



“Investing in Africa’s future”

COLLEGE OF HEALTH, AGRICULTURE AND NATURAL SCIENCES

DEPARTMENT OF PUBLIC HEALTH AND NURSING

**NSNS 415: NURSING MANAGEMENT AND ADMINISTRATION
PRACTICE**

END OF SECOND SEMESTER FINAL EXAMINATIONS

APRIL-MAY 2024

LECTURER: DR A KAPFUNDE

DURATION: 3 HRS

INSTRUCTIONS

You are required to **ANSWER ANY 4** questions in this paper

Credit will be given for logical, neat and sytematic presentations

Answer each question on clean new page

Question 1:

Describe the role of a nurse manager in promoting a positive work environment for nursing staff. Provide examples of strategies that can be implemented (25)

Question 2:

Explain the importance of quality assurance in nursing management. Discuss the steps involved in implementing a quality improvement initiative. (25)

Question 3:

What are some strategies nurse managers can use to recruit and retain a diverse nursing workforce? (25)

Question 4

Describe how as a nurse manager you can assess factors contributing to turnover among diverse nursing staff? (25)

Question 5

Handling conflicts and interpersonal issues among nursing staff is an important responsibility for nurse managers. Outline the steps and strategies that could be employed to effectively address and resolve these situations. (25)