

**FACULTY OF HEALTH SCIENCES
DEPARTMENT OF NURSING SCIENCE**



PROGRAMME : PROFESSIONAL NURSING SCIENCE 1B -
NURSING SERVICE MANAGEMENT

PAPER : **MODULE 1:** CONCEPTUAL FRAMEWORK IN NURSING
SERVICE MANAGEMENT
MODULE 2: LEADERSHIP DEVELOPMENT IN NURSING
MODULE 3: QUALITY IMPROVEMENT IN NURSING

CODE : **PNS01B1**

DATE : NOVEMBER EXAMINATION 2017

DURATION : 3 HOURS

WEIGHT : 50:50

TOTAL MARKS : 100

EXAMINERS : DR H. ALLY

MODERATORS : MRS EM NKOSI (UJ)

NUMBER OF PAGES : THIS PAPER CONSISTS OF FOUR (4) PAGES

INSTRUCTIONS :
PLEASE ANSWER ALL THE QUESTIONS OF THE MODULES FOR WHICH YOU
ARE REGISTERED

PLEASE USE DIFFERENT COLOUR BOOKS FOR DIFFERENT MODULES

INSTRUCTIONS TO CANDIDATES: This paper remains the property of the University of
Johannesburg and may not be removed from the examination room.

NOVEMBER EXAMINATION 2017

SUBJECT: PROFESSIONAL NURSING SCIENCE PNS01B1

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MODULE 1: CONCEPTUAL FRAMEWORK IN NURSING SERVICE MANAGEMENT

TIME : 1 HOUR

MARKS: 30

QUESTION 1

- 1.1 Zambezi hospital is a new hospital in Limpopo with a poor image and a history of resistance to change by professional nurses. Your short term objective as the nursing service manager of the hospital is the successful implementation of the change management process. Present a literature review on the change management process relevant to Nursing Services Management of this hospital.

Base your content on:

- Muller, M.E., Bezuidenhout M.C., & Jooste, K. (2014). Health Services Management.
- Jooste, K. (2013) Principles and practice in nursing and health care. (12)

- 1.2 Design an evaluation instrument to determine whether the nursing Service is managed according to Nursing Services Management standards for compliance. (8)

- 1.3 List five (5) current professional -ethical and legislative framework (Laws) in which the South African nursing service manager must apply in her daily strategic management activities. (5)

- 1.4 Discuss the differences between centralised and decentralised management systems in nursing service management and provide relevant examples. Present the differences in a table format. (5)

***[30]**

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<p>MODULE 2: LEADERSHIP DEVELOPMENT IN NURSING TIME : 1 HOUR MARKS: 40</p>

QUESTION 2

- 2.1 Design a diagrammatic presentation of the conceptual framework on planning and commissioning of a new health care service with an explanation of each concept. (5)
- 2.2 Nursing services managers in South Africa are faced with many challenges with calls for improving patient care and the professional image of nursing. As a nursing services manager of a new hospital, you have a vision of managing the services in line with the current national nursing strategy for compliance.
- 2.2.1 Compile a strategic plan for your nursing service in line with the contents of the current national nursing strategy (2011-2017). (25)
- 2.2 Discuss the role of the Nursing Service Manager in decision making and problem solving using the following technique according to Muller, Bezuidenhout and Jooste (2014)
- (a) Consensus decision making (10)
- *[40]**

<p>MODULE 3: QUALITY IMPROVEMENT IN NURSING TIME: 1 HOUR MARKS: 30</p>

QUESTION 3

- 3.1 The provision of quality nursing management practices is a strategic priority in South Africa. As a newly appointed Nursing Service Manager of Takalani Hospital, it is your prerogative as a Nursing Service Manager to implement a Quality Improvement Programme to improve the standards of general nursing management in this nursing service.

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In response to the above narrative, provide answers to the following:

- a) A critical analysis of the concepts:
 - Quality (2)
 - Standards (2)
 - b) List 6 dimensions of quality according to the World Health Organisation. (3)
- 3.2 The quality of nursing record keeping in the nursing service is inadequate/ poor. Formulate standards on nursing record keeping for the nursing service. (5)
- a) Evaluate the quality improvement programme of your nursing service for compliance with the nursing service quality improvement standards.

Present in an evaluation instrument. (8)
 - b) Debate the role of the Nursing Services Manager in risk management. (10)
- *[30]**

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