



Delegation, Leadership and Management

Total points

What is accountability?

0/1

It means that individuals are responsible for their actions and maybe asked to justify them

It is intelligent kindness and is central to how people perceive their care

It means all those in caring roles must have the ability to understand an individual's health and social needs

It enables us to do the right thing for the people we care for

Correct answer

It means that individuals are responsible for their actions and maybe asked to justify them

You can delegate medication administration to a student if:

1/1

The student was assessed as competent

Only under close, direct supervision

The patient has only oral medication



The word 'accountability' means:

0/1

Care

Responsibility

Love

Peace

Correct answer

Responsibility

A nurse delegates duty to a health care assistant. What NMC standard she should keep in mind while doing this?

0/1

She transfers the accountability to care assistant

RN is accountable for care assistant's actions

No need to assess the competency, as the care assistant is expert in her care area

Healthcare assistant is accountable to only her senior

Correct answer

She transfers the accountability to care assistant



The measurement and documentation of vital signs is expected for clients in a long term facility. Which staff type would it be a priority to delegate these tasks to?

0/1

Practical Nurse
Registered Nurse

Nursing assistant
Volunteer

Correct answer

Nursing assistant

One of the following is not true about a delegation responsibility of a medication registrant:

1/1

Nurses are accountable to ensure that the patient, carer or care assistant is competent to carry out the task

Nurses can delegate medication administration to student nurses / nurses on supervision

Nurses can delegate medication administration to unregistered practitioners to assist in ingestion or application of the medicinal product

All of the above



Which of the following is an important principle of delegation?

0/1

No transfer of authority exists when delegating

Delegation is the same as work allocation

Responsibility is not transferred with delegation

When delegating, you must transfer authority

Correct answer

Responsibility is not transferred with delegation

A staff nurse has delegated the ambulating of a new post-op patient to a new staff nurse. Which of the following situations exhibits the final stage in the process of delegation?

0/1

Having the new nurse tell the physician the task has been completed

Supervising the performance of the new nurse

Telling the unit manager the task has been completed

Documenting that the task has been completed

Correct answer

Supervising the performance of the new nurse



Which of the following is a specific benefit to an organisation when delegation is carried out effectively?

0/1

Delegates gain new skills facilitating upward mobility

The client feels more of their needs are met

Managers devote more time to tasks that cannot be delegated

The organisation benefits by achieving its goals more efficiently

To whom should you delegate a task?

0/1

Someone who you trust

Someone who is competent

Someone who you work with regularly

All of the above

Correct answer

Someone who is competent

The nurse manager identifies that the staff nurse-in-charge on evenings needs additional in-service education when:

0/1

The staff nurse assigns the nursing assistant to monitor vital signs and determine those that are significant



The staff nurse teaches a patient with a colostomy how to care for the stoma

The staff nurse allows the unregistered nurse assistant to change several sterile dressings

The staff nurse delegate to the unregistered nurse assistant the task of giving bath to a patient with dementia

Correct answer

The staff nurse assigns the nursing assistant to monitor vital signs and determine those that are significant

Which is not a part of Tuckman's team formation

1/1

Norming

Storming

Forming

Accepting

Which is not a stage in the Tuckman's Theory of Contingency?

1/1

Analyzing

Forming

Storming

Norming



The following are qualities of a good leader, except:

0/1

Shows empathy to members

His behaviour contributes to the team

Acknowledges and accepts members mistakes - without any corrections

Does not accept criticisms from members

Correct answer

Acknowledges and accepts members mistakes - without any corrections

Which of the following best describes the Contingency Theory of Leadership?

1/1

Leaders behaviour influence team members

Leaders grasp the whole picture and their respective roles

The plan is influenced by the outside force

The leader sees the kind of situation, the setting, and their roles



The characteristic of an effective leader include:

0/1

Attention to detail

Financial motivation

Sound problem-solving skills and strong people skills

Emphasis on consistent job performance

Correct answer

Sound problem-solving skills and strong people skills

What is the most important issue confronting nurse managers using situational leadership?

0/1

Value is placed on the accomplishment of tasks and on interpersonal relationship between leader and group members and among group members.

Leadership style differ for a group whose members are at different levels of maturity.

Leaders can choose one of the four leadership styles when faced with a new situation.

Personality traits and leader's power base influence the leader's choice of style.

Correct answer

Leadership style differ for a group whose members are at different levels of maturity.



There have been several patient complaints that the staff members of the unit are disorganized and that “no one seems to know what to do or when to do it.” The staff members concur that they don’t have a real sense of direction and guidance from their leader. Which type of leadership is this unit experiencing?

1/1

Autocratic

Bureaucratic

Laissez-faire

Authoritarian

When group members are unable and unwilling to participate in making a decision, which leadership style should the nurse manager use?

0/1

Participative



Authoritarian

Laissez-faire

Democratic

Correct answer

Authoritarian

Role conflict can occur in any situation in which individuals work together. The predominant reason that role conflict will emerge in collaboration is that people have different

0/1

Levels of education and preparation

Expectations about a particular role; interpersonal conflict will emerge

Levels of experience and exposure of working in interdisciplinary teams

Values, beliefs, and work experiences that influences their ability to collaborate

Correct answer

Expectations about a particular role; interpersonal conflict will emerge



What do you mean by a bad leadership?

0/1

Appreciate intuitiveness
Appreciate better work

Reward poor performance

Correct answer

Reward poor performance

Which statement by a nurse coordinator at a staff meeting exemplifies the major focus of leadership?

0/1

- Every staff member will be scheduled to attend an in-service programme on this new procedure
- A committee is being formed to develop a policy and procedure for the nursing manual regarding this new procedure
- I know from your past performance with other procedures that you have the expertise to implement this new procedure
- I expect that each unit will meet the criteria established by the state department of health regarding this new procedure

Correct answer

I know from your past performance with other procedures that you have the expertise to implement this new procedure



The nurse manager of a 20-bed coronary care is not on duty when a staff nurse makes serious medication error. The client who received an overdose of the medication nearly died. Which statement of the nurse manager reflects accountability?

0/1

The nurse supervisor on duty will call the nurse manager at home and apprise about the problem

Because the nurse manager is not on duty therefore she is not accountable to anything which happens in her absence

The nurse manager will be informed of the incident when returning to work on Monday because the nurse manager was officially off duty when the incident took place

Although the nurse manager was on off duty but the nurse supervisor decides to call nurse manager if the time permits the nurse supervisor thinks that the nurse manager has no responsibility of what has happened in the manager's absence

Correct answer

The nurse supervisor on duty will call the nurse manager at home and apprise about the problem



Staff work in a well-structured team and are enabled to practise effectively through the supporting infrastructure of the organisation. You are the manager of the unit and during handover the previous shift manager informed you that two of the staff called in sick. What should be your course of action knowing that your shift would be compromised due to the lack of manpower?

0/1

Accept the challenge to foster teamwork and caution all staff to be careful with the patient care

Call the immediate superior and request for a review of the plan to add support to the nursing staff

Tell the staff to finish what they can and leave some of the work to the next shift nurses to render to patients

All of the above

Correct answer

Call the immediate superior and request for a review of the plan to add support to the nursing staff



All of the staff nurses on duty noticed that a newly hired staff nurse has been selective of her tasks. All of them thought that she has a limited knowledge of the procedures. What should the manager do in this situation?

0/1

Reprimand the new staff nurse in front of everyone that what she is doing is unacceptable

Call the new nurse and talk to her privately; ask how the manager can be of help to improve her situation

Ignore the incident and just continue with what she was doing

Assign someone to guide the new staff nurse until she is competent in doing her tasks

Correct answer

Call the new nurse and talk to her privately; ask how the manager can be of help to improve her situation



You are to take charge of the next shift of nurses. Few minutes before your shift, the nurse in charge of the current shift informed you that two of your nurses will be absent. Since there is a shortage of staff in your shift, what will you do?

0/1

Encourage all the staff who are present to do their best to attend to the needs of the patients

Ask from your manager if there are qualified staff from the previous shift that can cover the lacking number for your shift while you try to replace new nurses to cover

Refuse to take charge of the next shift

Correct answer

Ask from your manager if there are qualified staff from the previous shift that can cover the lacking number for your shift while you try to replace new nurses to cover



Who will you inform first if there is a shortage in supplies in your shift?

0/1

Nursing assistant
Purchasing personnel
Immediate nurse manager
Supplier

Correct answer

Immediate nurse manager

When looking after a patient in a side room requiring reverse isolation precautions, you have noticed the lack of PPE supplies. Who will you escalate it at initially?

0/1

Immediate nurse manager
Head of the department
The one in charge of supplies

Infection Control Team

Correct answer

Immediate nurse manager



An example of a positive outcome of a nurse-health team relationship would be:

0/1

Receiving encouragement and support from co-workers to cope with the many stressors of the nursing role

Becoming an effective change agent in the community

An increased understanding of the family dynamics that affect the client

An increased understanding of what the client perceives as meaningful from his or her perspective

Correct answer

Receiving encouragement and support from co-workers to cope with the many stressors of the nursing role

The nurse has just been promoted to unit manager. Which advice, offered by a senior unit manager, will help this nurse become inspirational and motivational in this new role?

0/1

Don't be too soft on the staff, if they make a mistake, be certain to reprimand them immediately

Give your best nurses extra attention and rewards for their help

Never gets into a disagreement with a staff member



If you make a mistake with your staff, admit it, apologize, and correct the error if possible

Correct answer

If you make a mistake with your staff, admit it, apologize, and correct the error if possible

The famous 14 Principles of Management was first defined by

0/1

James Watt
Adam Smith

Henri Fayol
Elton Mayo

Correct answer

Henri Fayol

The nursing staff communicates that the new manager has a focus on the "bottom line," and little concern for the quality of care. What is likely true of this nurse manager?

0/1

The manager is unwilling to listen to staff concerns unless they have an impact on costs



The manager understands the organization's values and how they mesh with the manager's values

The manager is communicating the importance of a caring environment

The manager is looking at the total care picture

Correct answer

The manager is unwilling to listen to staff concerns unless they have an impact on costs

A very young nurse has been promoted to nurse manager of an inpatient surgical unit. The nurse is concerned that older nurses may not respect the manager's authority because of the age difference. How can this nurse manager best exercise authority?

0/1

- Maintain in an autocratic approach to influence results
- Understand complex health care environments
- Use critical thinking to solve problems on the unit
- Give assignments clearly, taking staff expertise into consideration

Correct answer

Give assignments clearly, taking staff expertise into consideration



What statement, made in the morning shift report, would help an effective manager develop trust on the nursing unit?

0/1

I can't believe you need help with such simple task Didn't you learn that in school?

I know I told you that you could have the weekend off, but I really need you to work

The other work many extra shifts, why can't you?

I'm sorry, but i do not have a nurse to spare today to help your unit I cannot make a change now, but we should talk further about schedules and needs

Correct answer

I'm sorry, but i do not have a nurse to spare today to help your unit I cannot make a change now, but we should talk further about schedules and needs

The nurse executive of a health care organization wishes to prepare and develop nurse managers for several new units that the organization will open next year. What should be the primary goal for this work?

0/1



- Prepare these managers so that they will focus on maintaining standards of care
- Prepare these managers to oversee the entire health care organization
- Prepare these managers to interact with hospital administration
- Focus on rewarding current staff for doing a good job with their assigned tasks by selecting them for promotion

Correct answer

Prepare these managers so that they will focus on maintaining standards of care

What are the key competencies and features for effective collaboration?

0/1

- Effective communication, cooperation, and decreased competition for scarce resources
- Mutual respect and open communication, critical feedback, cooperation, and willingness to share ideas and decisions
- High level of trust and honest, giving and receiving feedback, and decision making
- Effective communication skills, mutual respect, constructive feedback, and conflict management

A nurse manager is planning to implement a change in the method of the



documentation system for the nursing unit. Many problems have occurred as a result of the present documentation system, and the nurse manager determines that a change is required. The initial step in the process of change for the nurse manager is which of the following?

0/1

- Plan strategies to implement the change
- Set goals and priorities regarding the change process
- Identify the inefficiency that needs improvement or correction
- Identify potential solutions and strategies for the change process

Correct answer

Identify the inefficiency that needs improvement or correction

Ms. Jones is newly promoted to a patient care manager position. She updates her knowledge on the theories in management and leadership in order to



become effective in her new role. She learns that some managers have low concern for services and high concern for staff. Which style of management refers to this?

0/1

- Country Club Management
- Organisation Man
- Impoverished Management
- Team Management

What are essential competencies for today's nurse manager?

0/1

- Strategic planning and design
- Self and group awareness
- A vision and goals
- Communication and teamwork

Correct answer

Communication and teamwork



As a nurse manager achieves a higher management position in the organisation, there is a need for what type of skills?

0/1

- Personal and communication skills
- Communication and technical skills
- Conceptual and interpersonal skills
- Visionary and interpersonal skills

Correct answer

Conceptual and interpersonal skills

Mr Smith is 89 years old with Prostate Cancer. He was advised that the only treatment available for him was palliative care after Transurethral Resection of the Prostate. What is your main task as a coordinator of care in the multidisciplinary team?

0/1

- One should be able to organise the services identified in the care plan and across other agencies



- Assess the patient for respiratory complications caused by gas exchange alterations due to old age
- Sit down with the patient and ask for the frequency of his bowel elimination
- Document the patient's capability of self-care activities and the support he needs to carry out activities of daily living

Correct answer

One should be able to organise the services identified in the care plan and across other agencies

Describe the primary focus of a manager in a knowledge work environment:

0/1

- Developing the most effective teams
- Taking risks
- Routine work
- Understanding the history of the organization

Correct answer

Developing the most effective teams

Role conflict can occur in any situation in which individuals work together. The



predominant reasons that role conflict will emerge in collaboration is that people have different:

1/1

- Levels of education and preparation
- Expectations about a particular role; interpersonal conflict will emerge
- Levels of experience and exposure of working in interdisciplinary teams
- Values, beliefs, and work experiences that influence their ability to collaborate

What are the characteristics of effective collaboration?

0/1

- Common purpose and goals
- Clinical competence of each provider
- Humour, trust, and valuing diverse, complementary knowledge
- All of the above

Correct answer

All of the above

The nurse works on a medical/surgical unit that has a shift with an unusually high



number of admissions, discharges, and call bells ringing. A nurse's aide, who looks increasingly flustered and overwhelmed with the workload, finally announces "This is impossible! I quit!" and stomps toward the break room. Which of the following statements, if made by the nurse to the nurse's aide, is best?

1/1

- Fine, we're better off without you anyway"
- It seems to me that you feel frustrated What can I help you with to care for our patients?"
- I can understand why you're upset, but I'm tired too and I'm not quitting"
- Why don't you take a dinner break and come back? It will seem more manageable with a normal blood sugar

When you find out that 2 staffs are on leave for next duty shift and its of staff shortage what to do with the situation?

0/1



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- Inform the superiors and call for a meeting to solve the issue
- Contact a private agency to provide staff
- Close the admission until adequate staffs are on duty

Correct answer

Inform the superiors and call for a meeting to solve the issue

Your nurse manager approaches you in a tertiary level old age home where complex cases are admitted, and she tells you that today everyone should adopt task-oriented nursing to finish the tasks by 10 am. What is your best action?

0/1

- Discuss with the manager that task oriented nursing may ruin the holistic care that we provide here in this tertiary level
- Ask the manager to re-consider the time bound, make sure that all staffs are informed about task oriented nursing care

Correct answer

Discuss with the manager that task oriented nursing may ruin the holistic care that we provide here in this tertiary level



The contingency theory of management moves the manager away from which of the following approaches?

0/1

- No perfect solution
- One size fits all
- Interaction of the system with the environment
- A method of combination of methods that will be most effective in a given situation

Correct answer

One size fits all

Which nursing delivery model is based on a production and efficiency model and stresses a task-orientated approach?

0/1

- Case management
- Primary nursing
- Differentiated practice
- Functional method



A nurse is interviewing for a head nurse position in the medical-surgical unit. During the interview, the ward sister conducting the interview mentions that primary nursing is the modality of care they are utilising. Which statement is associated with this nursing care delivery model?

0/1

The delivery of nursing care is task-oriented which focuses on assigning appropriate cases based on staff nurses' level of competence

Communication occurs in a hierarchy from head/primary nurse to associate nurses thus ensure appropriate hand over to the other shift nurses assigned to take care of the patient

The nurse manager is responsible for ensuring that comprehensive care is delivered to all patients by all team members

The nurse manager makes assignments based on the abilities of each staff nurse and responsibility for care is then shared

Correct answer

The nurse manager is responsible for ensuring that comprehensive care is delivered to all patients by all team members