

UNIVERSITY OF SWAZILAND
FACULTY OF HEALTH SCIENCES
MAIN EXAMINATION: FIRST SEMESTER
DECEMBER 2014

COURSE TITLE: HEALTH SERVICES MANAGEMENT- LEADERSHIP

COURSE CODE: NUR 330

MARKS ALLOCATED: 75

TIME ALLOWED: 2 HOURS

INSTRUCTIONS

- 1. The paper has three (3) questions, answer ALL.**
- 2. Read the questions carefully before answering**
- 3. Write legibly.**
- 4. Begin each section on a fresh page.**

**DO NOT OPEN THE QUESTION PAPER WITHOUT PERMISSION FROM THE
INVIGILATOR**

QUESTION 1

Categorize the following statements or excerpts according to the category they fall in namely:

Mission, vision, philosophy, goal

- 1.1 To be the premier organisation of choice for the health consumer. (1 mark)
- 1.2 To provide science-based, technologically precise, compassionately delivered nursing care. (1 mark)
- 1.3 Shiselweni Hospital will be the leader in the practice of professional nursing in Swaziland. (1 mark)
- 1.4 The nursing staff at Shiselweni Hospital believes that our fundamental commitment is to deliver quality nursing care to our patients in a safe environment. Our dream as an Academic Medical Center is to be the health care provider and the employer of choice in Swaziland. (1 mark)
- 1.5 We demonstrate excellence in clinical care by our commitment to evidence-based practice, and delivering culturally competent patient care in a caring-healing environment. (1 mark)
- 1.6 We believe that health care is a human right, and that patients have the right and are encouraged to participate in their own care, whether the goal is quality of life or dignity of death. We also believe that our community of nurses is qualified through licensure, demonstrated competence, and a commitment to professional development through lifelong learning. (1 mark)
- 1.7 Mlanjeni Health Centre exists to provide healthcare services that meet the changing needs of the region and to promote all aspects of good health in our communities. (1 mark)
- 1.8 We recognize that nursing care is organized around the needs of the patient, that quality outcomes and patient satisfaction are measures of the delivery system, and that a multidisciplinary team approach is fundamental to the practice model. (1 mark)
- 1.9 The Methodist Department of Nursing envisions a health care system in which all persons receive quality care in an atmosphere of respect for human dignity. Scholarly nursing practice will be integral to such a system. (1 mark)
- 1.10 The Department of Nursing believes humans are unique, holistic, and multidimensional beings who are valued in their uniqueness and are deserving of respect and dignity. We believe commitment, honesty, integrity, dependability, respect, responsibility, accountability, and initiative are values, which are central to nursing scholarship. We believe that the teaching and learning of nursing is both an individual and community enterprise. (1 mark)

Short Answer Questions

- 1.11 Name five (5) time wasters in a unit. (5 marks)
- 1.12 Describe five (5) ways in which a nurse manager can manage time in a unit. (10 marks)

Total = 25 Marks

QUESTION 2

- 2.1 Define the concept "patient's right" (1 mark)
- 2.2 Mental health patients are protected by the Patient's Bill of Rights like any other patient. There are instances where mental health patients' rights seem to be overlooked because they are thought to be mentally incapable. Discuss any five (5) rights of mental health patients. (15 marks)
- 2.3 Discuss three (3) implications of infringing on rights of patients (9 marks)

Total = 25 Marks

QUESTION 3

Read the scenario below and answer the questions that follow.

Ward 2 is an Acute Ward in the Mental Health Hospital where you are assigned as a Nurse Manager. You work with a number of disciplines in providing quality mental health care to your patients.

- 3.1 Describe the role of any five (5) health professionals who could constitute the multidisciplinary team of Ward 2. (10 marks)
- 3.3 The multidisciplinary team works well together and this is manifested by the positive treatment outcomes in patients admitted to Ward 2. Describe five (5) attributes of this effective team. (10 marks)
- 3.4 List any five (5) attributes of an effective unit manager in a psychiatric unit (5 marks)

Total = 25 Marks