

Leadership & Management
Chapter 1 Questions

VERSION 3

6. A nurse enters the room of a client and finds the client lying on the floor. Which of the following actions should the nurse take first?
- A) Call the provider.
 - B) Ask a staff member for assistance getting the client back in bed.
 - C) Inspect the client for injuries.
 - D) Instruct the client to ask for help if they need to get out of bed.
7. An RN on a medical-surgical unit is making assignments at the beginning of the shift. Which of the following tasks should the nurse delegate to the PN?
- A) Obtain vital signs for a client who is 2 hr post procedure following a cardiac catheterization.
 - B) Administer a unit of packed red blood cells (RBCs) to a client who has cancer.
 - C) Instruct a client who is scheduled for discharge in the performance of wound care.
 - D) Develop a plan of care for a newly admitted client who has pneumonia.
8. A PN ending their shift reports to the RN that a newly hired AP has not calculated the intake and output for several clients. Which of the following actions should the RN take?
- A) Complete an incident report.
 - E) Delegate this task to the PN.
 - F) Ask the AP if they need assistance.
 - G) Notify the nurse manager.
9. A nurse manager is developing an orientation plan for newly licensed nurses. Which of the following information should the manager include in the plan? (Select all that apply.)
- A) Skill proficiency
 - B) Assignment to a preceptor
 - C) Budgetary principles
 - D) Computerized charting
 - E) Socialization Into Unit Culture
 - F) Facility policies and procedures
10. A nurse manager is providing information about the audit process to members of the nursing team. Which of the following information should the nurse manager include? (Select all that apply.)
- A) A structure audit evaluates the setting and resources available to provide care.
 - B) An outcome audit evaluates the results of the nursing care provided
 - F) A root cause analysis is indicated when a sentinel event occurs.
 - G) Retrospective audits are conducted while the client is receiving care.

H) After data collection is completed, it is compared to a benchmark.

8. A nurse is participating in a quality improvement study of a procedure frequently performed on the unit.

Which of the following information will provide data regarding the efficacy of the procedure?

- E) Frequency with which procedure is performed
- F) Client satisfaction with performance of procedure
- G) Incidence of complications related to procedure
- H) Accurate documentation of how procedure was performed

9. A nurse is hired to replace a staff member who has resigned. After working on the unit for several weeks, the nurse notices that the unit manager does not intervene when there is conflict between team members, even when it escalates. Which of the following conflict resolution strategies is the unit manager demonstrating?

A) Avoidance

B) Smoothing

- E) Cooperating
- F) Negotiating

Chapter 1 Answers

Application Exercises Key

1. A. Notify the provider to determine whether the client needs further examination and treatment, but there is another action to take first.
B. Seek assistance in returning the client to bed to prevent further harm to the client, but there is another action to take first.
C. **CORRECT:** The first action to take using the nursing process is to assess the client in order to determine which interventions the client will need.
D. Instruct the client to ask for help before getting out of bed to help prevent future falls, but there is another action to take first.
NCLEX® Connection: Management of Care, Establishing Priorities
2. A. **CORRECT:** It is within the scope of practice of the PN to monitor a client who is 2 hr postprocedure for a cardiac catheterization, because this client is considered stable.
B. The RN is responsible for administering blood components, including packed RBCs, because this is outside of the scope of practice for the PN.
C. The RN is responsible for client education. It is within the scope of practice of the PN to reinforce but not provide initial client education.
D. The RN is responsible for developing a plan of care for a client. It is within the scope of practice for the PN to suggest additions to but not develop the plan of care.
NCLEX® Connection: Management of Care, Assignment, Delegation and Supervision
3. A. An incident report is indicated when a critical incident has occurred. It is not necessary to complete an incident report in this situation.
B. Do not redelegate this task.
C. **CORRECT:** Find out what the AP knows about performing the task and provide education for the AP if indicated.
D. The RN is capable of handling the situation. It is not necessary to notify the nurse manager.
NCLEX® Connection: Management of Care, Assignment, Delegation and Supervision
4. A. **CORRECT:** The purpose of orientation is to assist the newly licensed nurse to transition from the role of student to the role of employee and licensed nurse. Include evaluation of skill proficiency and provide additional instruction as indicated.
B. **CORRECT:** The purpose of orientation is to assist the newly licensed nurse to transition from the role of student to the role of employee and licensed nurse. Include assignment of a preceptor to ease the transition of the newly licensed nurse.
C. Budgetary principles are an administrative skill that is usually the responsibility of the unit manager.
D. **CORRECT:** The purpose of orientation is to assist the newly licensed nurse to transition from the role of student to the role of employee and licensed nurse. Include computerized charting, which is an essential skill for the newly licensed nurse.
E. **CORRECT:** The purpose of orientation is to assist the newly licensed nurse to transition from the role of student to the role of employee and licensed nurse. Include socialization to the unit as a way to ease the transition of the newly licensed nurse.
F. **CORRECT:** The purpose of orientation is to assist the newly licensed nurse to transition from the role of student to the role of employee and licensed nurse. Include information about facility policies and procedures, which is essential information for the newly licensed nurse.
5. A. **CORRECT:** A structure audit evaluates the setting in which care is provided and includes resources (equipment and staffing levels).
B. **CORRECT:** An outcome audit evaluates the effectiveness of nursing care. It should include observable data (infection rates among clients).
C. **CORRECT:** A root cause analysis is indicated when a sentinel event occurs. A sentinel event is a serious problem (injury to or death of a client). Immediate investigation of the problem is indicated. The health care team can use root cause analysis to study the problem and take measures to prevent recurrence.
D. Retrospective audits are conducted when the client is no longer receiving care.
E. **CORRECT:** The benchmark is set at the beginning of the process and then it is compared to the data after collection is completed.
NCLEX® Connection: Management of Care, Performance Improvement (Quality Improvement)
6. A. The frequency with which the procedure is performed is important. The team can take the frequency in which the procedure is performed under consideration in the planning process, but this information does not address the efficacy of the procedure.
B. The team should take client satisfaction under consideration in the planning process, but this information does not address the efficacy of the procedure.
C. **CORRECT:** The incidence of complications related to the procedure is an outcome measure directly related to the efficacy of the procedure.
D. The team can take accuracy of documentation under consideration in the planning process, but this information does not address the efficacy of the procedure.
NCLEX® Connection: Management of Care, Performance Improvement (Quality Improvement)
7. A. **CORRECT:** The goal in resolving conflict is a win-win situation. The unit manager is using an ineffective strategy, avoidance, to deal with this conflict. Although the unit manager is aware of the conflict, they are not attempting to resolve it.
B. The goal in resolving conflict is a win-win solution. When smoothing is used, one person attempts to "smooth" the other party and/or point out areas in which the parties agree. This is typically a lose-lose solution.
C. The goal in resolving a conflict is a win-win solution. When cooperating is used, one party allows the other party to win. This is a lose-win solution.
D. The goal in resolving a conflict is a win-win solution. When negotiating is used, each party gives up something. If one party gives up more than the other, this can become a win-lose solution.
NCLEX® Connection: Management of Care, Concepts of Management

Chapter 2 Questions

1. A nurse is preparing to transfer a client who is 72 hr postoperative to a long-term care facility. Which of the following information should the nurse include in the transfer report? (Select all that apply).
 - A) Type of anesthesia used
 - B) Advance directives status C) Vital signs on day of admission

- D) Medical diagnosis
 - E) Need for specific equipment
2. A nurse is assisting with the discharge planning for a client. Which of the following actions should the nurse take? (Select all that apply.)
- A) Determine the client's need for home medical equipment.
 - B) Provide a list of all the medications the client received in the facility.
 - C) Obtain printed instructions for medication self-administration.
 - D) Provide the family with a list of community agencies that can provide assistance.
 - E) Discuss the importance of attending follow-up appointments.
3. A case manager is discussing critical pathways with a group of newly hired nurses. Which of the following statements indicates understanding?
- A) "The time to fill out the pathways often increases the cost of care."
 - B) "The pathway shows an estimate of the number of days the client will be hospitalized."
 - C) "Deviance from the pathway is a sign of improved care quality."
 - D) "The pathway includes information about the client's history."
4. A nurse who has just assumed the role of unit manager is examining the skills necessary for interprofessional collaboration. Which of the following actions support the nurse's interprofessional collaboration? (Select all that apply.)
- A) Use aggressive communication when addressing the team.
 - B) Recognize the knowledge and skills of each member of the team.
 - C) Ensure that a nurse is assigned to serve as the group facilitator for all interprofessional meetings.
 - D) Encourage the client and family to participate in the team meeting.
 - E) Support team member requests for referral.
5. A nurse is caring for a client who has chest pain. The client says, "I am going home immediately." Which of the following actions should the nurse take? (Select all that apply.)
- A) Notify the client's family of their intent to leave the facility.
 - B) Document the client's intent to leave the facility against medical advice (AMA).
 - C) Explain to the client the risks involved if they choose to leave.
 - D) Ask the client to sign a form relinquishing responsibility of the facility.
 - E) Prevent the client from leaving the facility until the provider arrives.

Chapter 2 Answers