

N443: Leadership and Management

Exam 3 Study Guide

Material that is covered on the exam includes assigned readings in the text, ATI, lecture presentations, and your notes. This study guide is not all inclusive but will help you focus on review for the exam.

Week 8: Appx. 16% of the exam

Employee Recruitment, Selection, Placement, and Indoctrination

Text	ATI
Ch. 15: Employee Recruitment, Selection, Placement, and Indoctrination	--

Ch. 15: Employee Recruitment, Selection, Placement, and Indoctrination

1. Know ways to reduce bias in the interview process
2. Know which questions are considered legal or illegal to ask in an interview
3. Know what factors impact nursing shortages
4. Know the importance of diversity for a healthcare organization's workforce
5. Understand how turnover affects an organization
6. Know the principles of generational diversity
7. Know the general description of Generation Y (Millennials) and how it affects their general work ethic

Week 9: Appx 48% of the exam

Fiscal Planning, Staffing Needs and Scheduling Policies, Placement, and Indoctrination

Text	ATI
Ch. 10: Fiscal Planning	pg. 17-18
Ch. 17: Staffing Needs and Scheduling Policies	--

Ch. 10: Fiscal Planning

1. Know the principles of a zero-based budget
2. Know the principles of an incremental budget
3. Know the principles of flexible budgeting
4. Know examples of controllable expenses
5. Understand what cost-effective means and how this is used to make decisions
6. Know the principles of fiscal planning

7. Know about the cost-effectiveness of the American healthcare system
8. Understand the steps in the budgeting process
9. Know what is included/the implications of the personnel budget
10. Know what is included/the implications of the capital budget
11. Know what is included/the implications of the operating budget

Ch. 17: Staffing Needs and Scheduling Policies

1. Know the implications of 12-hour shifts
2. Know the implications of flextime
3. Know the implications of self-scheduling
4. Know the implications of hiring agency (travel) nurses
5. Know the pros and cons of mandatory nurse ratios
6. Know the implications of using client acuity tools in the healthcare setting

Week 9: Appx. 36% of the exam

Quality Control in Creating a Culture of Patient Safety

Text	ATI
Ch. 23: Quality Control in Creating a Culture of Patient Safety	pg. 11-13

1. What events happen after a sentinel event?
2. Know the purpose of medication reconciliation (med rec)
3. Know the purpose of a process audit and what it measures
4. Know the purpose of a structure audit and what it measures
5. Know the purpose of an outcome audit and what it measures
6. Know the domains of quality as established by the Institute of Medicine (IOM)
7. Know the steps of the quality control process
8. Know the process of developing standards
9. Know the American Nurses Association (ANA) Scope and Standards of Practice
10. Know about clinical practice guidelines (CPGs)
11. Know what is considered a nurse-sensitive issue
12. Know the principles of total quality management
13. Know the difference between Medicare and Medicaid
14. Know what conditions are monitored by the Hospital Readmissions Reduction Program
15. Know what is considered a sentinel event by the Joint Commission