



كلية التمريض
كلية معتمدة



Model Answer of Final Term Exam of Nursing Administration

Department: Nursing Administration Academic Year: Fourth Year
Course Name: Nursing Administration Code: NuR ٤٠١ Term: First semester
Date: ٢/١/٢٠٢٠ Time: ٣ hours Total Degree: ٨٠ Pages No.: ١٠

Answer all the following questions:

I- Multiple Choice Questions: (٢٠ Marks)

١. One method of planning continuity of patient care is:
 - a. Assignment sheet
 - b. Nursing care plan**
 - c. Kardex
 - d. Follow up record.
٢. The leader is characterized by:
 - a. Maintaining the system
 - b. Developing the work.**
 - c. Controlling the work.
 - d. Administer the work .
٣. A person who is expert in some particular field has:
 - a. Ultimate authority
 - b. Legal authority
 - c. Technical authority**
 - d. Operational authority
٤. A planned educational activity provided by the employing agency in the job setting is:
 - a. Induction training
 - b. Job orientation
 - c. In service education**
 - d. Continuing education

- . **To implement change requires a change agent to:**

 - a. Increase the driving force and increase the restraining force.
 - b. Eliminate the driving forces and increase the restraining force.
 - c. Increase the driving force and eliminate the restraining force.
 - d. **Preserving the two forces in the present situation and restraining force is dominant.**

- ∇. **A pattern that days to be worked by staff are collected together in scheduling plan is:**

 - a. **Block scheduling**
 - b. Cyclic time scheduling
 - c. Computerized scheduling
 - d. Mixed scheduling

- ∨. **A cooperative but unassertive conflict management strategy is:**

 - e. **Accommodating**
 - a. Avoiding
 - b. Forcing
 - c. Compromising

- ∧. **One stage in nursing informatics development is:**

 - a. Implementation
 - b. **Elaboration**
 - c. Design
 - d. Preparation

- ∩. **The scope of the head nurse's role includes management of patient care, staff, relations and**

 - a. Environment
 - b. Work
 - c. Supplies
 - d. **Unit**

١٠. The level that requires more managerial and technical skills and less conceptual skills is.
- a. **Middle management**
 - b. Top management
 - c. First management
 - d. Nursing executive
١١. When the head nurse appraise one nurse orally use:
- a. Reward power.
 - b. Coercive power.
 - c. **Legitimate power.**
 - d. Process power.
١٢. One of personal factors that affecting motivation is:
- a. **Self concepts**
 - b. Self-confidence
 - c. Self actualization
 - d. Self- esteem
١٣. The nurse update gathered data in the phase:
- a. **Assessment.**
 - b. Planning
 - c. Implementation.
 - d. Evaluation.
١٤. Performance appraisals is aprocess .
- a. **Controlling**
 - b. Planning
 - c. Organizing
 - d. Directing

15. Tool used in marketing assessment is:
- a. Advertising
 - b. Scientific research**
 - c. Printed materials
 - d. Web site
16. The standards that focus on whether activities are being appropriately conducted are:
- a. Structure.
 - b. **Process**.
 - c. Outcome .
 - d. Retrospective
17. Personal employment policy include:
- a. Retirement**
 - b. Working condition.
 - c. Housing.
 - d. Safety
18. Marketing failures because it:
- a. Focus on patient needs.
 - b. Focus on patient satisfaction
 - c. Focus on profit versus sales
 - d. Focus on un clear objectives**
19. Responsibilities of nursing director include the following **EXCEPT:**
- a. Controlling**
 - b. Implementation
 - c. Evaluation
 - d. Assessment
20. All major components of nursing informatics **EXCEPT:**
- a. Hardware

- b. Software
- c. Data storage
- d. Transaction log**

II- True and false: (10 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.	Executive support system helps in create and share information.		F
2.	Political skill means ability to work with and through people		F
3.	Change is a powerful and inevitable part of life.	T	
4.	Each party is free to accept or reject the offer in exchange marketing.	T	
5.	Working conditions, and supervision are internal motivators		F
6.	No single leader style is correct for all the time		F
7.	Head nurse spend less time in directing and controlling		F
8.	Building better relationships by learning to compromise on the conflict issues.		F
9.	Transition stage include ongoing training and help support.	T	
10.	The 12-hour shift proved to be appropriate in critical care unit	T	
11.	Teaching ability is important factor of nurse professional qualification		F
12.	Positional power derives from individual sources		F
13.	It is not necessary for nursing director to have one year supervisory experience.		F
14.	Matron responsibility in nursing is based on planning and implementation		F
15.	Policy is preferably written in numbered steps	T	

III- Matching (10 Marks)

Part 1

Colum (A)	Colum (B)
1. Objectivity	A. is easy to use , not requiring complicated procedure
2. Utility	B. Concerns stability and consistency of results
3. Validity	C. The ability to remove emotionally from a situation.
4. Reliability	D. is actually useful in promoting change in behavior
5. Simplicity	E. it measures what it intends to measure

Question	1	2	3	4	5
Answer	C	D	E	B	A

Part 2

Colum (A)	Colum (B)
1. Intrapersonal	A. Occurs between two or more teams within an organization
2. Interpersonal	B. Occurs between superiors and subordinates
3. Intra-group	C. Arises when two or more individuals exhibits contrasting values
4. Intergroup	D. Internal struggles within an individual to clarify wants
5. Vertical conflict	E. Occurs within a team of individuals.

Question	1	2	3	4	5
----------	---	---	---	---	---

Answer	D	C	E	A	B
---------------	----------	----------	----------	----------	----------

IV- Short Answers (10 Marks)

1- State (3) Needs for staff development (10 Marks)

1. Social change and scientific advancement
2. Advancement in the field of science like medical science and technology.
3. As a part of an individual's long-term career growth.
4. Being necessary to fill gap in the past performance
5. To change or correct long-held attitudes of employee
6. To move ahead or keep up with change.
7. Fast changing technologies and Fast growing organizations
8. To increase the productivity and quality of the work.
9. To motivate employees and to promote employee loyalty
10. To provide the opportunity for nurses to continually acquire and implement the knowledge, skills, attitudes, ideals and valued essentials for the maintenance of high quality nursing care.

2- Enumerate(3) professional qualification of staff nurse (10marks)

1. she should be registered professional nurse
2. membership in nursing syndicate, as well ad, licensure is must.
3. Past experience is generally not required, but it is preferred when working in special a care units (intensive care or dialysis)

3- List (4) nursing skills need for marketing (4 Marks)

- 1- Leadership skill.
- 2- Communication skill.
- 3- Critical thinking skill.
- 4- Decision making skill

- Open mind.
- ◡- Experience.
- ∨- Base of nursing knowledge.

⚡- List (⚡) suggestions to improve motivation (∨ Marks)

- ∧- Recognize individual differences.
- ∨- Match people to jobs
- ∩- Link rewards to performance
- ⚡- Check the system for equity
- Don't ignore money
- ◡- Provide Challenging work
- ∨- Learn to listen
- ∧- Set meaningful goals
- ◡- Recognize achievements " Individualize rewards.

◦- List(∩) team building approaches (∧.◦Marks)

∧. Team Building-Assess

- Look for strengths and weaknesses in team members
- For a team to be successful, the following characteristics are needed:
 - A clear direction that is understood by all team members
 - Team players
 - Understood and accepted accountability measures

∨. Team Building-Plan

- Based on the results of a needs assessment
- Activities should be based on the strengths and weaknesses of the needs assessment

Team Building-Execute

- Just-in-time
- Continuous improvement

∩. Team Building-Evaluate

- Effectiveness can be measured based on how well weaknesses identified in the needs assessment were strengthened.
- Re-administer the needs assessment
- Could result in additional team building activities

7- **List (3) main traits of a good leadership (1.5 Marks)**

- **Challenge the process;**

"Taking risks, innovating, experimenting, finding new and better ways of doing things, stress positively, and develop an attitude of "hardiness" learning from their mistakes.

- **Inspiring a shared vision;**

" Helping others to share the mission and goals of the organization. Expressive, energetic and give the impression of being charismatic.

- **Enabling others to Act**

"Faster collaboration, Encouraging teamwork, and empowering others to feel strong and capable. Involves all staff in policy formation, procedures, standards

- **Encouraging**

Active encouragement and support for followers, and praise for and celebration of accomplishments. Enables others to achieve their best and then reward performance.

- **Communication**

Listening is also an important part of communication. A leader's. Communication makes the emotional connection that is so critical in effective leadership.

V- Differentiate between the following: (10 Marks)

1- Internal and external time wasters (10 Marks)

Internal time wasters	External time wasters
<p>I. Internal or personal time wasters: are those activities over which the nurse managers have direct control and they are:</p> <ul style="list-style-type: none"> 1) poor planning. 2) ineffective communication. 3) failure to set goals & objectives. 4) inability to delegate. 5) inability to say no. 6) management by crisis. 7) haste. 8) indecisiveness. 9) open door policy. 10) procrastination. 	<ul style="list-style-type: none"> 1- Telephone interruptions, 2) socializing, 3) meeting, 4) poor communication, 5) lack of feedback, 6) lack of unclear policies and procedures, 7) incompetent coworkers, 8) poor filing system, 9) lack of information, 10) paper work.

2- Power and authority. (10 Marks)

Power	Authority
1- Ability: it is the ability of an individual to effect and influence.	1- Right: it is the right to command and extract work from employees.
2- Leadership: it is generally associated with leadership.	2- Manager ship: it is vested with manager.
3- Broad: it is a broader concept and includes authority also in some sense.	3- Narrow: it is narrow concept. A manager may have considerable authority but still may be powerless.
4- Personal: power is a personal quality.	4- Positional: it is mostly vested in the position.
5- Both formal and informal	5- formal
6- Power flows in all directions	6- Down flowing concept

3- Centralized and decentralized time schedule(5 Marks)

Centralized time schedule	Decentralized time schedule
<p>- Centralized scheduling: One person in the nursing administration office plans coverage for all nursing units.</p> <p><u>Advantages of Centralized time schedule:-</u></p> <ol style="list-style-type: none"> 1. Relieves the head nurses from time consuming duties freeing them for the other activities. 2. Provides a central control of staff, i.e. personnel can be distributed in a more balance manner among the nursing units and under staffing of over staffing is eliminated to some degree. 3. Fairness to employees through consistent, objective and impartial application of policies. 4. Provides an overall picture of the staffing situation. 5. Helps in making adjustments in cases of illness, emergencies or changes in patient care needs among nursing units. 6. Eliminates the personal contact that develops between a head nurse and her personnel as it relates to employee work schedules. 	<p>- Decentralized scheduling: Planned at the unit level, usually by the head nurse.</p> <p><u>Advantages of decentralized time scheduling:-</u></p> <ol style="list-style-type: none"> 1. Allows the head nurse to base her scheduling plan on her knowledge of the personnel assigned to her unit. 2. Personnel feel that they get more personalized attention. 3. It is easier and less complicated when done for a small area instead of the whole agency. <p><u>Disadvantages of decentralized time scheduling:-</u></p> <ol style="list-style-type: none"> 1. Each head nurse under decentralized staffing tends to develop and utilize her own staffing pattern, and so workers on various units compare schedules and dissatisfaction may arise. 2. Sometimes makes staff members feel that the head nurse is not objective.

VI- Situation

(10 Marks)

Technology has increased rapidly over the past four decades, and has become an integral part of healthcare. In the light of this phrase, answer the following question:

1. Describe benefits of technology used in health care? (5 Mark)

1. More time spent with patient and less time at nurse station
2. Reduce paperwork / paper loss
3. Automated tools of nursing documentation
4. Uniform standards of nursing care are programmed (nursing process)
5. Cost reduction (Fewer loss of charges)
6. Quality can be measured.

2. Discuss strategies to overcome resistance to applying new technology in health care? (5 Mark)

- Make contact with employees to explain the process of change to prepare them well to change .
- Senior management support for the programs of change.
- Staff participation in the process of change.
- Rewards and bonuses were distributed to each of the applied change plans.
- Providing material and human resources to the change process.
- Motivate and encourage change agents.
- Prepare for resistance to conflict in a positive way.
- Build skills and strengthen the ability to learn.
- Confirmation from sharing the majority of workers

Good Luck

Staff of Nursing Administration Department

١. أ.م.د/ فوزيه فاروق كامل
٢. أ.م.د/ سلوي إبراهيم محمود
٣. أ.م.د/ رحاب محمد رشاد
٤. أ.م.د/ ابتسام سعيد محمد
٥. د/ هويدا حسن محفوظ
٦. د/إحسان سعد سليمان
٧. د/ محضيه مرسي الشحات
٨. د/ نورا أحمد عبدالله
٩. د/ آيه غنيمي حسنين
١٠. د/ زينب إبراهيم إسماعيل
١١. د/ شيماء محمد عربي
١٢. د/ أميرة محمد عبدالمنعم

-