



**Nursing Administration Department**

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# Guided questions of Nursing Administration

for Fourth Year Students

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## **I- True Or False**

**Check (T) in front of true sentences and (F) in front of false sentences:**

<b>Statements</b>	<b>Answers</b>
1. The number of nursing staff available should be divided equally among the three shifts	<b>(F)</b>
2. Retrospective audit is audit To assess the past and present care given To client	<b>(F)</b>
3. Outcome standard is the effect of care on the patient people significant to him and community.	<b>(T)</b>
4. The centralized approach to staffing is easier for handling absenteeism.	<b>(T)</b>
5. The head nurse position in the hospital is the first line manager.	<b>(T)</b>
6. Task oriented leadership style "put high concern for the people who perform the task and low concern for task.	<b>(F)</b>
7. Win – win strategy of conflict resolution occurs when the two parties gets what they want.	<b>(T)</b>
8. Emotional reasons of procrastination is escape an over whelming task.	<b>(T)</b>
9. The autocratic style of leadership is a style of the best choice for nurses who are managers.	<b>(F)</b>
10. To be effective performance appraisal needs to provide objective assessment of the knowledge, skills, and abilities of employees.	<b>(T)</b>
11. Informal group usually exists to meet needs of the group.	<b>(T)</b>
12. Group goal are established in the working phases in group development.	<b>(T)</b>
13. Responsibility of change agent in refreezing support others so that change remains.	<b>(T)</b>
14. Intrapersonal conflict occurs between two or more individuals.	<b>(F)</b>
15. Poor planning and in ability to delegate one considered external time waster.	<b>(F)</b>
16. Emergency situations call for participative management.	<b>(F)</b>

17. Formal appraisal quickly encourages desirable performance and discourages undesirable action before it becomes habitual.	(T)
18. Anxiety often high during orientation phase in group development.	(T)
19. Responsibility of change agent in unfreezing stage is developing plan.	(F)
20. Horn effect mean: over emphasizes negative event, under-rates Total performance.	(T)
21. Administrative procedures referring mainly to rules and regulations of the nursing services department.	(T)
22. In telephone report you should listen carefully and do not repeat information	(F)
23. The change process is similar to nursing process.	(T)
24. The change agent is the outsider helper used to plan and implement the change.	(F)
25. Resistance to change is un expected.	(F)
26. The successful change involves phases unfreezing, moving and refreezing.	(T)
27. The successful manager will use one style of leadership in all occasions.	(F)
28. The ideal manager is able to utilize all leadership styles.	(T)
29. Performance appraisal tool simplicity means that it is easy to use and does not require complicated procedures.	(T)
30. Performance evaluation should never based on the personal traits	(T)
31. In checklist form, the rater lists a number of traits that ranges from unsatisfactory to exceptional or excellent or outstanding.	(F)
32. In numerical rating form usually includes numbers against a list of behaviors or factors to be evaluated.	(T)
33. Informal appraisal should conduct annually, semiannually, or quarterly depending on the organizational policies.	(F)
34. Documentation can be a source for determining educational needs of the patient.	(T)

35. Democratic leader allows subordinates To set their own activities and To do what ever they desire.	(F)
36. The "grapevine" constitutes social interaction	(T)
37. Case management is similar to primary and team methods of assignment.	(F)
38. A real learning need is something a person feels he needs to know.	(F)
39. When writing the patient care assignment geographical location should be considered.	(T)
40. It is not necessary To up-date the job description.	(F)
41. A patient classification system is one that describes the system for delivery of nursing care (e.g. team nursing or primary nursing).	(F)
42. The centralized approach to staffing is easier for handling absence.	(T)
43. Report is a comprehensive collection of data that describes a patient's condition health care needs, health care services received and response to care.	(T)
44. A cyclical staffing system means the work schedule is regularly repeated for specific number of weeks.	(T)
45. Decentralized scheduling is unbiased and allows consistent scheduling and equitable application of agency policy.	(F)
46. Centralized scheduling is planned at the unit level, usually by the head nurse.	(F)
47. Case method used by the head nurse when a shortage of equipment and nursing personnel.	(F)
48. In centralized scheduling personnel below that they get more personalized attention.	(F)
49. Centralized scheduling provides an overall picture of the staffing situation.	(T)
50. In making a time plan you should provide a day off before and after a night duty is given to that nurse.	(T)

**II- Matching** Select the suitable answer from column "B" for the items listed in column "A" and write the letter in the space provided:

	Column "A"	Column "B"
<b>B</b>	1- Halo effect:	A- Overemphasizes a negative event, underrates total performance.
<b>A</b>	2- Horns effect :	B- Overemphasizes a positive event, overrates total performance.
<b>D</b>	3- Central tendency error:	C- The tendency of evaluators to not include written comments on appraisal forms.
<b>E</b>	4-Self-aggrandizing effect:	D- Performance is not observed, median rating given for all tasks.
<b>C</b>	5- Written comments problem:	E- Rates worker so as to create favorable view of manager.

**II- Matching** Select the suitable answer from column "B" for the items listed in column "A" and write the letter in the space provided:

	Column "A"	Column "B"
<b>C</b>	1- Supplies	A- Articles that should last for more than 5years, e.g., furniture
<b>E</b>	2-Equipmen	B- refers to objects built into the walls and floors of the hospital, e.g., sinks
<b>D</b>	3- Facilities	C- expendable items also called consumable , articles being used periodically and recorded frequently to maintain sufficient amount on hand;
<b>B</b>	4- Fixed equipment	D- aids, circumstances which make it easy to do things, e.g., nursing room, units store and cupboard
<b>A</b>	5- Movable items	E- refers to non-expendable items or non – recurrent that lasts for several years and needs care and maintenance

**II- Matching** Select the suitable answer from column "B" for the items listed in column "A" and write the letter in the space provided:

	Column "A"	Column "B"
<b>B</b>	1- Progress notes	A- The written medical orders constitute the directions to the nursing and staff covering all medications and treatments given to the patient.
<b>A</b>	2- Physician's orders	B- Should be specific statements relating to the course of the disease
<b>D</b>	3- Vital signs record	C- The primary purpose of is to assist the physician in establishing a diagnosis on what to base the care and treatment of the patient.
<b>E</b>	4- Nurses' notes	D- Is used to record frequent observations such as temperature, pulse, respiration, blood pressure, and state of consciousness.
<b>C</b>	5- History of physical examination	E- Are used to record their staff observations, including significant and pertinent data on medication, treatment, diet, abnormal condition.

### **III: Fill in the space:**

- 1- Which type of time planning and which pattern of working hours that does not provide for maximum level of care seven days a week is **Block schedule** and **Straight shift hours**.
- 2- **Staffing** refers to the number and composition of personnel assigned to work on a unit at a given time.
- 3- Leadership style directly relates to the amount of **control** or **freedom** allowed the group.
- 4- Groups are two or more persons have **shared needs** and **goals** and who take each other into account in their actions”.

- 5- A **report** is a system of communication, prepared by individuals delegated to bring or send information to others about the existing situation.

#### **IV: Choose the correct answer:**

**1- Which of the following professional nursing service personnel except:**

- a. Nursing director assistant.
- b. Head nurse assistant.
- c. **Nursing assistant.**
- d. Supervisor.

**2- Which of the following one non-professional nursing service personnel:**

- a. Nursing director assistant.
- b. Head nurse assistant.
- c. **Nursing assistant.**
- d. Supervisor.

**3- Which of the following one the important aspects of good administration:**

- a. **Supervision.**
- b. Motivation.
- c. Coordination.
- d. Orientation.

**4- Decision making (select solution) is the -----of problem solving process.**

A- 1<sup>st</sup> step.

b- 2<sup>nd</sup> step.

C- 4<sup>th</sup> step.

**d- 5<sup>th</sup> step.**

**5- Which type of decision used when managers aimed to find alternatives that are not ideal but meet minimal requirements.**

A-Optimizing

B- Consultative

**C- Satisfying**

d- Non programed

**6- Which type of decision used when managers realize that the perfect decision is not possible because of incomplete information, inadequate time,**

A- Optimizing

b- Consultative

**C- Satisfying**

d- Non programed

- 7- These are the routine decisions that are faced over and over {repetitive:  
 A- Optimizing **b- Programed**  
 C- Satisfying d- Non programed
- 8- The following are Causes of poor decisions **Except:**  
 A- Incompetent manager b- Inadequate or too much data.  
 C- Confused responsibilities. **d- Good management atmosphere**
- 9- The following included in induction process when developing the staff **Except:**  
 A- Organization Structures. b- Agency history.  
 C- **Tools of performance appraisal.** d- Holidays.
- 10- Which one of the following is the method of problem solving .....  
 A- Trial and error b- Experimentation.  
 C- Self solving. **d- All of the above**
- 11- The manager should consider principles of problem solving which include the following **Except:**  
 A- Separate large problems from small ones. **b- delegate small problems**  
 C-Use policy to solve small problems d- consult internal & external experts.
- 12-Decision making as art because it can be learned through.....:  
 A- Practice. b- Trial and error.  
 C- Observation. **d- All of the above**
- 13-The following are included in performance appraisal Standard **Except:**  
 A- Job description. **b- Personnel interests.**  
 C- Polices. d- Procedures.
- 14-The following are advantages of graphic rating scale method **Except:**  
 A- Easy to construct. b- Easy to complete  
 C- Acceptable to raters. **d- Raters differ in their standard**
- 15-Which of the following are problems in performance appraisal:  
 A. Central tendency error. b- Halo effect.  
**C- All of the above.** d- Horn effect
- 16- The tendency to rate an employee lower than their performance is called  
 A. Central tendency error. b- Halo effect.  
**C- Self-aggrandizing effect** d- Horn effect





- Length of stay
- Patient number, fluctuation in number
- Age groups
- Care expectations

#### **5- List Leadership roles in planned change?**

1. Is visionary in identifying areas of needed change in the organization and the health care system.
2. Demonstrates risk taking in assuming the role of change agent.
3. Demonstrates flexibility in goal setting in a rapidly changing health care system.
4. Anticipates, recognizes, and creatively problem-solves resistance to change.
5. Serves as a role model to subordinates during planned change by viewing change as a challenge and opportunity for growth.
6. Role models high level interpersonal communication skills in providing support for followers undergoing rapid or difficult change.
7. Demonstrates creativity in identifying alternatives To problems.

#### **6- List the characteristics of good decision?**

1-it is technically correct:

Data have been researched or investing the decision is based on the facts or technical competent

2-it produced as few negative effects as possible.

Action is taken a good decision is of little value if it is not carried out.

#### **7- List criteria for group decision making?**

Employee or worker groups can be included in the decision making process when:-

1-the decision will have an influence on the employees

- 2-The decision is not urgently needed and time permits
- 3-Company and departmental priorities permit and the manager is willing To agree To and stand by the decision made by the group
- 4 -The manager or supervisor must exercise judgment and assess the group for characteristics maturity

**8- List the causes of poor decision:**

- 1-Incompetence of the manager
- 2- Inadequate or Too much data
- 3- Confused responsibilities
- 4-Poor management atmosphere
- 5- Failure to set time limits

**9- List Characteristics of skillful problem solvers**

- 1. Delegate the responsibility To the most capable nurses
- 2. Wide range of interests and their knowledge of several subjects
- 3. Political liberal, cognitive complexity, and reflective.
- 4. Using different approaches To problem solving.

**10- List role of head nurse in patient admission administration in her unit?**

- 1- The HN acts as courteous hostess when the Patient is admitted to the unit.
- 2- She great the new patient. and his relatives in friendly manner
- 3- It is preferable for the HN to use patients on name if she knows it.
- 4- She introduces herself and the staff member who will assist in the admission of the patient.
- 5- The first impression is important and it is lasting.
- 6- Understands the patients and gives them the mental and moral support he is requiring.
- 7- Treats the patients as she would like to be treated in the same situation.