. Legitimate.
  - d. Expert
  
3. Which of the following documentation used by the head nurse to communicate information about patient has sudden hemorrhage to another head nurse in the next shift?
  - a. Kardex record
  - b. Assignment record
  - c. Shift report
  - d. Incident report
  
4. The state of complete disorganization and confusion which lead to loss of identity and direction:
  - a. Equilibrium
  - b. Bargaining
  - c. Chaos
  - d. Resistance

5. The condition, which lacks complete information on action alternatives:
- Certainty condition
  - Risk condition**
  - Uncertainty condition
  - Crisis condition
6. Collaboration in providing care to a group of patients under the direction of a professional nurse is:
- Case method .
  - Primary method .
  - Team method .
  - Modular method .
7. Which of the following involves all the assessment methods that occur after the patient has been discharged :
- Concurrent evaluation.
  - Auditing.
  - Retrospective evaluation.
  - Quality assurance.
8. The mistakes done by the head nurse done during performance appraisal all the following except :
- Halo effect
  - Horns effect
  - Central tendency error
  - Paired comparison
9. All of the following is Types of Conflict except:
- Intrapersonal
  - Interpersonal
  - Intragroup.
  - Manifest.

10. All of the following is Personnel employment policies except

- a. Hiring new employees .
- b. Health care programs
- c. Promotion or reward of the present employees .
- d. Termination of present employees.

**III- Situations:** **(10 marks)**

A- In Benha University Hospital follow three shifts system ( 8 hrs for each shift ), Medical ward , its capacity is 30 bed ; the occupied beds are 17 beds , 7 of them are diabetic patient with no restriction of activity; and 7 of them have liver disease with sub acute symptoms while the other 3 patients are comatose patients .( **4marks**)

**1- Critical comatose patients are:**

- a- Self care patient.
- b- Minimal care patient.
- c- Modified intensive care
- d- Intensive care patient.

**2. The time required to do care for comatose patients is :**

- a- 1-2 hrs/ day / patient
- b- 3-4 hrs/ day / patient
- c- 10-14 hrs/ day / patient.
- d- 7-8hrs/ day / patient

**3. The number of nurses needed to do care for all patients is:**

- a- 7-10 nurses
- b- 12-15 nurses.
- c- 4 -8 nurses.
- d- 8-11 nurses.

**4. The best method of delivery system to provide care for comatose patients is :**

- a- Case method
- b- Function method
- c- Case and function method
- d- Function and team method

**B-** As the head nurse in a medical department , at the beginning of one day there was patient arrest and there was nursing absenteeism, there are many activities were need from you as assignment sheet, dietary sheet, maintenance sheet , daily shift report, kardex and monthly roster.

( 6marks)

**1. Prioritize the head nurse activities considering the time management elements.**

**2. Mention the preferred method in delivery system.**

**II. True or false ( 15 marks)**

**Read the following statements carefully and circle the letter (T) if the statement is true and the letter (F) if the statement is false.**

No	Statement	T	F
1.	Sick leaves used as personnel policy	<u>T</u>	F
2.	The nurses workload is increased in factor evaluation because daily	<u>T</u>	F

	classification of patient		
3.	Kardex is type of written report to document patient data	<b>T</b>	<b>F</b>
4.	Formal evaluation should be conducted according to hospital policy	<b>T</b>	<b>F</b>
5.	Reporting conference Is the meeting of the nursing staff at the beginning of the work shift	<b>T</b>	<b>F</b>
6.	Leader in Autocratic leadership style is centralized decision making.	<b>T</b>	<b>F</b>
7.	Position power drives from individual sources	<b>T</b>	<b>F</b>
8.	In analytical decision style, managers have a deep concern for others as individuals.	<b>T</b>	<b>F</b>
9.	Leaders always do things right and cant do the right thing	<b>T</b>	<b>F</b>
10	Source –oriented charting is used in daily shift report	<b>T</b>	<b>F</b>
11	A decision is made when choose a preferred course of action.	<b>T</b>	<b>F</b>
12	Mangers challenge status quo to help their employee to accept the change	<b>T</b>	<b>F</b>
13	Evaluation is made once for each nurse to indicate the personnel progress.	<b>T</b>	<b>F</b>
14	Suggestion boxes are consider from common of downward communication	<b>T</b>	<b>F</b>
15	Performance changes are the most difficult and take the longest time.	<b>T</b>	<b>F</b>

#### **IV. Differentiate ( 20 Marks)**

*Differentiate between the following:-*

##### **1- Positive and Negative Aspects of Conflict**

**Positive Aspects of Conflict:**

- Develop a heightened sensitivity to problems.
- Stimulate new facts and data, and recognize legitimate differences within an organization or among colleagues.
- A powerful motivator to work together as a group.

### Negative Aspects of Conflict:

- It is very stressful to individuals.
- It may lead to aggressive behavior.
- Increased turnover and absenteeism,
- Reduced coordination and collaboration.
- Persistent conflict at work is detrimental to the work climate and negatively affects individual's physical and psychological well-being.

## 2. Factor system and Prototype system.

### 1- factor system .

Nursing tasks are assigned time or are weighted to reflect the amount of time needed to perform the task.

Factor evaluation is better than the prototype system because the former prevents ambiguity and overlap among the categories.

Advantages of factor system:-

- 1- Data are generally readily available to managers and staff for day-to- day operations.

Disadvantages of factor system:-

- 1- Acuity level of patient rise as a result of misuse of classification criteria.
- 2- This system do not capture for psychosocial, environmental and health management support.
- 3- A novice nurse may take longer time to perform activities than the average nurse.

### 2- Prototype system.

-Allocate nursing time to large patient groups based on an average of similar patient as diagnostic-related groups (that sorted by patient disease or condition).

-is based on average care times for groups of clients defined by broad categories and typical characteristic categories are hierarchal (self care, minimal care, moderate care, extensive care) according to the amount of care required.

Advantages of Prototype system:-

- 1- Reduction of work for the nurse because daily classification is not needed.

Disadvantages of Prototype system:-

1-do not accurately reflects patients' nursing needs because medical diagnosis alone does not adjust for variances in patients' self- care ability and severity of illness.

2- There is no ongoing measure of the actual nursing work required by individual patient.

3- There is no ongoing data to monitor the accuracy of preassigned nursing care requirements

### **3. Decision making and problem solving.**

Decision making

-Is the process of choosing a course of action for dealing with a problem or opportunity.

Problem solving.

Is part of decision making, it is a systematic process that focuses on analyzing a difficult situation.

\* Problem solving is concerned with overcoming obstacles in the path toward an objective.

\* Problem solving may or may not require action.

\* A decision making is an act requiring judgment that is translated into action.

\* Decision making is much more comprehensive than problem solving.

\* The terms are interrelated, but not interchangeable.

## **4. Personal and Work factors that affecting motivation.**

### **A. Personal factors:**

#### **1. Health status:**

Continual motivation requires physical and psychomotor energy.

#### **2. Self – concepts:**

A person's perception of his / her capabilities influences that person's motivational capacity.

#### **3. Relationships:**

The quality and quality of meaningful relationships can influence an individual's motivation.

#### **4. Financial status:**

Money is a powerful motivator. Sufficient income to meet what individuals perceive as their needs is necessary.

#### **5. Opportunities available:**

When the opportunity to learn and grow in the work situation is lacking motivation is stifled. When people are presents with achievable challenge in their work, they are motivated to raise to the occasion.

### **B. Work factors .**

#### **1. Leadership style:**

Using leadership style appropriate to specific situations and staff members ' experience levels is a positive motivator.

#### **2. Peer relationships:**

Dissatisfying peer relationship can result in job dissatisfaction and resignations.



### 3. Organization:

Adequate staff members, sufficient equipment and available supplies affect motivation.

## 5.Traditional and Progressive Unit Management.

### 1. The traditional organization pattern :

The head nurse in this patterns is responsible for most of the unit activities :-

Coordinates activities of many individuals who perform tasks on the patient unit .

Makes sure that reports are made , records are kept .

Makes sure that supplies and equipment are provided .

Coordinates unit and hospital administration with patient care .

But there are two main problems aroused from the traditional organization patterns :

It increases the volume of management functions performed by the H.N in the unit .

It decreases , the H.N time spent inpatient care management .

### 2. The progressive organization pattern :-

In this pattern , the hospital began the reorganization of the patient care unit by appointing a unit manager to relieve the head nurse from the management activities and to be responsible for :

Coordinating the patient care services .

Managing the unit activities .

Maintaining the supplies and equipment .

## **V. Short Answers ( 15 marks )**

**1. Enumerate (three) considerations before the delegation of assignment:**

- What is to be delegated?
- To whom the work is delegated considering ability, experience and number of nurses available
- What performance standards are personnel?
- Time required to achieve delegated work.
- Type of services and routines.
- Availability of equipment and supplies.

**2. List (four) contents of employment record:**

- Position on employment.
- Professional preparation.
- Registration number.
- Date of employment.
- Date of promotions.
- Insurance.
- Date and reasons for termination of employment.
- Summary of the nurse's achievement, weakness and recommendation.

**3. Identify (four) reasons of resistance to change:**

- Because of the nature of the change
- Because of misconceptions and in accurate information about what the change might mean
- Lack of trust
- Fear of failure loss of status or income.
- Familiarity and interest in the status quo. The belief that change is unnecessary and will not improve the situation.

**4. Enumerate Methods of job analysis**

- 1. Observation method :
- 2. Individual interview method :
- 3. Group interview method :
- 4. Structured questionnaire method :
- 5. Technical conferences method
- 6. Diary method

**VI. Discuss the following: (10 Marks ):**

You work as a head nurse in surgical unit at Benha University Hospitals, which enter a new nursing care records in your unit's and you have a problem with three nurses performance in wound care.

**Discuss your role as a head nurse in this situation?**

- **Head nurse role in staff development**

***Good Luck***

***Staff Of Nursing Administration Department***