

**UNIVERSITY OF SWAZILAND
FACULTY OF HEALTH SCIENCES
(FIRST SEMESTER)
FINAL EXAMINATION
DECEMBER, 2009**

COURSE: NUR 330
COURSE TITLE: HEALTH SERVICES MANAGEMENT (THE
NURSING
UNIT MANAGER AS A CLINICAL PRACTITIONER)
MARKS ALLOCATED: 75
TIME ALLOCATED: 2 HOURS

INSTRUCTIONS:

1. This paper is divided into two parts, namely Part 1 and Part 2.
2. Part 1 is sub-divided into three sections which add to a total of 25 points.
3. Part 2 comprises two questions which carry 25 points each.
4. Altogether part 1 and part 2 carry 75 points.
5. Answer all the questions in this paper
6. Write legibly

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CHIEF INVIGILATOR**

PART 1

SECTION ONE

Multiple choice questions. Write out the most appropriate answer in your answer book as follows: 1 = c; 2 = a, and so forth.

1. Which of the following is **NOT** a member of the therapeutic team in a mental health institution?
 - a) Mental health attendant
 - b) Physiotherapist
 - c) Nutritionist
 - d) Radiographer [1]

2. On the wall of the nurses' office , in Ward 1, the following is written:

This acute mental health unit is committed and dedicated to provide comprehensive quality mental nursing care to admitted clients. The nursing personnel shall support families of clients and through counselling and education, enhance the quality of life of the clients. The personnel shall be guided and supported to improve their knowledge framework, skills and experience to enhance the quality of services rendered.

The above written statement represents:

- a) The vision of Ward 1
 - b) The philosophy of Ward 1
 - c) The mission of Ward 1
 - d) The objective of Ward 1 [1]
3. One of the following is **NOT** a feature of the transformational leadership style:
 - a) Charisma
 - b) Emphasis on different status and position
 - c) Changing people from being self-centred to being altruistic
 - d) Striving for higher goals. [1]

4. One of the following does not belong to step 1 of the self-care nursing process.
- a) Analysing data
 - b) Interpreting of the data
 - c) Organizing
 - d) Formulating of nursing diagnoses [1]
5. Which one/ones of the nursing system/s is/are more appropriate in caring for clients with mental health challenges:
- a) Supportive educative nursing system
 - b) Wholly compensatory nursing system
 - c) Partial compensatory nursing system
 - d) All of the above [1]
6. The following are support team members of the mental health unit staff, **EXCEPT**
- a) Laundry staff
 - b) Occupational therapist
 - c) Porters
 - d) Domestic staff [1]
7. The client in bed 7 has been diagnosed as being HIV positive. The client does not respond to any verbal stimulus. This is:
- a) Communication
 - b) Non communication
 - c) Non verbal communication
 - d) Silence [1]
8. Wheel network communication is characterized by the following, **EXCEPT**
- a) Using a chain of commands to pass information
 - b) Having fewer messages
 - c) Coordination of work by the unit manager at all times
 - d) Coordinating of work by someone else [1]

9. On the wall of the nurses' office in Ward 2 in a psychiatric institution, the following are written:

- *We believe that clients with mental health challenges deserve to be treated with respect and dignity because all human beings are made in God's image.*
- *We believe in individualized care for all clients admitted into this unit so that all their needs are met.*
- *We believe that every client with mental health challenges comes from a family and therefore, the nursing team in the ward shall include family members in the plan of care.*

The above written statements represent:

- a) The vision of Ward 2
- b) The philosophy of Ward 2
- c) The mission of Ward2
- d) The objective of Ward 2 [1]

10. Which one of the two styles of leadership should the nursing unit manager in a psychiatric unit utilize?

- a) The participatory leadership style
- b) The autocratic leadership style
- c) None of the above
- d) Both the above [1]

[10 points]

SECTION TWO

Define the following terms:

- a) Role [2]
- b) Coordinating [2]
- c) Dependent self-care agency [2]
- d) Patient Right [2]
- e) Basic need [2]

[10 points]

SECTION THREE

- a) Mention five roles of a unit nursing manager [5]

[5 points]

Total = 25 points

PART 2

QUESTION ONE

The nursing unit manager in Ward 3, a female nursing unit, in one Mental Health Institution, is off duty and you, as the next senior nurse, are acting unit manager. Like in a general nursing unit, communication in a psychiatric nursing unit is very vital for the promotion of health of the clients. Among the many communication means that the nursing team utilizes are nursing rounds and ward/handover reports.

- a) Describe a nursing unit team [3]
- b) Outline any five reasons why the ward/handover report is done [5]
- c) Describe any four benefits of conducting a nursing ward round to the nursing team. [8]
- d) Discuss any three Patient Rights of clients with mental illness that may be affected when nurses do not carry out nursing rounds. [9]

Total = 25 points

QUESTION TWO

You have been posted to Ward X for the first time and, already, from the way the shift starts, you recognize a lot of attributes of the permissive leadership style.

- a) Define permissive leadership style [2]
- b) Describe any four things that you might have seen happening for you to suspect that this was very much like permissive leadership style. [8]
- c) Discuss any five implications of permissive leadership on the entire ward environment, including the nursing team. [15]

Total = 25 points