



University of the Philippines Manila
The Health Sciences Center
COLLEGE OF NURSING
WHO Collaborating Centre for Leadership in Nursing Development
Commission on Higher Education (CHED) Center for Excellence
Sotejo Hall, Pedro Gil St., Ermita, Manila
Tel.: (632)523-1472 / Telefax: (632)523-1485



N240 Nursing Administration I
1st Semester, AY 2023-2024
Final Examination

Instructions: This examination requires short narratives in answering the questions. Please answer the questions concisely using your own words. Your answers should reflect the application of the concepts, principles and theories of management related to planning, organizing, staffing, leading/directing and controlling. Cite the source/references of your answers using the APA format.

Main Scenario: The setting is a 500-bed tertiary government hospital in which you are a nurse manager in a 50-bed capacity medical unit. The unit's average daily census is 55 with a given area for the 5 extra beds. The patient acuity is around 40% for level 2 and around 10% for level 3 and level 4. Given the lesson of COVID-19 pandemic in 2020 and the current resurging of new variant cases, you need to **prepare your unit for any eventuality and not just limited to similar experiences with COVID-19 pandemic.**

Guide Questions:

1. Conduct a planning session for your staff activating the four types of planning. Before you proceed with your planning session, you deemed it necessary to do a SWOT analysis to give you the basic information that you need. Clearly reflect the information gathered during your SWOT Analysis.

Along with your discussion, likewise indicate your leader/manager roles. **(20 points)**

2. As part of your Unit Preparedness Plan, you think of computing the staffing requirements of your unit. Based on your current record, around 15% of your staff have signified their intention to apply for early retirement/ processing papers to go abroad. Part of your plans is to participate in the pre-screening of applicants for the coming year of 2024. **(20 points)**
 - a. Discuss your planned activities for competency enhancement/staff development to ensure timeliness for capacity building and the delivery of quality patient care in your unit.
 - b. Compute for the ideal staffing of your unit showing your computation and reflecting the skill mix (RN, NA and IW), professional and non-professional staff ratio, number of nursing staff per shift (for 3 shifts /24 hrs duty) to include the number of reliever when other staff are on OFF Duty. These are facts to be considered in requesting additional number of personnel from the top management.
3. Your hospital will celebrate its Golden Founding Anniversary in July 2024. You are tasked to Chair the Program and Invitation Committee. It was emphasized that all committee members will come from the Committee Chair's unit.



University of the Philippines Manila
The Health Sciences Center
COLLEGE OF NURSING

WHO Collaborating Centre for Leadership in Nursing Development
Commission on Higher Education (CHED) Center for Excellence
Sotejo Hall, Pedro Gil St., Ermita, Manila
Tel.: (632)523-1472 / Telefax: (632)523-1485



- a. Show the organization of your committee based on the tasks you have identified under the Program and Invitation Committee. You may indicate your budget requirements to ensure that adequate resources will be available **(10 points)**.
 - b. However, during your meeting, the two senior nurses you have assigned to lead the different sub-committees develop some misunderstanding that resulted to heated arguments. Looking at the situation, you deemed it necessary to do a collegial intervention to ensure harmony among your staff and moreover a successful accomplishment of your tasks in celebration of a forthcoming big event of the hospital (50th Founding Anniversary). Show your strategies in doing your conflict resolution based on your assessment of the root cause of the arguments **(10 points)**
4. Discuss at least four leader/manager strategies in order to promote staff retention and reduce turnover rate in your unit if not totally prevent it. You may explicate your strategies utilizing some theories on Motivation. **(20 points)**
 5. Develop Quality Assurance (QA) activities in your unit that will form part of your Unit Preparedness Plan and likewise be adherent to the Guidelines of the Quality Management System of your hospital **(20 points)**
 - a. Ensure a thorough consideration of the four components of your unit that include the document, structure, process and outcome
 - b. Choose and discuss at least one (1) Quality Improvement Model that will best fit for your unit in carrying out your QA activities.

--NOTHING FOLLOWS--