



Academic year: 2019/2020	Final Term Exam
Under- graduate/ fourth year.	Nursing administration
Date: 29\ 12 \ 2019	Total: 80 marks
Time: 3 hours	Prof. D.r / Hind Abdullah

Answer the following questions:

Question No. (1): (20 marks):

Read the following statements and put (T) for true statement and (F) for false statement.

1.	Performance appraisal is a periodic non formal evaluation that evaluate the nurse performance by measuring them against specific job standards.	F
2.	Staff development is a planned learning experience done outside the agency to help a person perform more effectively.	F
3.	Skill training program is a formal education, which can be offered in the form of workshops, seminars, conferences or courses.	F
4.	Planned change refers to a situation in which change can originate from any level in the organization.	F
5.	Job specification identify factors or conditions that place one job higher than another in a value hierarchy	F
6	Decision grids developed because the decision is tied between the outcomes of other events. It compares the cost of hiring regular staff to the cost of hiring temporary employee.	F
7.	Cost of prevention associated with evaluating the quality of service e.g. Test equipment, maintenance.	F
8.	Quality assurance is a philosophy that defines a corporate culture that emphasizes customer satisfaction-innovation- and employee involvement.	F

9.	Informal evaluation should be conducted according to hospital policy. It may be:-annually.	F
10.	Inventories record could be filled by the unit clerk and under the supervision of the head nurse	F
11	The appraisal process must meet the specific expectations of the job.	T
12	Nurses who are involved in the appraisal process consistently perform better and are more satisfied.	T
13	Documentation serve as a basis for analysis, study and evaluation of the quality of care rendered to patient.	T
14	Occurrence or accident report are used by organizations for risk management.	T
15	Change management is an approach to shifting, transitioning individuals, teams, and organizations from a current state to a desired future state.	T
16	Job evaluation is built upon job analysis and job description.	T
17	Efficiency of care is the degree to which the care received has the desired effect with minimum of possible effort' expense or waste.	T
18	Risk management is a program directed toward identifying, evaluating and taking corrective action against potential risks that could lead to injury of patients, staff or visitors.	T
19	Evidence-based practice: is integration of best research evidence with clinical expertise and patient values.	T
20	Master record of nursing hours should show the distribution of the hours for each category of nursing personnel in the hospital.	T

Question No. (2): 15(marks): Choose the correct answer:

1.	Defined as the degree to which a toll measures what it intends to measure	
	a	• Reliability
	b	• Utility
	c	• Simplicity

	d	<ul style="list-style-type: none"> • Validity
2.	The rater tends to assign extreme ratings of either excellent or poor in this error	
	a	<ul style="list-style-type: none"> • Horns effect
	b	<ul style="list-style-type: none"> • Halo effect
	c	<ul style="list-style-type: none"> • Similarity error
	d	<ul style="list-style-type: none"> • Leniency/ strictness error
3.	It should be made in duplicate, one copy is retained in the unit and the other is sent to the nursing office	
	a	<ul style="list-style-type: none"> • Assignment record
	b	<ul style="list-style-type: none"> • Inventories record
	c	<ul style="list-style-type: none"> • Patient record
	d	<ul style="list-style-type: none"> • Time record
4.	— Should be standardized to all agency new employees and provided during the employee's first 2 to 3 days in the agency	
	a	<ul style="list-style-type: none"> • Skill Training Program
	b	<ul style="list-style-type: none"> • Job orientation
	c	<ul style="list-style-type: none"> • Continuing Education
	d	<ul style="list-style-type: none"> • Induction training
5	In this level of change, changes are the longest time take and the most difficult.	
	a	<ul style="list-style-type: none"> • Individual behavior
	b	<ul style="list-style-type: none"> • Attitudes
	c	<ul style="list-style-type: none"> • Knowledge
	d	<ul style="list-style-type: none"> • Group behavior and performance
6	Defined as a written summary of tasks, duties and responsibilities and organizational relationship that are required in a given job	
	a	<ul style="list-style-type: none"> • job analysis
	b	<ul style="list-style-type: none"> • Job specification
	c	<ul style="list-style-type: none"> • Job evaluation
	d	<ul style="list-style-type: none"> • Job description
7	This type of decision is governing day to day events that have been delegated to first level managers and are made according to pre-established rules and regulations.	
	a	<ul style="list-style-type: none"> • Management decision
	b	<ul style="list-style-type: none"> • Strategic Decision
	c	<ul style="list-style-type: none"> • Administrative Decision
	d	<ul style="list-style-type: none"> • Operational decision
8	Defined as the degree to which the care rendered is provided in a correct	

	manner
	a • Timelines of care
	b • Efficacy of care
	c • Accessibility to care
	d • Effectiveness of care
9	Is the unique preferences, concerns and expectations each patient brings to a clinical encounter and which must be integrated into clinical decisions if they are serving the patient
	a • Patient satisfaction
	b • Patient expectation
	c • Patient rights
	d • Patient values
10	Act and appropriately apply the evidence through :
	a • Guidelines & Policy
	b • Protocols
	c • Pathways
	d • All above
11	This stage of emotional response to change defined as loss of identity and direction
	a • Bargaining stage
	b • Equilibrium stage
	c • Reemergence stage
	d • Chaos stage
12	<u>This Decision Making Technique</u> done by which group members identify and prioritize goals under non threaten conditions.
	a • Brain storming technique
	b • Delphi technique
	c • cause and effect chart technique
	d • Nominal grouping technique
13	• Develop clearly clinical question using <u>PICO</u> is the first step of
	a • Quality assurance
	b • Quality improvement
	c • Risk management program
	d • Evidence Based Practice
14	This theory extended Lewin's theory, focused more on what the change agent must do than on the evolution of change itself
	a • Havelock`s model theory
	b • Rogers`s theory
	c • Lippitt`s phase model theory
15	In Forced distribution method of performance appraisal 20% of nurses must be evaluated as

	a	• good
	b	• fair
	c	• poor
	d	• a & b

Question No. (3): (5 marks): Answer the following questions:

a-Explain Decision making process

b- List Characteristics of effective change agent

c-Identify Causes of the change

d- Explain Characteristics of an evaluation tool:

Good luck

Prof.Dr / Hind Abdullah