

UNIVERSITY OF SWAZILAND
FACULTY OF HEALTH SCIENCES

MAIN EXAMINATION - SECOND SEMESTER

MAY 2013

COURSE CODE:	NUR 331
COURSE TITLE:	HEALTH SERVICES MANAGEMENT- MANAGEMENT PRACTICE
MARKS ALLOCATED:	75
DURATION:	2 HOURS
NO. OF PAGES:	6

INSTRUCTIONS

- 1. THE PAPER HAS THREE (3) QUESTIONS.**
- 2. ANSWER ALL QUESTIONS.**
- 3. EACH QUESTION WEIGHS 25 MARKS.**
- 4. READ THE QUESTIONS THOUGHTFULLY BEFORE ANSWERING.**
- 5. WRITE LEGIBLY.**
- 6. BEGIN EACH SECTION ON A NEW PAGE.**

**DO NOT OPEN THE QUESTION PAPER UNTIL INSTRUCTED BY THE CHIEF
INVIGILATOR TO DO SO**

QUESTION 1

1.1 Staff performance is influenced by several factors. **Discuss** how the following factors may positively affect staff performance.

- 1.1.1 Scheduling (3 marks)
- 1.1.2 Communication (3 marks)
- 1.1.3 Proper delegation (3 marks)

1.2 **Describe** one (1) role of communication in leadership. (1 mark).

1.3 Nurse Mlambo is the manager in Ward 4 at the Mental Health Hospital. She is expected to communicate with different populations including subordinates, superiors, patients etc. **Discuss** five (5) techniques that Nurse Mlambo has to consider in communicating effectively with her subordinates. (15 Marks)

Total

25 Marks

QUESTION 2

2.1 You are a Nurse Manager at Nkabave Clinic and three (3) of the four (4) nurses in the unit are jealous of the achievement of Registered Nurse Dudu who just graduated with a Bachelor of Nursing Science whilst they still have Diploma certificates. This has led to a lot of backbiting, and dissatisfaction amongst the staff members as they feel you favour Nurse Dudu because of her new qualification. They feel that “better” duties are being delegated to her whilst they get “unfavourable” ones. This has now led to low staff morale in the unit. **Discuss** three (3) strategies of conflict management that could come into play in maintaining peace and productivity at Nkabave Clinic. (9 Marks)

2.2 **State** seven (7) possible implications of an inadequately staffed nursing unit. (Each point is worth 1 mark= 7 marks)

2.3 Study the duty roster below and **identify** any three (3) points that challenge the Nurse Unit Manager's scheduling pattern, **support** your dispute. (9 Marks)

MLINDAZWE HEALTH CENTRE DUTY ROSTER								
MAY 2013								
Names	DAY	SUN	MON	TUE	WED	THUR	FRI	SAT
	DATE	5	6	7	8	9	10	11
RN 1		12-8	8-4	8-4	8-4	12-8	DO	DO
RN 2		N	N	N	N	NO	NO	NO
RN 3		L	E	A	V	E		
RN 4		8-4	8-4	DO	DO	N	N	N
RN 5		8-4	DO	DO	12-8	8-4	12-8	8-4
RN 6		DO	DO	12-8	8-4	12-8	8-4	12-8
NA 1		N	N	N	N	NO	NO	NO
NA 2		8-4	DO	DO	12-8	8-4	12-8	8-4
NA 3		12-8	8-4	8-4	8-4	DO	DO	12-8

Total

25 Marks

QUESTION 3

3.1 Discuss the following terms

3.1.1 Basic nursing research (3 marks)

3.1.2 Applied research (3 marks)

3.1.3 Action research (3 marks)

3.2 Nurse Manager Mhlophe notices that all the patients' conditions in Ward 22 worsen a few days after admission and this trend has been going on for about a month. She decides that she and her unit staff need to carry out a research study to find out the cause. The title of the proposal is "**Factors contributing toward increase in skin infection amongst patients admitted in Ward 22 at the National Psychiatric Hospital**". A quantitative approach will be used to investigate the identified problem. The purpose of the study is to describe the factors that are contributing toward increase of infections admitted in the ward. A sample of convenience will be used to select participants of the study. A structured interview will be used to collect the data to answer the main research question. The setting of the study will be Ward 22 in the Psychiatric Hospital.

This question consists of multiple choice questions and short answers.

For questions 3.2.1 to 3.2.10 answer by selecting the correct response and writing the number and corresponding letter next to it e.g. 3.2.1 a

3.2.1. The quantitative research approach investigates phenomena of interest to the researcher from the perspective of _____

- A. The participants.
- B. Objectivity.
- C. The researcher.
- D. The population of the study.

3.2.2. The source of Nurse Mhlophe's research problem was _____

- A. Comprehensive literature review.
- B. Intuition.
- C. Inductive reasoning.
- D. Attentive interacting with the clinical environment.

3.2.3 Descriptive studies are categorized under research designs that are _____

- A. Quasi-experimental.
- B. Non-experimental.
- C. Qualitative.
- D. Experimental.

3.2.4 Generally, the size of a sample in a quantitatively designed study is relatively

- A. Medium.
- B. Small.
- C. Deep.
- D. Large.

3.2.5 The findings from Nurse Mhlophe's intended study _____

- A. May be generalized to only part of the population of the study.
- B. May be generalized to the entire population of the study.
- C. May not be generalized to the entire population of the study.

D. Need to be verified for accuracy before disseminating them.

3.2.6 The reason for the answer you have given in answer 3.2.5 is that _____

- A. Only half of the population was used to recruit the sample.
- B. All subjects of the population will have had an equal chance of being in the study.
- C. Not all subjects of the population will have had an equal chance of being in the study.
- D. The data analysis technique will be questionable.

3.2.7 The phenomenon of interest or broad topic area to the researcher in this study is _____

- A. Skin infections
- B. Knowledge about skin infections.
- C. Increase in skin infections in Ward 22
- D. Increase in skin infections.

3.2.8 The population of this study is/are _____

- A. Admitted patients
- B. Admitted patients with skin infection
- C. All patients in the hospital
- D. The ward environment

3.2.9 The researcher used a sample of convenience because the _____

- A. Participants were difficult to find.
- B. Participants had the information the researcher was looking for.
- C. Participants were going to be available on the day of data collection.
- D. Researcher was looking for many participants.

3.2.10 Some of the findings from the analyzed data will be displayed in the forms of _____

- A. Pie charts.
- B. Summaries.
- C. Tables.
- D. All the above.

The following questions relate to the scenario above. Write your answers as short statements.

3.2.11 Formulate two (2) objectives that the research would seek to address. (2 marks)

3.2.12 Formulate a problem statement describing the problem. (2 marks)

3.2.13 Justify why Nurse Mhlophe could have decided on using descriptive quantitative research to answer the research question. (2 marks)

Total

25 Marks