

Course No:DNUR 2120
Course Title: Nursing Management
Date: 24/03/2014
No. of Questions: (3)
Time: one hours
Using Calculator (No)

University of Palestine



Midterm Nursing
Management Exam
2013/2014
Total Grade:20

Instructor Name: Dr. Ahmed Najim
Student No.: _____
Student Name: _____
College Name: Health Professions
Dep./Specialist: Nursing
Using Dictionary (No)

Question I: True and False (10 Marks)

Put (T) in front of the correct statement and (F) in front of the incorrect one.

- () **1- Assembling resources:** is the process of anticipating and providing the good distribution of manpower and physical resources within and out of the organization to get the job done.
- () **2- Organizing:** is a continuous task of making contact with subordinates, training them, giving them orders, leading and motivating them.
- () **3- Downward Communication:** It is non directive in nature from down below, to give feedback, to inform about progress/problems, seeking approvals.
- () **4- Counseling** is the process of providing factual information and clarification about a topic to an individual or group.
- () **5- Planning:** is a basic function of management of all nursing managers. It is a systematic process of deciding in advance what to do, how to do it and who to do it.
- () **6- Records are:** administrative tools used to classify and prevent duplication of the information.
- () **7- Education is:** a two-way process by which responsibility and authority for performing tasks is assigned to certain nurse.
- () **8- Span of control or supervision** means that the number of subordinates that can be adequately supervised by one executive.
- () **9-Directing:** It determines the number of nursing personnel that must **be hired** to deliver nursing care on the nursing units.
- () **10- Report** is a document form which include; conclusions or findings based on facts, or recommendations concerning the patient.

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Question II: Discussion (20 Marks)

Answer the following questions:

Q. One: (7 Marks)

Inter personal communication (IPC) in health care settings takes place between service providers and their clients and members of the community and is a key element in maximizing access to quality care. IPC includes the process of education, motivation and counseling and starts with understanding the critical role of good client service.

1- **What are the characteristics of effective counseling?**

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2- **What are the barriers to communication?**

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Q. Two: (7 Marks)

Planning is a basic function of management of all nursing managers. It is a systematic process of deciding in advance what to do, how to do it and who to do it.

1- **What are the importance /purposes of planning?**

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2- **What are the characteristic of effective planning?**

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Q. Three: (6 Marks)

Records and reports provide a way of communication among the health care providers and used as documentary evidence of the course of the patient illness and treatment during hospitalization.

1- **Numerate three records which used in nursing unit.**

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2- **What are the guidelines for written report?**

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End of Questions/ *Good Luck*

With my best wishes

Dr. Ahmed Najim