



Port-Said University
Faculty of Nursing
Nursing Administration Department



Model answer of Final exam	Code: Sup E602
Disaster Nursing Fourth level \ second Term	Academic year: 2020/2021
Time allowed: 2 hours Total mark : 80 Date : / 6 /2020	Examiner: Assist Prof. D.r / Hind Abdullah

Question No. (1): (20 marks): Read the following statements and put (T) for true statement and (F) for false statement.

1.	In apology repair strategy : crisis manager indicates the organization takes full responsibility for the crisis and asks stakeholders for forgiveness	true
2.	Risk control strategies used to reduce the severity of the loss	true
3.	Brainstorming is done with a group of people who focus on identification of risk	true
4.	Risk management is a program directed toward identifying , analysis ,evaluate and taking corrective action against potential risks	true
5.	Informed consent is a confirmed written sign should be taken from the patient before management	true
6.	Health indicator: measurement that reflects the health state of people in a population	true
7.	Discover the agent, host, and environmental factors that affect health is one of epidemiology functions	true
8.	Crisis is a process of transformation where the old system can no longer be maintained	true
9.	Emergency is a situation that poses an immediate risk to health, life, property, or environment	true
10.	A disaster is a serious disruption, occurring over a relatively short time, of the functioning of a community or a society	true
11.	Organizational misdeed crisis: occur when management take actions that harm stakeholders without suitable precautions	true



**Port-Said University
Faculty of Nursing
Nursing Administration Department**



12.	Communication is the effective sharing or transmission of facts opinions or emotions by 2 or more people	true
13.	Disaster management is the actions taken by an organization in response to expected events that are adversely affecting people or resources	F
14.	SWOT analysis is abbreviation of Strength, Weakness, Opportunities and Technology	F
15.	Once the risk have been identify they need to be analysis and assessment to be given a clear indication of priorities of action based on this 5 factors	F
16.	You've got 24 hours is one rule for crisis management	F
17.	Normal coping strategies are activated, and if unsuccessful, the individual moves into phase 3.	F
18.	In full crisis state referral to further treatment resources is un necessary	F
19.	Epidemic occurring over several countries or continents and usually affecting a large proportion of the population	F
20.	In compensation repair strategy crisis manager praises stakeholders for their actions	F

Question No. (2) : (15 marks):

Choose the correct answer:

1.	Major categories of risk in health care are the following except	
	a	• Personnel
	b	• Clinical
	c	• Regulatory
	d	• Environmental
2.	Risk control strategies that include the following except	
	a	• Patient privacy
	b	• Early Warning System
	c	• Documentation



	d	<ul style="list-style-type: none"> • Informed Consent
3.	Defined as a number of cases that exist in a population during a certain time period	
	a	<ul style="list-style-type: none"> • Prevalence
	b	<ul style="list-style-type: none"> • Case-Fatality Rate
	c	<ul style="list-style-type: none"> • Incidence
	d	<ul style="list-style-type: none"> • Attack Rate
4.	The word crisis comes from	
	a	<ul style="list-style-type: none"> • Two Chinese Words
	b	<ul style="list-style-type: none"> • Three Chinese Words
	c	<ul style="list-style-type: none"> • Four Chinese Words
	d	<ul style="list-style-type: none"> • Five Chinese Words
5.	Are events or physical conditions that have cause fatalities, injuries, damage, agricultural loss, damage to the environment, interruption of business, or other types of losses.	
	a	<ul style="list-style-type: none"> • Hazards
	b	<ul style="list-style-type: none"> • Vulnerability
	c	<ul style="list-style-type: none"> • Risk
	d	<ul style="list-style-type: none"> • Disaster risk reduction
6-	Non natural disaster is	
	a	<ul style="list-style-type: none"> • Explosive devices
	b	<ul style="list-style-type: none"> • Heat Waves
	c	<ul style="list-style-type: none"> • Landslides
	d	<ul style="list-style-type: none"> • Earth Quakes
7-	Occur when short-term gain is favored and values are neglected	
		<ul style="list-style-type: none"> • Skewed values crisis
		<ul style="list-style-type: none"> • Rumors crisis
		<ul style="list-style-type: none"> • Workplace violence crisis
		<ul style="list-style-type: none"> • Deception crisis
8-	Crisis Prevention is occurred by the following except	
		<ul style="list-style-type: none"> • Rejected responsibility
		<ul style="list-style-type: none"> • Respond immediately.
		<ul style="list-style-type: none"> • Do not over talk.
		<ul style="list-style-type: none"> • Always tell the truth
9-	<ul style="list-style-type: none"> • Effective crisis response includes all the following except 	



		<ul style="list-style-type: none"> • Ambiguity communication channels
		<ul style="list-style-type: none"> • Set of planning scenarios.
		<ul style="list-style-type: none"> • Set of response modules.
		<ul style="list-style-type: none"> • Preset activation protocols
10-	A crisis in health care organizations can create the three following threats except	
		<ul style="list-style-type: none"> • Injuries and loss of lives
		<ul style="list-style-type: none"> • Reputation loss
		<ul style="list-style-type: none"> • Financial loss
		<ul style="list-style-type: none"> • Public safety

Question No. (3): (20 marks):

Complete the following statements:

- 1- **causes of malpractice are:** 1-.....,2-.....,3-....., and 4-.....
- Errors or failure in safety of care that result in patients falls
 - Failure to identify and document clear information
 - Failure to correct perform treatment or nursing care
 - Failure to communicate significant data to patient or other therapists
 - Error in medications
- 2- **Sources of data for epidemiologic studies include:** 1-.....,2-.....,3-....., and 4-.....
- Aggregate data Vital statistics (birth rates, death rates,)
 - Demographic, economic, housing, geographical,
 - Workplace monitoring systems
 - Environmental monitoring systems (e.g., air pollution measurements)
 - Production and sales
 - Medical record
 - questionnaire
- 3- **Natural disaster includes** 1-.....,2-.....,3-....., and 4-.....
- Hurricanes, tornadoes.
 - Heavy rains, thunderstorms .
 - Floods.
 - snow-storms.
 - Heat waves.
 - Landslides.
 - Earth quakes.
 - Volcanoes



4- Crisis management cycle are 1-.....,2-.....,3-....., and 4-.....

- Identification
- Preparation
- Prevention
- Response
- Recovery

5- Pre crisis phase include 1-.....,2-.....,3-....., and 4-.....

- Crisis Management Team
- Pre-draft Messages
- Spokesperson
- Communication Channels

Question No. (4): (25 marks):

Answer the following questions

1- List initial crisis response best practices

1. Be quick and try to have initial response within the first hour.
2. Be accurate by carefully checking all facts.
3. Be consistent by keeping spokespeople informed of crisis events and key message points.
4. Make public safety the number one priority.
5. Use all of the available communication channels including the Internet, Intranet, and mass notification systems.
6. Provide some expression of concern/sympathy for victims
7. Remember to include employees in the initial response.
8. Be ready to provide stress and trauma counseling to victims of the crisis and their families, including employees

2- Explain First Stage of crisis management (identifying the crisis' nature).

• Crisis can be clustered into:

– **Natural crisis:** occur due to natural disasters.



– **Organizational Misdeed crisis:** occur when management take actions that harm stakeholders without suitable precautions.

– **Deception crisis:** occur due to lack of transparency from the management about certain information

Workplace violence crisis: occur when member commit violence to other members.

– **Skewed values crisis:** occur when short-term gain is favored and values are neglected.

– **Rumors crisis:** occur when false information about an organization and its product hurt the organization's reputation.

3- Give short account about risk reducing tips for patient care

- Many patient risks can be reduced by adequately training physicians and staff,
- encouraging strong communication among staff-members,
- providing counseling services for those working with patients,
- and conducting competency assessments.
- Not using expired prescriptions
- Following up on missing test results
- Developing a plan to monitor test results
- Having a strategy that checks the patient's comprehension of information
- Prevent falls and immobility - Making minor modifications to things like bed rails, bathtubs and toilets lacking grab bars, institutional lighting, and the conditions of the ground can significantly reduce the risks of such hazards.
- Keeping patient records on file for an extended period of time is useful for monitoring patient health, even when patients are not actively seeking care. Risk management protocol should also have plans in place for disposing of records in accordance with federal mandates

Good Luck