

## N443 Leadership and Management

### Final Exam 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.

#### Exam 1: Appx. 26% of the final exam

Text	ATI
Ch. 2: Classical views of leadership and management	Pg. 3-4
Ch. 3: 21 <sup>st</sup> century thinking about leadership and management	Pg. 3-4
Ch. 4: Ethical practice	Pg. 35-37
Ch. 5: Advance directives	Pg. 37
Ch. 20: Delegation/Prioritization	Pg. 4-10

#### Ch. 2-3: Classical views of leadership and management, 21<sup>st</sup> century thinking about leadership and management

1. Know the characteristics of each type of leadership style
  - a. Authoritative
  - b. Democratic/participative
  - c. Laissez-faire

#### Ch. 4: Ethical practice

1. Identify ethical dilemmas
2. Apply the different types of ethical principles to the role of the nurse
  - a. Autonomy
  - b. Beneficence

#### Ch. 5: Advance directives

1. Understand the differences between advance directives
  - a. Living will
  - b. Health care power of attorney
  - c. Health care surrogate
  - d. Do not resuscitate order

#### Ch. 20: Delegation/Prioritization

1. Scope of practice licensed practical nurse (LPN), i.e. what can/cannot be delegated to an LPN

2. Scope of practice for unlicensed assistive personnel (UAP) i.e. what can/cannot be delegated to the UAP
3. Considerations for delegation
4. Know the 5 rights of delegation
5. Identify declining client condition or urgent needs to be seen (who to see first)

**Exam 2: Appx. 26% of the final exam**

Text	ATI
Ch. 5: Legal and legislative issues	pg. 35-42, 65
Ch. 7: Organizational planning	--
Ch. 8: Planned change	--
Ch. 12: Organizational structure	--
Ch. 19: Organizational, interpersonal, and group communication in team building	--

**Ch. 5: Legal and legislative issues**

1. Know the nurse's role in obtaining informed consent
2. Know what must be included in informed consent
3. Know when implied consent is appropriate
4. Understand what constitutes negligence
5. Provide an example of negligence

**Ch. 7-8: Organizational planning/planned change**

1. Know the components of proactive planning
2. Know the principles of Lewin's Change Theory
  - a. Movement
3. Know barriers to effective change
4. Know the different stages of group communication:
  - a. Norming

**Ch. 12: Organizational structure**

1. Know the difference between formal and informal structure
2. Know the outcomes of hospitals associated with Magnet status
3. Know the implications of a manager's span of control
4. Know who is involved in shared governance

**Ch. 19: Organizational, interpersonal, and group communication in team building**

1. Know the tenants of grapevine communication
2. Know examples of nonverbal communication
3. Know what constitutes PHI

**Exam 3: Appx. 24% of the final exam**

<b>Text</b>	<b>ATI</b>
Ch. 10: Fiscal Planning	pg. 17-18
Ch. 15: Employee Recruitment, Selection, Placement, and Indoctrination	--
Ch. 17: Staffing Needs and Scheduling Policies	--
Ch. 23: Quality Control in Creating a Culture of Patient Safety	pg. 11-13

**Ch. 10: Fiscal Planning**

1. Know the principles of fiscal planning
2. Know what is included in the personnel budget and the implications of the personnel budget

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

1. Know which questions are considered legal or illegal to ask in an interview

**Ch. 17: Staffing Needs and Scheduling Policies**

1. Know the pros and cons of 12-hour shifts
2. Know the general description of Generation Y (Millennials) and how it affects their general work ethic

**Ch. 23: Quality Control in Creating a Culture of Patient Safety**

1. Know the purpose of a structure audit and what it measures
2. Know the domains of quality as established by the Institute of Medicine (IOM)
3. Know the steps of the quality control process
4. Know the American Nurses Association (ANA) Scope and Standards of Practice
5. Know about clinical practice guidelines (CPGs)
6. Know the principles of total quality management
7. Know the difference between Medicare and Medicaid
8. Know what conditions are monitored by the Hospital Readmissions Reduction Program
9. Know what is considered a sentinel event by the Joint Commission

**Exam 4: Appx. 24% of the final exam**

<b>Text</b>	<b>ATI</b>
--	Ch. 4: Maintaining a Safe Environment
--	Ch. 5: Disaster Planning and Emergency Response

Ch. 21: Conflict, workplace violence, and negotiation	pg. 14-17: Conflict
Ch. 25: Problem employees, rule breakers, marginal employees, and the chemically impaired nurse	pg. 43: Impaired coworkers pg. 45: Disruptive behavior

#### **ATI Ch. 4: Maintaining a Safe Environment**

1. Know the QSEN competencies
2. Know what safety checks to perform at the beginning of the shift
3. Understand what contributes to the older adult's increased risk for falls
4. Know the potential physical complications of a restrained client
5. Understand the nurses' role in holding others accountable for wearing PPE

#### **ATI Ch. 5: Disaster Planning and Emergency Response**

1. Identify an internal vs. external emergency
2. Identify which agencies respond to a disaster

#### **Ch. 21: Conflict, Workplace, Violence, and Negotiation**

1. Understand what constitutes workplace violence
2. Understand conflict management techniques
  - a. Collaborating

#### **Ch. 25: Problem Employees, Rule Breakers, Marginal Employees, and the Chemically Impaired Nurse**

1. What drugs are most often diverted?
2. Understand constructive discipline
3. Understand progressive discipline
  - a. What actions require written warnings?
  - b. What actions require immediate dismissal?
4. What is the role of the nurse manager if they observe workplace violence?
5. Know the tenants of self-discipline
6. What is the nurse manager's role when working with a marginal employee?
7. Know what S/S an individual with a chemical dependency will demonstrate at the workplace