

UNIVERSITY OF SWAZILAND
FACULTY OF HEALTH SCIENCES
GENERAL NURSING
FINAL EXAMINATION, MAY 2017

TITLE: HEALTH SERVICES MANAGEMENT 11

CODE: NUR 404

TOTAL HOURS: 2

TOTAL MARKS: 75

EXAMINER: PROF. PRISCILLA DLAMINI

INSTRUCTIONS:

- 1. ANSWER ALL QUESTIONS IN THE PROVIDED ANSWER SHEET**
- 2. REMEMBER TO GIVE A FACT AND RATIONALLE FOR YOUR ANSWERES TO GET FULL 1 POINT**
- 3. CHECK MARKS AT THE END OF EACH QUESTION**

DO NOT OPEN THE QUESTION PAPER UNTIL THE INVIGILATOR TELLS YOU TO DO SO!!!!

GOOD LUCK!!!!!!

QUESTION 1

You are in charge of the ward as a sister. One of your functions is to assign personnel for patient care. You have to decide between the case or team method of assignment.

Discuss what would make you choose the case method versus the team method and what would make you choose the team method versus the case method of assigning your staff? (20)

QUESTION 2

You are in the ward as a sister and you have to assign nurses according to the patient's classification system and you decide to use the nursing care descriptors.

Develop the patient acuity evaluation form using the nurse care descriptors in order to make sure you assign enough nurses and determine the time they will spend in a procedure per shift (20)

QUESTION 3

As a sister in charge, you learned from the grapevine that some nurses had a fight in the ward and the bone of contention was that one of the nurses was absenting himself during dressings and one nurse decided to have a verbal rundown with this particular nurse in front of patients. This is creating a problem for your ward and you decide that this problem needs to be solved before the hospital's image becomes an issue.

Discuss the steps you will take to make a decision to solve this problem (10)

QUESTION 4

Discuss the relationship between transactional leadership and transformational leadership theory (10)

QUESTION 5

You are part of the management team and you have to decide on Performance Appraisal and Productivity for the hospital staff including nurses.

Narrate steps that need to be taken into consideration by the management team to improve nursing productivity. (15)