

**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 : SUPPLEMENTARY EXAMINATION JANUARY 2018

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 THREE (3) 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.

SUPPLEMENTARY EXAMINATION JANUARY 2018

SUBJECT: PROFESSIONAL NURSING SCIENCE PNS01B1

MODULES: MODULE 1: CONCEPTUAL FRAMEWORK IN NURSING SERVICE

MODULE 2: LEADERSHIP DEVELOPMENT IN NURSING

MODULE 3: QUALITY IMPROVEMENT IN NURSING

MODULE 1: CONCEPTUAL FRAMEWORK IN NURSING SERVICE MANAGEMENT

TIME: (1 HOUR)

MARKS 33

QUESTION 1

- 1.1 Present a literature review on the change management process relevant to Nursing Services Management.

Base your literature review on:

- Muller, M.E., Bezuidenhout M.C., & Jooste, K. (2014) Health Services Management.
- Jooste, K. (2013) Principles and practice in nursing and health care. **(25)**

- 1.2 Debate the use of the beaurocratic management style in nursing management. Provide scenarios to support your debate. **(8)**

***[33]**

MODULE 2: LEADERSHIP DEVELOPMENT IN A NURSING SERVICE

TIME: (1 HOUR)

MARKS 33

QUESTION 2

- 2.1 You are appointed as the nursing service manager to plan and commission a new comprehensive health care service in rural Maputaland. Answer the question under the following headings:

- a) Design a diagrammatic presentation of the conceptual framework on planning and commissioning the new health care service with an explanation of each concept. **(8)**
- b) Compile a strategic plan for your nursing service in line with the contents of the current national nursing strategy (2011-2017). **(25)**

***[33]**

SUPPLEMENTARY EXAMINATION JANUARY 2018

SUBJECT: PROFESSIONAL NURSING SCIENCE PNS01B1

MODULES: MODULE 1: CONCEPTUAL FRAMEWORK IN NURSING SERVICE

MODULE 2: LEADERSHIP DEVELOPMENT IN NURSING

MODULE 3: QUALITY IMPROVEMENT IN NURSING

MODULE 3: QUALITY IMPROVEMENT IN NURSING TIME: (1 HOUR) MARKS: 34
--

QUESTION 3

- 3.1 Quality Improvement is the nursing services managers' key performance area and is a non-negotiable output.
- a) Present a literature review on the core dimensions of quality improvement to assist the nursing services manager in improving the quality of nursing services management in her hospital. (15)
- b) Develop a data collection policy for the quality improvement committee in your nursing service. (10)
- 3.2 Evaluate the nursing service for compliance with the risk management programme standards.
- 3.2.1 Present in an evaluation instrument. (9)

***[34]**

---oOo---