

# امتحان تمرير الإدارة ترم أول



إدارة



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|---|-------------------------|
| - Zagazig University                      | - Faculty of Nursing    |
| - Nursing Administration                  | - 4 <sup>th</sup> year  |
| - Final 1 <sup>st</sup> Term Written Exam | - Time allowed: 3 Hours |
| - Date: 9/1/2017                          | - Total Marks: 80 Marks |
| - No. of questions: 6                     | - Pages: 6              |

**Answer all the following questions:**

**I. True and false (15 marks)**

Write (T) in front of true statement and (F) in front of false statement

No.	Statement	T or F
1.	Management includes activities of setting goals, and formulating policies.	( )
2.	The head nurse participates in patient education to decrease his/her fears of hospitalization.	( )
3.	Issuing is a detailed list of all equipment in the unit, their specifications & standards number or quality.	( )
4.	Determining quality and quantity of resources that are needed to accomplish objectives is the first step of planning.	( )
5.	Good vision should be relevant to the community and challenging.	( )
6.	Line structure promotes efficiency and favoritism among personnel.	( )
7.	Calendar days are a method of calculating staffing pattern.	( )
8.	Receipt is the first physical step in material management.	( )
9.	Float staff are permanent workers who don't belong to any specific unit and used to cover nursing shortage.	( )
10.	Matrix structure is used to facilitate the completion of projects in the organizations.	( )
11.	Reporting is the only main function of the head nurse in his/her department.	( )
12.	Participatory structure encourages teamwork and requires large numbers of staff nurses and managers.	( )
13.	Case method assignment make caregivers feel unchallenged.	( )
14.	Work accidents and injuries are considered indirect cost of occupational risk	( )
15.	The primary nurse provides the whole nursing care for a large number of patients.	( )

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## **II. Multiple choice questions**

**(15 marks):**

Read the following questions carefully and choose only one answer

1. The process of anticipating and providing the good distribution of manpower and physical resources is refers to:
  - a) Directing
  - b) Controlling
  - c) Assembling resources
  - d) Planning
2. When the head nurse takes the corrective actions in the non-routine situations this requires from him/her to be good:
  - a) Resource allocator
  - b) Disturbance handler
  - c) Nerve center
  - d) Negotiator
3. Strategies for successful planning includes one of the following:
  - a) Short range plans must be congruent with long range plans.
  - b) Plans must include an evaluation step.
  - c) Plans should be balanced.
  - d) Planning should start at the top.
4. The brief statement that identifies the future aim and function of an organization is:
  - a) Mission
  - b) Rule
  - c) Philosophy
  - d) Regulation
5. The number of subordinates that supervised by one manager is:
  - a) Unity of command
  - b) Accountability
  - c) Responsibility
  - d) Span of control



6. The map that determine communication and decision making path refers to:
- a) Organization chart
  - b) Decision making
  - c) Organizational structure
  - d) Organizing
7. The tradition system of staffing pattern based on:
- a) Patients' needs
  - b) Number of beds per unit
  - c) Number of nursing care hours
  - d) Nursing task
8. One of the following is a disadvantage of cyclic and block time scheduling:
- a) Inflexible scheduling
  - b) Take long time spent on scheduling
  - c) Generally accepted by nurse needs related to families
  - d) The same schedule is repeated
9. One of the following is an advantage of team method of assignment:
- a) Save cost
  - b) Need minimum number of equipment and supplies
  - c) Save time for planning and communication
  - d) Develop leadership skills among staff nurses
10. The authoritative style of decision making is useful when:
- a) The followers possess the ability, and willingness to help
  - b) The manger has the necessary experience and information
  - c) The workers possess some degree of knowledge
  - d) The followers with high degrees of readiness, and experience



- 11. The information source document that is used to plan and evaluate care and substantiate legal claims is:**
- a) The patient risk assessment tool
  - b) The five-why technique
  - c) The chart audit
  - d) The root-cause analysis
- 12. The technique that is used by the leader to create a free flow of ideas among group members without fear of criticism is:**
- a) Brain storming technique
  - b) Nominal group technique
  - c) Delphi technique
  - d) Decision tree technique
- 13. The information that can be utilized in determining short and long range goals for the total staff development can be found in:**
- a) Turnover and absentee record
  - b) Annual reports
  - c) Incident reports
  - d) Breakage and maintenance statistical record
- 14. Which of the following tools could staff and physician use to report a list of specific adverse patient rates:**
- a) Observation and consultation tool
  - b) Job hazard analysis
  - c) Accident report
  - d) Occurrence report
- 15. Which type of decisions could be used when there is a clearly defined process to follow:**
- a) Adaptive decisions
  - b) Innovative decisions
  - c) Routine decisions
  - d) None of the above



**III. Matching****(10 marks):****Match the items in column (A) with suitable answer of column (B)**

Column (A)	Column (B)
1. Nursing management	A) It describes positions, tasks, responsibilities and relationships among people in their positions in the different departments in the organization.
2. Staffing pattern	B) Is the comfortable learning atmosphere that allows participants to know each other.
3. Time scheduling	C) Is a learning experience offered to the employee while working in the organization.
4. Formal organizational structure	D) Is a scientific technique concerned with planning, organizing and control of flow of material from their initial purchase to destination.
5. Material management	E) The function of implementing the staffing plan by assigning unit personnel to work specific hours & specific days of the week.
6. Delegation	F) It lists the total number of direct care staff by skill level scheduled for each day and each shift.
7. Assignment of nursing task	G) Is a program directed toward identifying, evaluating, and taking corrective action against potential risks that could lead to the injury of patients, staff or visitors.
8. In-service education	H) Is the selective designation of specific skills or responsibilities to a care provider.
9. Risk management	I) Is the process of getting things done effectively and efficiently, through and with other people to achieve organizational goals.
10. Climate setting	J) Is a two way process by which responsibility and authority for performing tasks is assigned to certain employee.

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**IV. Give short answers****(15 marks)**

- 1) List (3) objectives of head nurses' rounds with unit nursing staff?
- 2) Enumerate (3) procedures used in issuing equipment?
- 3) State the first (3) steps of procedure development?
- 4) List (3) factors that determine the degree to which authority delegated?
- 5) State (3) purposes of skill training program?
- 6) Enumerate (3) of client factors that affect staffing?
- 7) List (3) hazards related to nursing malpractice?
- 8) Identify (3) importance of risk management?
- 9) Determine (3) advantages of centralized scheduling?
- 10) Identify (3) principles of refusing an assignment?

**V. Differentiate between the following****(15 marks)**

1. Top and first level management (4 degree)
2. Line and staff relations (3 degree)
3. Case management and case/function methods of assignment (4 degree)
4. Centralized and decentralized staff development programs (4 degree)

**VI. Situation****(10 marks)**

You are the director of staff development department in a big hospital and you informed that within few days a group of staff nurses will be hired in your hospital.

**In the light of this statement answer the following questions:**

- a) Which type of staff development programs can be used with those staff nurses? (2 degree)
- b) If you are a head nurse in this hospital how could utilize and develop your staff? (3 degree)
- c) List (4) personal qualification of the head nurse? (2 degree)
- d) If you are staff nurse in this hospital how could you apply planning in your department? (3 degree)

*Dr. Sahar* Good Luck