

UNIVERSITY OF SWAZILAND
FACULTY OF HEALTH SCIENCES
(FIRST SEMESTER)
FINAL EXAMINATION
DECEMBER 2010

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| COURSE CODE | NUR 330 |
| COURSE TITLE | HEALTH SERVICES MANAGEMENT (THE NURSING UNIT MANAGER AS A CLINICAL PRACTITIONER) |
| MARKS ALLOCATED | 75 |
| TIME ALLOWED | 2 HOURS |
| FIRST INTERNAL EXAMINER | MRS S.M. MOTSA |
| SECOND INTERNAL EXAMINER | MRS C.Z. VILAKATI |
| EXTERNAL EXAMINER | ----- |

INSTRUCTIONS

- 1. THIS PAPER HAS A TOTAL OF THREE QUESTIONS**
- 2. READ THE QUESTIONS WITH UNDERSTANDING**
- 3. ANSWER ALL THE THREE QUESTIONS AND THEIR PARTS**
- 4. WRITE LEGIBLY**
- 5. QUESTION 1 HAS THREE PARTS: A, B AND C**

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THE CHIEF INVIGILATOR**

QUESTION 1

PART A

Multiple choice questions. Write out the most appropriate answer in your answer book as follows: 1= c; 3 = a etc

1. One of the following is a function of a charge nurse as a communicator
 - a) Getting the best from the staff
 - b) Encouraging a questioning environment
 - c) Delegating responsibilities to staff
 - d) Considering actions and making necessary arrangements [1]

2. The following are things that the nurse manager uses when he/she has to delegate EXCEPT:
 - a) Ensuring that the nurse has the ability to deliver the necessary care
 - b) Making each nurse answerable for the care
 - c) Establishing goals and priorities
 - d) Not doing the job herself [1]

3. Coordinating is:
 - a) Giving forethought and consideration
 - b) Entrusting responsibility for decision making to another person
 - c) Bringing everything together so that elements are in proper relationship
 - d) Helping nurses to perform their work safely [1]

4. The following are the ways of giving encouragement EXCEPT:
 - a) Allowing others to put their ideas forward
 - b) Delegating effectively
 - c) Giving praises
 - d) Approaching the nurse when providing care [1]

5. One of the following is not a member of the therapeutic team:
 - a) Radiographer

- b) Nutritionist
- c) Physiotherapist
- d) Mental health attendant [1]

6. All the following are support team members EXCEPT:

- a) Domestic staff
- b) Porters
- c) Occupational therapist
- d) Laundry staff [1]

7. The following nursing system is/are appropriate for caring for a psychiatric client who lacks knowledge in self-care:

- a) Partially compensatory
- b) Supportive educative nursing system
- c) Wholly compensatory nursing system
- d) All the above [1]

8. All the following are aspects of a ward/unit teaching programme EXCEPT:

- a) Orientation to the ward
- b) All aspects of nursing care
- c) Care and support of all clients
- d) All the above [1]

9. The following is/are true in relation to ward/unit teaching:

- a) The ward/unit sister needs to teach by example
- b) Ward teaching may not be formal
- c) The unit staff learns better by observing an experienced person
- d) All of the above [1]

10. The mentally ill client's Bill of Rights includes the following EXCEPT:

- a) Right to make wills

- b) Right to accept all forms of treatment
- c) Right to informed consent
- d) Right to refuse treatment [1]

PART B

Define the following terms

- a) Communicating [2]
- b) Encouraging [2]
- c) Caring [2]
- d) Conflict [2]
- e) Counselling [2]

PART C

- C) Mention five things that need to be coordinated in a ward/unit [5]

TOTAL..... [25 Points]

QUESTION 2

Ward/Unit teaching is one of the most important functions of the ward/unit nurse manager in ensuring proper client care delivery.

- a) Describe three factors that may affect ward/unit teaching [6]
- b) Outline the four steps of the self-care nursing process describing what happens in each step. [16]
- c) Mention three roles of a ward/unit nurse manager [3]

TOTAL..... [25 Points]

QUESTION 3

Differentiate between the following:

- a) Vision and mission [4]
- b) Philosophy and objective [4]
- c) A ward/unit nurse manager who is fully committed to individual psychiatric client total care recognizes the importance of team approach to psychiatric problems.
 - i. Mention four disciplines that may be involved in total care of clients with mental health problems [4]
 - ii. Describe one role played by each of the following team members in managing client health
 - Dietician [3]
 - Occupational therapist [3]
 - Psychologist [3]
 - Social worker [3]
 - iii. To ensure the effective delivery of total client care, the ward/unit nurse manager must coordinate the health care team activities. Define coordinating [1]

TOTAL..... [25Points]