

UNIVERSITY OF FORT HARE

NURSING MANAGEMENT AND PROFESSIONAL PRACTICE
NNM322E

DEGREE EXAMINATIONS

OCTOBER / NOVEMBER
2019

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Time: 3 Hours

Subject: Nursing Management and Professional Practice

Marks: 100

This paper consists of 7 pages including the cover page

Examiners

1) Mrs. T. Khumalo

Moderator

Mrs. P. Giyose

INSTRUCTIONS

- 1) Answer four questions only (NB: Question 5 is compulsory to all).
- 2) Detach from page 5 and submit with your answer book.
- 3) It is in your best interest to write clearly and legibly.
- 4) Space your work properly.

Question 1

1.1 Nurse D. fought with a patient and a decision to suspend her was reached in the disciplinary hearing. However, this decision was reached in the absence of her trade union representative. Her trade union representative is against this suspension. He insists that the disciplinary procedure was procedurally unfair as Nurse D. was never told about the code of conduct in her unit. Furthermore, her rights were violated during the disciplinary procedure.

- 1.1.1 Identify problems in the above passage (scenario). (3)
- 1.1.2 Identify the human rights that need to be observed so that the disciplinary process can be regarded as procedurally fair. (5)
- 1.1.3 Describe the principles for disciplinary procedure in a nursing unit. (5)
- 1.1.4 Describe the functions of a trade union representative. (5)
- 1.1.5 Describe the aims of a disciplinary code. (3)
- 1.1.6 Outline the characteristics of a fair disciplinary procedure in a health care setting. (4)

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Question 2

2.1 Mr Hay was admitted for a below the right knee amputation but was discharged with bilateral leg amputation. His attorney requested to see his hospital records, so that he could collect the evidence and sue the hospital. He was told that the archives section was burnt down and no record could be rescued. The hospital management cannot even find an incident report. Moreover, nobody knows who was allocated to nurse Mr Hay during his peri-operative period as most nursing personnel resigned after Mr Hay's incident.

- 2.1.1 Outline the purposes of keeping records in a nursing unit. (7)
- 2.1.2 Outline the reasons for writing a negative incident report or statement. (3)
- 2.1.3 Identify the incidents that could require writing of an incident report. (3)
- 2.1.4 Discuss the internal variables that create barriers in communication. (6½)

2.2 Introduction of computers in hospitals came with many benefits to health care workers and community. If health care workers can effectively utilise this resource, errors like the one in scenario 2.1 will be a thing of the past. The problem is that, if computed information is not well managed, the department of health will suffer more litigations.

- 2.2.1 Describe the conditions that need to be met in order to have computerised record system in a nursing unit. (4)

2.2.2 Identify the goal of Promotion of Access to Information Act No. 2 of 2000 and the purpose of The South African Health Informatics Association (SAHIA). (1½)

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Question 3

3.1 You are a newly employed operational manager of a unit with high absenteeism and turnover rates. Your sub-ordinates complain of nursing staff shortage and inadequate equipment. Some nursing staff members are often booked off-sick whilst others are malingering. These challenges have led to the death of patients and demoralisation of staff members. Most of your subordinates want to resign.

3.1.1 Explain steps you would follow to solve the problem in scenario 3.1 using the principles and process of decision making and problem solving. (15)

3.1.2 Brainstorming is one of the different ways that are used to accomplish group participation in decision making.

- Describe the principles of brainstorming in a nursing unit. (8)

3.1.3 Identify the criteria you can use to choose options for decision making to solve problems in the nursing unit mentioned in scenario 3.1. (2)

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Question 4

4.1 Your colleague who is off-sick is an only nephrology nurse in your unit. There is no one to dialyse the patients. You inform your unit manager that you will dialyse the patients even though you do not have the qualification, because the nephrology nurse has been coaching you. Your unit manager shouts at you, reminding you that you are not a nephrology nurse and you are too junior to instruct her. Furthermore, she is the only one in charge of the unit and it is her duty to delegate her staff.

4.1.1 Identify the management style that is practiced in the by the unit manager in scenario 4.1. (1)

4.1.2 Discuss the characteristics of the management style that is practiced by the unit manager in scenario 4.1. (8)

4.2 The unit you work in is very busy and poorly-staffed. It has been having a high staff turnover in the past three months. Drafting of off-duties and delegation of

duties have become very difficult. The quality of patient care has become so poor that you now have lawsuits.

- 4.2.1 Describe factors that have an effect on staffing of a nursing unit and give one example of each. (6)
- 4.2.2 Describe the features/ characteristics of a well-organised health care unit. (6)
- 4.2.3 Compare the advantages of functional method to those of team approach when delegating duties in a unit. (4)

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Detach from page 5 (of the question paper) and submit with your answer book.

Student Name: Student Number:

QUESTION 5 (COMPULSORY TO ALL)

5.1 Instructions:

- Choose the most appropriate (correct) combination from the options in COLUMN B.
- Underline the correct option on the QUESTION PAPER e.g. 5.3.10 b) i, ii, iv
- Detach from page 5 (of the question paper) and submit with your answer book.

(Column A) Statement and options	(Column B) Combination
5.1.1 The tax-funded national health system has the following limitations: i) Long waiting lists. ii) Long approval procedures. iii) Limited freedom of choice. iv) High cost to consumer.	5.1.1 a) i, ii, iii b) i, ii, iv c) ii, iii, iv d) i, iii, iv
5.1.2 Functions of non-verbal communication include: i) Convincing others. ii) Creating and managing identities and impressions iii) Communications of emotions iv) Defining and managing relationships	5.1.2 a) i, ii, iii b) i, ii, iv c) ii, iii, iv d) i, iii, iv
5.1.3 The following principles are important in delegation: i) Delegate full authority ii) Delegate the task clearly. iii) Remain fully accountability. iv) Delegate accountability.	5.1.3 a) i, ii, iii b) i, ii, iv c) ii, iii, iv d) i, iii, iv
5.1.4 Networking between professionals can include the following: i) Mutual recognition of learning needs. ii) Financial networks. iii) Sharing of information. iv) Support system.	5.1.4 a) i, ii, iii b) i, ii, iv c) ii, iii, iv d) i, iii, iv
5.1.5 The six internationally recognised employees' rights that are also applicable in South Africa include: i) The right to work. ii) The right to freedom of association. iii) The right to training iv) The right to life.	5.1.5 a) i, ii, iii b) i, ii, iv c) ii, iii, iv d) i, iii, iv
5.1.6 Communication structures that can be found in the nursing unit are: i) Magazines. ii) Management information system. iii) Off-duty registers. iv) Bulletin boards.	5.1.6 a) i, ii, iii b) i, ii, iv c) ii, iii, iv d) i, iii, iv
5.1.7 Management or administrative responsibilities in a nursing unit are as follows: i) Ordering of medicine and supplies. ii) Monitoring of standards iii) Making up of shifts schedules. iv) Provision of patients' hygienic needs.	5.1.7 a) i, ii, iii b) i, ii, iv c) ii, iii, iv d) i, iii, iv
5.1.8 Six purposes of preceptorship include: i) Creation of consistency in practice. ii) Increase the level of patient satisfaction.	5.1.8 a) i, ii, iii b) i, ii, iv c) ii, iii, iv

<ul style="list-style-type: none"> iii) Assessment and validation of clinical competence. iv) Increasing skill performance. 	d) i, iii, iv
<p>5.1.9 Preceptors are expected to have the following skills:</p> <ul style="list-style-type: none"> i) Ability to encourage learners to show initiative in their practice. ii) Ability to facilitate learning experiences. iii) Ability to act as a mentor to patients. iv) Ability to promote professionalism. 	5.1.9 a) i, ii, iii b) i, ii, iv c) ii, iii, iv d) i, iii, iv
<p>5.1.10 The following principles of record keeping must be observed:</p> <ul style="list-style-type: none"> i) Family members should be granted free access to the patient's hospital records. ii) Patient records should be well organised for easy access. iii) The confidentiality of patient records should be maintained. iv) The nursing unit should have a standardized record keeping style. 	5.1.10 a) i, ii, iii b) i, ii, iv c) ii, iii, iv d) i, iii, iv
<p>5.1.11 The real evidence that can be presented for a disciplinary case can be in the form of:</p> <ul style="list-style-type: none"> i) Documents ii) Objects iii) Oral testimony iv) Opinions 	5.1.11 a) i, ii, iii b) i, ii, iv c) ii, iii, iv d) i, iii, iv
<p>5.1.12 Steps within the management process are:</p> <ul style="list-style-type: none"> i) Planning ii) Steering iii) Organising iv) Directing 	5.1.12 a) i, ii, iii b) i, ii, iv c) ii, iii, iv d) i, iii, iv
<p>5.1.13 The South African DHS is based on the following primary health care principles:</p> <ul style="list-style-type: none"> i) Overcoming fragmentation. ii) Accessibility of services to all. iii) Accountability to the province. iv) Community involvement. 	5.1.13 a) i, ii, iii b) i, ii, iv c) ii, iii, iv d) i, iii, iv
<p>5.1.14 Conflict is said to be constructive when the following happen:</p> <ul style="list-style-type: none"> i) High staff turnover. ii) Team cohesion improves iii) Focal points are identified and brought into the open. iv) Potential leadership comes to the fore. 	5.1.14 a) i, ii, iii b) i, ii, iv c) ii, iii, iv d) i, iii, iv
<p>5.1.15 The National Health Plan for South Africa divides the health systems governance into:</p> <ul style="list-style-type: none"> i) District level. ii) Provincial level. iii) National health service level. iv) International level. 	5.1.15 a) i, ii, iii b) i, ii, iv c) ii, iii, iv d) i, iii, iv
<p>5.1.16 The tripartite relationship in the South African labour relationship system is formed by:</p> <ul style="list-style-type: none"> i) Employers ii) Trade unions iii) State iv) Employees 	5.1.16 a) i, ii, iii b) i, ii, iv c) ii, iii, iv d) i, iii, iv
<p>5.1.17 The mentoring relationship holds the following professional benefits for the mentor:</p> <ul style="list-style-type: none"> i) There might be some financial rewards. ii) There is professional assistance on projects. iii) Opportunities to discuss professional issues iv) The mentor's may experience increased self-awareness. 	5.1.17 a) i, ii, iii b) i, ii, iv c) ii, iii, iv d) i, iii, iv
<p>5.1.18 The supervisory tasks of a nursing unit manager are:</p> <ul style="list-style-type: none"> i) Appointment of employees ii) Ensuring co-operation iii) Watching with authority iv) Directing the work of employees 	5.1.18 a) i, ii, iii b) i, ii, iv c) ii, iii, iv d) i, iii, iv

5.1.19 The five rights of delegation are: i) Delegate the right task ii) Give the right amount of supervision iii) Delegate to the right person iv) Delegate according to available time	5.1.19 a) i, ii, iii b) i, ii, iv c) ii, iii, iv d) i, iii, iv
5.1.20 The types of non-verbal communication include the following: i) Artefacts ii) Haptics iii) Kinetics iv) Proxemics	5.1.20 a) i, ii, iii b) i, ii, iv c) ii, iii, iv d) i, iii, iv
5.1.21 Chronemics refers to: i) Sequencing of events ii) Duration iii) Planning iv) Sense of time	5.1.21 a) i, ii, iii b) i, ii, iv c) ii, iii, iv d) i, iii, iv
5.1.22 During the process of communication, the message should meet the following requirements: i) Frequency ii) Accuracy iii) Clarity iv) Suitability of language or symbols	5.1.22 a) i, ii, iii b) i, ii, iv c) ii, iii, iv d) i, iii, iv
5.1.23 Principles for written communication include: i) Always write in black ink. ii) The writing on the documents must be legible. iii) Use long sentences and short paragraphs. iv) Check spelling, grammar and typographical errors.	5.1.23 a) i, ii, iii b) i, ii, iv c) ii, iii, iv d) i, iii, iv
5.1.24 The four basic Health system models include: i) The free market model ii) The tax-funded provincial health system iii) The social insurance system iv) Social medicine	5.1.24 a) i, ii, iii b) i, ii, iv c) ii, iii, iv d) i, iii, iv
5.1.25 Factors influencing shift scheduling in a unit include the following: i) Age of the patient. ii) Cyclical activities iii) Conditions of service iv) Bed occupancy	5.1.25 a) i, ii, iii b) i, ii, iv c) ii, iii, iv d) i, iii, iv

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END OF PAPER.