Model Answer of Final Term Exam of Nursing Administration

Department: Nursing Administration　　**Academic Year: Fourth Year**

Course Name: Nursing Administration　**Code: NUR401**　**Term: First semester**

Date: 2/1/2019　　**Time: 3 hours**　　**Total Degree: 80**　　**Pages No.: 11**

I- Multiple choice questions:　　　(15 Marks)

1- The nurse write nursing care plans for all assigned patient in ………………………

    a. Assessment phase
    b. <u>Planning phase</u>
    c. Implementation phase
    d. Evaluation phase

2- The head nurse's role includes management of patient care, staff, relations and ………………

    a) Environment
    b) Work
    c) Supplies
    d) <u>Unit</u>

3- Which of the following characteristics is not related to democratic leadership?

    a) Interact openly and friendly with people
    b) Use two way communication
    c) Work by suggestions not by order
    d) <u>Less time consuming for decision making</u>

4- It is a cooperative and unassertive conflict allowing the other to satisfy their concerns while neglecting your own is:

    a) <u>Accommodating strategy</u>
    b) Avoiding strategy
    c) Forcing strategy
    d) Compromising strategy

5- Abraham Maslow's hierarchy of needs consisting of:

    a) Physiological, safety, social, self actualization and self-esteem

    b) Physiological, self actualization, self esteem, safety and social

    <u>c) Physiological, safety, social, self-esteem, and self actualization</u>

    d)Physiological, social, self actualization, self esteem, safety and social

6-The factor regarding to develop process of policies is :

    a) Promotion or reward of the present employees
    b) <u>Auditing the policy when the necessary areas requiring change.</u>
    c) Time and place for conduction training.
    d) None of them

7- Inappropriate information systems is barrier from ……………

    a) Physical barrier
    b) Physiological barrier
    c) <u>System barrier</u>
    d) Attitudinal barrier

8- The ability to control others through the possession of knowledge, experience, or judgment is :

    a)   Reward power.
    b)   <u>Expert power.</u>
    c)   Rational persuasion power
    d)   Legitimate power.

9- The factor for the success of the change process is:

a) <u>The managers should be a good example of practicing change in different administrative behaviors.</u>
b) The change should be initiated by one individual only.
c) Providing a climate that hinders the involvement of people in planning for change.
d) Making power and authority as the primary goal of change.

10- Directive leadership style has which of the following characterized by…………

  a) <u>Task oriented.</u>
   b) Maximum group participation.
   c) Use two way communications.
   d) Influenced by subordinate's direction.

11- Centralized scheduling helps in:

  a) <u>Provides a central control of staff.</u>
  b) Allows to base her scheduling plan .
  c) Personnel feel more personalized attention .
  d) Scheduling less complicated when done for a small area instead of the whole agency.

12-The head nurse is responsible for……………

  a. Practical nurses only
  b. Nursing service director
  c. <u>All staff assigned to patient care unit</u>
  d. None of them

13- Daily shift report is a type of ……………………..

  a) Upward communication
  b) Downwards communication
  c) Diagonal communication
  d) <u>Horizontal communication</u>

14- Which the following statements are concerned with leadership _EXCEPT_:

  a) Influence people towards objectives
  b) <u>Seek order and control.</u>
  c) Does not have delegated authority.
  d) Cares about and focuses on the people.

15-All the following are types of staff development _EXCEPT_:

 a) Induction training
 b) Job Orientation
 <u>c) Centralized in-service education</u>
 d) Continuing education

II- True and 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	Teaching ability is important factor of nurse professional qualifications	T	**F**
2	Top level managers require more conceptual skills and less technical skills	**T**	F
3	Orientation program ranged from up to one year for inexperienced staff	**T**	F
4	Non programmed decision involves routine problems that arise regularly	T	**F**
5	Positional power derives from a person's position in the organizational hierarchy	**T**	F
6	Irregular hours scheduling pattern vary depending on patient care requirements or service demands	**T**	F
7	When the change is more desirable at organization level help to increase the chance of change success.	**T**	F
8	Feedback is generally delayed with mass communication.	**T**	F
9	Leader is responsible for efficiently accomplishing the goals.	T	**F**
10	The scrubbing of the operation team at the beginning of operation is consider regulation	T	**F**
11	Verbal orders are acceptable for urgent situations	**T**	F
12	Salary, benefits, and supervision are internal motivators	**T**	F
13	The lines of authorities is important factor of formal communication	**T**	F
14	Evaluation aims to improve work performance rather than to punish the employee for performance inadequacy	**T**	F
15	When experiencing conflict you can always build better relationships by learning to compromise on the issues.	T	**F**

III- Matching (10 Markers)

Answer	Colum (A)	Colum (B)
F	1. Interpersonal communication	A. The ability to use knowledge, methods, techniques and requirements necessary for the performance of specific tasks.
A	2. Technical skills	B. Is any learning activity focused on acquiring specific knowledge or skills required for a particular job or task.
J	3. Policy-making	C. The ability to control another's behavior Influence based on charisma, identification and trust.
B	4. Training	D. It is an intermediately cooperative and assertive method, attempting to resolve a conflict by identifying a solution that is partially satisfactory to both parties, but completely satisfactory to neither.
C	5. Referent power	E. It is a process of arousing behavior, sustaining behavior & channeling behavior in specific course.
G	6. Unfreezing stage	F. Communication between two people but can involve more in informal conversations.
E	7. Motivation	G. This stage involves the recognition of the need to change. which is essential for supporting employees and minimizing change resistance.
I	8. Scheduling	H. Responsible for assessing, planning, implementing and evaluating the nursing care for all assigned patients.
D	9. Compromising or negotiating	I. Is an important function in the human resource management, where by the workers are assigned specific days and specific hours of work.
H	10. Staff nurse	J. Process by which governments translate their political vision into programmes

IV-Short Answers   **(18 Marks)**

    1. Identify (5) staff nurse role in assessment phase

1. Assess the number and level of personnel needed to provide quality nursing care in the unit; in cooperation with the head nurse.
2. Identify any patient care problems in the unit.
3. Complete the identification data on the patient medical record.
4. Gather data from patient or relative about his condition and history.
5. Gather data by observation, interview, discussion, inspection, palpation,……..etc.
6. Effectively organizes data that collected and maintain confident.
7. Adequately records and reports and update gathered data

2. Mention (4) Benefits of Quality Assurance

1. Providing quantitative measures that indicate the level of care provided .
2. Identifying the weak areas in the structure , process and outcomes of nursing system that must be changed .
3. Justifying staffing requirements or staffing change .
4. Providing effective indicators for staff training needs .
5. Providing feedback about deficiency in the care that needs corrective action
6. Providing data for research and documents for legal aspects .
7. Promoting cost containment

3. List (5) steps of in-service education:

1. Assessment of needs, prioritize needs, set training objectives, and develop criteria
2. Implementation , actual conduction of training with ongoing monitoring
3. Establishment of criteria, pre test to the participants, post test following completion of the training or program.
4. Observation on transfer of the learning into the job
5. Follow up studies for assessment of extent of retention of learning.

4- List (3) types of managerial problems:

1. Structured Problems
2. Unstructured Problems.
3. Crisis Problems

5. List (3) criteria for selection of nursing director:

1. Educational qualifications
2. Professional qualifications
3. Personal qualifications

6. Enumerate (3) types of scheduling working hours:

1. Block scheduling
2. Cyclic time scheduling
3. Computerized scheduling

7. List (6) phenomenon that calls for the need for change:

1. To improve efficiency
2. To reduce unnecessary workload for some group.

3. To improve the means of satisfying economic wants.

4. To contribute to individual satisfaction and social well-being.

5. To solve problems.

6. To promote human work for human beings.

7. To make work procedure more efficient.

8 - Determine (3) approach of evidence based to policy-making:

1. Reviews existing research
2. Commissions new research
3. Consults relevant experts

9- Mention (4) purpose of team building

4. Facilitates better communication
5. Motivates employees
6. Promotes creativity
7. Develops problem-solving skills
8. Breaks the barrier

Another Answer:
Individual purpose:
1. Why we do what we do?
2. Why we are drawn to be a nurse?
3. What is our energy?
4. What matters to us?
5. What makes us who we are?

Team purpose :
1. Engagement in something that matters to us؟
2. Positive relationships.
3. Meaning and purpose؟
4. Achievement.

V-Differentiate between the following: (12 Marks)

1. Formal and Informal communication (5 degree)

Formal communication	Informal communication
• This type is established by management and formally pictured in the charts of the organization. • It is a line of communication for the transmission of official message and information within or outside the organization.	• This type of communication is built around the social relationship of the members of the organization. I.e. arises on account of the natural desire of the people to communicate with each other. • Grapevine does not follow formally delegated lines of authorities and responsibilities but it is a powerful , effective tool of good administrative practice, that it is considered a mean of understanding of the public's opinion and morale in the organization, and as a safety valve. • An intelligent manger can make use of grapevine for spreading information informally and preventing false rumors by providing correct facts, this will be possible when

the manager maintains an attitude of friendliness and cooperation with the members of informal organization

2. Intrinsic & Extrinsic motivation.   (4 degree)

Intrinsic motivation	Extrinsic motivation
Intrinsic motivation " power motivation , competence motivation, affiliation motivation " ; is internal. It is under control of the person himself. It occurs when people are compelled to do something out of pleasure, importance, or desire. For e.g. responsibility, and job nature are internal motivators.	➤ **Extrinsic motivation " fear motivation** ; occurs when external factors compel the person to do something. It is under the control of others. For e.g. Salary, benefits, working conditions, and supervision are all externally motivated needs.

3. Coercive and Legitimate power. (3 degree)

Coercive power	Legitimate power
– known as formal hierarchical authority. – The extent to which a manager can use authority to command, based on the position.	– The extent to which a manager can deny desired rewards or administer punishments to influence other people. – Availability varies from one organization and manager to another.

VI- Discuss the following: (10 Marks)

You are a head nurse at unit (6) in medical department at Benha University Hospital , in Sunday 20-12-2018 ,from your responsibility is meeting with the nursing staff at the beginning of the morning shift to complete day work..

In the light of this situation answer the following:

1- What is the type of nursing conference that used by head nurse on this day?

Direction – Giving Conference "On Duty"   (1.5 Marks)

2- Explain the purpose of this type of nursing conference?
    (1.5 Marks)

1-Communicating job assignment.

2-Delineating areas of responsibilities.

3-Imparting the information necessary for the members to effectively care for patients.

3- What are the principles that followed by head nurse before starting this type of conference?   (3 Marks)

KEY PRINCIPLES PLANNING OF CONTINUITY PATIENT • CARE:

- The needs of the patient are the focus • of all continuity of care
planning processes.

- Patient and career involvement in the planning process is essential (including an advocate, if required).

- Continuity of care planning is for all patients. The extent of
planning relates to complexity of need.

- More comprehensive care planning and coordination is required for patients with
chronic/complex care needs.

- Planning for discharge starts at first contact with the hospital
on, or before, admission.

- Continuity of care planning is multi-disciplinary.

- Continuity of care planning is respectful and sensitive to the needs of people from diverse linguistic and cultural, backgrounds.

- Subject to privacy provisions, continuity of care planning includes timely ongoing communication, information transfer
and service coordination between hospitals and community based services.

Before starting the conference, the leader should have

- The leader should have the assignment work sheet ready.

- The leader should have the information to be given to the staff should be pertinent

- Information to be given to the staff should be Inclusive

- Information to be given to the staff should be clear

- Information to be given to the staff should be Accurate.

- She should give the time necessary to the members to read the contents and provide them with direction

4- What are another type of nursing conference that can be used later? **(4 Marks)**

1. Patient centered conference.
2. Content conference.
3. Reporting conference (off duty) .
4. General problem conference.

Good Luck
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