HEALTH SERVICE MANAGEMENT QUESTIONS AND ANSWERS

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Questions and Answers

Question 1

SOROTI SCHOOL OF COMPREHENSIVE NURSING - NO.1

Team work is an essential part of work place success.

- List five importance s of team work in the health facility.

- Outline ten (10) characteristics of a good team member.

- Explain the strategies you could use to help improve on team work at the work place today.

ANSWER: Examination Script

Fosters New Ideas and Innovation: Different team members bring unique views and skills. This helps find new ways to care for patients and solve problems.

Improves Efficiency and Productivity: Tasks are shared based on who does them best. This means work gets done faster and resources are used well.

Enhances Quality of Health Care: When many experts work together, patients get better and more complete care. It's not just one person's idea.

Boosts Staff Morale and Job Satisfaction: When staff feel valued and part of a team, they are happier and do their jobs better.

Increases Learning Opportunities: Team members can learn from each other's good work and mistakes. This helps everyone get better at their jobs.

Improves Patient Responsiveness and Safety: Teams can act quickly if a patient's condition changes. Good communication helps catch and prevent mistakes early.

Strengthens Working Relationships: Working together builds trust and respect between colleagues. This makes the workplace more friendly.

Facilitates Shared Responsibility and Reduced Burden: Sharing tasks means no single person gets too much work. This helps prevent burnout.

Committed to Team Goals: Puts the team's success first.

Flexible and Adaptable: Ready to try new things or change roles.

Actively Engaged: Takes part with energy and offers ideas.

Collaborative Spirit: Likes working with others and values their ideas.

Positive Attitude: Stays hopeful, even when things are tough.

Accountable: Takes responsibility for their work.

Reliable and Dependable: Does what they promise and can be trusted.

Active Listener: Listens carefully to understand others.

Effective Communicator: Shares information clearly and respectfully.

Supportive and Helpful: Willing to help colleagues.

Respectful of Others: Treats everyone with kindness and values their input.

Problem-Solver: Looks for solutions instead of just focusing on problems.

Open to Feedback: Accepts advice and is willing to learn.

Shares Knowledge: Happy to share what they know to help others.

Promote Active Listening: Teach staff to really understand what others are saying and ask questions if they are not sure. Example: Have short training sessions on good listening.

Enhance Communication Channels: Make sure there are good ways for the team to talk to each other, like regular meetings or clear ways to share urgent news. Example: Use a simple method like SBAR for patient handovers.

Clearly Define Roles and Responsibilities: Make sure everyone knows what their job is and what they need to do. This stops confusion.

Foster a Culture of Mutual Respect and Trust: Create a workplace where everyone feels respected and can trust their co-workers.

Encourage and Celebrate Collaboration: Praise the team when they work well together. Show good examples of teamwork.

Provide Team-Building Opportunities: Plan activities that help the team get to know each other better and work together more smoothly.

Set Clear, Shared Goals: Make sure the whole team knows what they are working towards and how they can help reach these goals.

Empower Team Members: Give team members some responsibility and include them when making decisions about their work.

Facilitate Conflict Resolution: Have a clear way to solve disagreements fairly and quickly. Offer training on how to handle conflict.

Lead by Example: Managers should show good teamwork, communication, and respect in everything they do.

Invest in Training and Development: Offer regular training on teamwork, talking with others, and job skills.

Question 2

KULUVA SCHOOL OF NURSING AND MIDWIFERY - NO.2

- List the five (5) components of personnel management.

- Explain the functions of human resource management .

- Give 8 eight human resource management challenges faced by Uganda today.

ANSWER: Examination Script

Organization: The way work and people are structured, including who reports to whom and what different departments do.

Job (Job Analysis & Design): Figuring out what each job involves the tasks, skills needed, and responsibilities.

People (The Workforce): The staff who do the work. This includes finding the right people and helping them grow.

Recruitment and Selection: The process of finding and hiring the best people for job openings.

Compensation and Benefits: Deciding on fair pay, salaries, and other rewards (like health insurance) for employees.

Training and Development: Helping employees learn new skills and improve so they can do their jobs better and grow in their careers.

Performance Management/Appraisal: Checking how well employees are doing their jobs, giving them feedback, and finding ways they can improve.

Employee Relations (Labour Relations): Managing the relationship between the company and its staff, including handling complaints and working with unions if they exist.

Working Environment and Employee Welfare: Making sure the workplace is safe and healthy, and providing things like canteens or rest areas.

Personnel Records and Information Systems: Keeping good, private records of all staff information.

Human Resource Planning: Figuring out how many staff and what skills will be needed in the future, and planning how to get them.

Job Analysis and Design: Studying jobs to know what they involve and how to make them efficient and satisfying for workers.

Recruitment and Selection: Finding and choosing the best people for jobs through applications, interviews, and checks.

Orientation and Induction: Helping new employees settle in and learn about the company, its rules, and their job.

Training and Development: Arranging training to help staff improve their skills and knowledge for their job and future career.

Performance Appraisal and Management: Checking employee performance, giving feedback, and deciding on promotions or areas for improvement.

Compensation and Benefits Administration: Setting up and managing pay, bonuses, and benefits like leave and medical cover.

Employee Relations and Grievance Handling: Building good relationships with staff, listening to their problems, and handling discipline fairly.

Health and Safety Management: Making sure the workplace is safe by having safety rules, training, and following health laws.

Maintaining Personnel Records: Keeping correct and private records for each employee.

Legal Compliance: Making sure the company follows all labor laws and rules.

Talent Acquisition and Retention: Finding skilled people is hard, and it's also hard to keep them from leaving for other jobs.

Inadequate Training and Development Facilities: There are not enough good places for workers to get training and learn new skills.

Compensation and Benefits Management: It's tough to pay competitive salaries and offer good benefits, especially for small companies.

Adapting to Technological Changes: New technology comes quickly, and companies need to help their staff learn how to use it.

Compliance with Labor Laws and Regulations: It can be hard to keep up with all the labor laws and rules in Uganda.

Managing a Diverse Workforce: Making sure everyone from different backgrounds (like tribe or gender) feels included and treated fairly.

Performance Management Systems: Setting up fair ways to check how well staff are doing their jobs and helping them improve.

Leadership Development and Succession Planning: Finding and training people who can become good managers in the future.

High Levels of Unemployment and Underemployment: Many people don't have jobs, or have jobs that don't use all their skills. This can make it hard to find the right fit.

Informal Sector Dominance: Many people work in jobs without formal contracts or benefits, which is a big challenge for HR standards.

Ethical Issues and Corruption: Problems like hiring family instead of the best person, or asking for bribes, can hurt companies.

Limited Resources for HR Functions: Small companies often don't have enough money or staff for good HR work.

Question 3

HOIMA SCHOOL OF NURSING AND MIDWIFERY - NO.3

- Give four (4) behavioral leadership styles.

- Outline the qualities of an effective leader.

- Explain eight responsibilities of a team leader in the work place.

ANSWER: Examination Script

Authoritarian (Autocratic) Leadership: The leader makes decisions alone without asking the team. Good for quick decisions in a crisis, but can make team members unhappy.

Participative (Democratic) Leadership: The leader asks the team for their ideas and includes them in making decisions. This makes the team feel valued but can take more time.

Delegative (Laissez-Faire) Leadership: The leader gives the team a lot of freedom to make their own decisions and manage their work. Works well with skilled, motivated teams.

Transactional Leadership: The leader focuses on rules and tasks. They reward good work and give penalties for poor work. Good for order and getting things done.

Transformational Leadership: The leader inspires the team with a strong vision and encourages them to be creative and grow. They build strong team spirit.

Servant Leadership: The leader focuses on helping team members grow and succeed. They put the team's needs first.

Visionary: Has a clear idea of where to go.

Excellent Communicator: Speaks clearly, listens well, and gives good feedback.

Integrity and Honesty: Is truthful and does the right thing.

Decisive: Makes decisions quickly and confidently.

Empathetic: Understands how team members feel.

Motivational: Encourages others to do their best.

Accountable: Takes responsibility for results.

Adaptable and Flexible: Can change plans when needed.

Confident: Believes in themselves and the team.

Delegative: Trusts others to do tasks.

Resilient: Can handle problems and keep going.

Knowledgeable: Knows their work well.

Respectful: Treats everyone fairly and with dignity.

Setting Clear Goals and Objectives: Making sure the team knows what they need to achieve.

Organizing and Delegating Tasks: Giving out work fairly, based on who can do it best.

Monitoring Progress and Performance: Checking how the work is going and helping if there are problems.

Motivating and Inspiring the Team: Keeping the team feeling positive and encouraged.

Facilitating Communication: Making sure everyone in the team can share information easily.

Providing Support and Resources: Ensuring the team has what they need to do their jobs (like tools or training).

Resolving Conflicts: Helping to sort out any arguments or problems in the team quickly and fairly.

Coaching and Developing Team Members: Helping team members learn new skills and grow in their jobs.

Leading by Example: Showing the team how to work well by doing it themselves.

Reporting to Management: Telling managers how the team is doing and if there are any issues.

Fostering a Positive Team Culture: Helping the team work together with trust and respect.

Managing Resources Effectively: Using things like time and money wisely to meet team goals.

Question 4

FORTPORTAL INTERNATIONAL NURSING SCHOOL - NO.5

- List ten (10) qualities that employers say they are looking for in job candidates?

- Give eight (8) human resource responsibilities that supervisors are likely to be involved in.

- Explain how an in charge of award can maintain the positive employee relations.

ANSWER: Examination Script

Relevant Skills and Competencies: Having the right skills for the job.

Work Ethic and Commitment: Being hardworking and responsible.

Communication Skills (Verbal and Written): Being able to speak and write clearly.

Teamwork and Collaboration: Working well with others.

Problem-Solving Abilities: Being able to find solutions to problems.

Adaptability and Flexibility: Being able to learn new things and adjust to changes.

Positive Attitude and Enthusiasm: Being cheerful and interested in the work.

Integrity and Honesty: Being truthful and trustworthy.

Initiative and Proactiveness: Doing things without always being told.

Professionalism: Acting and looking professional at work.

Relevant Experience: Having done similar work before.

Critical Thinking: Being able to think clearly and make good judgments.

Leadership Potential (for certain roles): Showing signs of being able to lead others.

Cultural Fit: Getting along well with the company's way of doing things and the team.

Day-to-Day Task Assignment and Oversight: Giving out tasks and making sure they are done right.

On-the-Job Training and Coaching: Teaching staff how to do their jobs better.

Performance Monitoring and Feedback: Watching how staff work and giving them advice.

Input into Formal Performance Appraisals: Telling HR how their team members are performing.

First-Line Conflict Resolution: Helping to solve small arguments in the team.

Ensuring Adherence to Work Policies and Procedures: Making sure staff follow company rules.

Identifying Training Needs: Noticing if staff need more training and telling HR.

Motivating Team Members: Encouraging staff to do their best.

Managing Work Schedules and Leave Requests: Planning who works when and approving holidays.

Participating in Recruitment and Selection: Helping to interview and choose new staff for their team.

Promoting Health and Safety: Making sure the team works safely and reporting any dangers.

Practice Open and Transparent Communication: Tell staff what's happening on the ward and listen to their concerns. Example: Have regular team meetings to share news and answer questions.

Provide Regular and Constructive Feedback: Tell staff when they do good work, and help them improve if needed, in a kind way.

Show Appreciation and Recognition: Let staff know you value their hard work. A simple "thank you" helps a lot.

Ensure Fair and Equitable Treatment: Treat everyone the same. Don't have favorites.

Support Professional Development: Help staff learn new things and grow in their careers.

Foster a Supportive and Respectful Work Environment: Make sure everyone on the ward respects each other and works together well. Stop any bullying.

Empower Staff and Involve Them in Decision-Making: Ask staff for their ideas on how to improve things on the ward.

Be Approachable and Accessible: Let staff know they can come and talk to you if they have a problem.

Address Conflicts Promptly and Fairly: Help solve any disagreements quickly and in a way that is fair to everyone.

Lead by Example: Show staff how to be professional, positive, and respectful by doing it yourself.

Promote Work-Life Balance: Try to make sure staff are not overworked and can balance their job with their home life.

Question 5

NGORA SCHOOL OF NURSING AND MIDWIFERY - NO.6

- Give the four basic steps of negotiation?

- Outline the eight (8) negotiation skills you would apply in an emergency situation?

- Explain the seven (7) problems you would encounter as a nurse in a negotiation process?

ANSWER: Examination Script

Preparation and Planning: Think about what you want, what you can offer, and learn about the other person or group.

Exchanging Information: The information you provide must always be well researched and must be well communicated. Agree on how the talks will happen like where, when, and what topics will be discussed.

Bargaining and Problem Solving: This is the main part where you discuss, offer ideas, and try to find a solution everyone can agree on. You might have to give a little.

Closure and Commitment: Once you agree, you make it official (maybe write it down) and plan how to put the agreement into action.

Rapid Assessment and Prioritization: Quickly figure out what's most important to deal with first.

Clear, Concise, and Assertive Communication: Speak directly and clearly so everyone understands. Be firm but polite.

Active Listening under Pressure: Listen carefully to what others are saying, even if things are chaotic.

Emotional Regulation and Composure: Stay calm and control your feelings so you can think clearly.

Decisiveness: Make decisions quickly because time is often short in emergencies.

Flexibility and Adaptability: Be ready to change your plans if the situation changes.

Collaborative Problem-Solving: Work with others involved to find quick solutions together.

Focus on Safety and Immediate Needs: Always put safety first and deal with the most urgent needs.

Building Quick Rapport and Trust: Try to quickly build a good connection with others so they will cooperate.

Crisis De-escalation Skills: Know how to calm people down if they are upset or arguing.

Power Imbalances: It can be hard to negotiate if the other person (like a senior doctor) seems to have more power.

Emotional Intensity: Talks about patient care can be very emotional, making it hard to think clearly.

Lack of Time for Preparation: Nurses often have to negotiate quickly in urgent situations without much time to prepare.

Conflicting Goals and Interests: The patient, family, and other staff might all want different things.

Communication Barriers: People might not understand each other due to medical words, different cultures, or just not talking clearly.

Difficulty in Separating People from the Problem: If you have personal feelings about the other person, it can make it hard to focus on solving the problem.

Unrealistic Expectations or Demands: Sometimes people ask for things that are just not possible.

Lack of Perceived Authority: Nurses might feel they don't have the power to make certain decisions in a negotiation.

Resistance to Change or Compromise: People might not want to change their minds or give up anything.

Ethical Dilemmas: Sometimes, what's best for the patient might conflict with rules or what resources are available, creating tough choices.

Question 6

NTUNGAMO INSTITUTE OF HEALTH SCIENCE - NO.7

Running out of supplies is a serious problem and too much supplies are also a waste of money and space.

- Give the factors you would consider when ordering supplies in a health care department?

- Explain eight responsibilities of a nurse/midwives in stock control of equipments and supplies on the ward.

ANSWER: Examination Script

Consumption Rate (Usage History): How quickly are specific supplies used? Check past records to see how much was used over a certain period (e.g., weekly, monthly).

Current Stock Levels: Physically check how much of each item is currently available. This helps avoid ordering things you already have enough of.

Lead Time from Supplier: How long does it take for the supplies to arrive after you place an order? You need to order early enough so you don't run out.

Expiry Dates of Supplies: Order amounts that can be used before they expire to prevent wastage. This is very important for medicines and sterile items.

Storage Space Availability: Do you have enough safe and proper storage space for the supplies you want to order? Overstocking can be a problem if space is limited.

Budget and Financial Resources: How much money is available to spend on supplies? Prioritize essential items if the budget is tight.

Seasonal Variations or Expected Changes in Demand: Are there times of the year when certain illnesses are more common (e.g., flu season needing more masks or specific drugs)? Or are there planned increases in patient numbers (e.g., outreach clinics)?

Supplier Reliability and Minimum Order Quantities: Does the supplier usually deliver on time and provide good quality items? Some suppliers may require you to order a minimum amount.

Standard Operating Procedures (SOPs) or Guidelines: Follow any existing hospital or department rules about ordering supplies.

New Procedures or Services: If the department is starting a new service or procedure, new types or quantities of supplies might be needed.

Emergency Stock / Buffer Stock: It's wise to keep a small extra amount of essential supplies for unexpected situations or delays in delivery.

Monitoring Usage and Maintaining Stock Levels: Regularly check how much of each item is being used and ensure there's enough for daily needs without overstocking.

Proper Storage: Ensure all supplies and equipment are stored correctly according to manufacturer's instructions (e.g., temperature, light protection) and in a clean, organized manner to prevent damage or contamination.

Checking Expiry Dates and Practicing FIFO/FEFO: Regularly check for expired or near-expiry items. Use the "First-In, First-Out" (FIFO) or "First-Expiry, First-Out" (FEFO) system to ensure older stock is used before newer stock.

Requesting and Ordering Supplies: Accurately assess needs and make timely requests or orders for new supplies to prevent shortages, following the facility's procedures.

Receiving and Verifying Deliveries: When new supplies arrive, check them against the order form to make sure the correct items and quantities have been delivered and that they are in good condition.

Maintaining Accurate Records: Keep records of stock received, stock issued (used), and current balances. This can be done using stock cards, logbooks, or digital systems.

Ensuring Security of Supplies: Store valuable or controlled items (like certain drugs) securely to prevent loss, theft, or misuse.

Reporting Damages, Losses, or Shortages: Promptly report any damaged equipment, lost supplies, or unexpected shortages to the ward in-charge or relevant department.

Economical Use of Supplies: Encourage and practice the careful and appropriate use of supplies to avoid wastage and reduce costs.

Ensuring Availability of Emergency Equipment: Regularly check that emergency trolleys or kits (e.g., resuscitation cart) are fully stocked and all equipment is functional.

Participating in Stock-Taking: Help with periodic physical counts of all stock items to verify records and identify discrepancies.

Educating Colleagues on Proper Stock Management: Help other staff members understand the importance of good stock control and how to follow procedures.

High-Yield Clinical Summary: Health Service Management questions and answers

Clinical Section / Focus | Key Features & Exam Points | Nursing Management & Rationale

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