

ATI RN Leadership Management

1. A nurse manager is preparing to institute a new system for scheduling staff. Several nurses have verbalized their concern over the possible changes that will occur. Which of the following is an appropriate method to facilitate the adoption of the new scheduling system?
 - A. Identify nurses who accept the change to help influence other staff nurses
 - B. Provide a brief overview of the new scheduling system immediately before it implementation
 - C. Introduce the new scheduling system by describing how it will save the institution money
 - D. Offer to reassign staff who do not support the change to another unit
2. A client who is febrile is admitted to the hospital for treatment of pneumonia. In accordance with the care pathway, antibiotic therapy is prescribed. Which of the following situations requires the nurse to complete a variance report with regard to the care pathway?
 - A. Antibiotic therapy was initiated 2 hr after implementation of the care pathway
 - B. A blood culture was obtained after antibiotic therapy has been initiated
 - C. The route of antibiotic therapy on the care pathway was changed from IV to PO
 - D. An allergy to penicillin required an alternative antibiotic to be prescribed.
3. A nurse should recognize that an incident report is required when
 - A. A client refuses to attend physical therapy
 - B. A visitor pinches his finger in the client's bed frame
 - C. A client throws a box of tissues at a nurse
 - D. A nurse gives a med 30 min late
5. Client satisfactory surveys from a med-surg unit indicate the pain is not being adequately relieved during the first 12 hr post-opt. The unit manager decides to identify post-opt pain as a



Competition

Conflict management by competition involves one person dominating others. It places winning above all else, including the costs of winning. It might be necessary in situations that involve unpopular or critical decisions, or when time does not permit for more cooperative techniques.

Collaboration

Collaboration involves both parties agreeing to work towards a common goal rather than individual goals to find a mutually satisfying solution to the conflict. The goal becomes what is best overall, rather than what each individual wants or thinks is best.

Accommodation

Accommodation is a passive way of dealing with conflict by giving false reassurances instead of dealing with the issue. It can preserve harmony when one person has a vested interest in an issue that is unimportant to the other party.

Smoothing

Smoothing involves complimenting the opponent, downplaying differences, and focusing on minor issues of agreement as though no real disagreement exists. This technique is ineffective for major conflicts.

39.

A nurse is admitting a client who has heart failure and speaks a different language than the nurse. Which of the following actions should the nurse take when communicating with the client using an interpreter?



Enhance understanding by using metaphors.

Metaphors vary across cultures and can create confusion when communicating with a client.

Observe the client's nonverbal expressions.

- c. Ask the AP to write a summary of the delegated tasks during the shift.
 - d. Compare the vital signs the AP obtained with those taken by another AP on a previous shift.
8. A nurse is caring for four clients. Which of the following tasks can be delegated to an assistive personnel?
- a. Obtaining a stool sample from a client who has renal failure**
 - b. Monitoring a client who has a fluid restriction
 - c. Assessing a client who just returned from hemodialysis
 - d. Reviewing dietary instructions for a client who has kidney stones
9. A nurse is triaging a group of clients following a disaster. Which of the following clients should the nurse recommend for treatment first?
- a. A client who has a neck injury and is unable to breathe spontaneously
 - b. A client who has two open chest wounds with a left tracheal deviation**
 - c. A client who has major burns over 75% of her body surface area
 - d. A client who has bipolar disorder and is exhibiting signs of hallucination (Class 3)
10. A nurse manager is reviewing guidelines for informed consent with the nursing staff. Which of the following statements by a staff nurse indicates that the teaching was effective?
- a. "A family member can interpret to obtain informed consent from a client who is deaf."
 - b. "Consent can be given by a durable power of attorney."**
 - c. "Guardian consent is required for an emancipated minor."
 - d. "The nurse can answer any questions the client has about the procedure."
11. A nurse is caring for four clients. For which of the following clients should the nurse collaborate with the facility ethics committee?

- o **Request a referral for a home safety assessment**

- o Suggest participating in a community group

23. A nurse is caring for a group of clients. Which of the following clients should the nurse see first?

- o A client who is postoperative and has a fever (nonurgent)
- o A client who has a fractured hip and reports a pain level of 7 on a scale of 0 to 10
- o A client who has pressure ulcer has serosanguineous drainage on the dressing
- o **A client who has diabetes mellitus and is diaphoretic**

24. A nurse manager is reviewing documentation on several clients and notes a progress report that falsely identifies a client as an HIV-positive due to multiple sexual partners. The nurse manager should identify that which of the following torts has occurred?

- o Negligence
- o Battery
- o **Libel**
- o Slander

25. A nurse initiates a referral to an occupational therapist for a client who has rheumatoid arthritis. Which of the following assessment findings supports the need for the referral?

- o The client has difficulty ambulating with a walker
- o **The client requires assistance with completing oral hygiene**
- o The client reports pain when chewing on solid foods
- o The client expresses desire to join a support group

26. A home health nurse finds piles of newspaper in the hallway of a client's home. The nurse explains the need to discard the newspapers for safety reasons. The client agrees to move the newspapers into the living room. Which of the following conflict resolution strategies has the nurse used?

- o Compromising

38. A charge nurse witnesses an assistive personnel (AP) failing to follow facility protocol when discarding contaminated linens. Which of the following actions should the nurse take first?
- a. Discuss the issue with the A.P
39. A nurse is planning to care for a client who is disoriented and has a history of wandering. Which of the following actions should the nurse include in the plan?
- a. Provide distractions for the client during the day.
40. A nurse is caring for a client who has a new diagnosis of chlamydia. Which of the following actions should the nurse take?
- a. Report the infection to the local health department.
41. A nurse is teaching a class of newly licensed nurses about evidence-based practice. The nurse should include which of the following as the first step in evidence-based practice?
- a. Develop a clinical question.
42. A nurse assumes the leading role on the hazardous materials team immediately following a chemical mass casualty incident in the community. As clients arrive at the designated triage area outside the hospital, which of the following actions should the nurse take?
- a. Remove contaminated clothing.

- a. Help the caregiver arrange for respite care
- b. Offer to have a brief talk with the caregiver
- c. Consult social services to explore counseling
- d. Refer the caregiver to a local support group

55. A nurse is conducting a disaster preparedness drill with a group of nurses who are orienting to the facility. Which of the following triage tag colors should the nurse instruct the group to apply to a client who has full-thickness burns on 72% of his body?

- a. Green
- b. Yellow
- c. Black
- d. Red

56. A nurse is caring for a client who has early-stage Alzheimer's disease. In which of the following actions is the nurse acting as a client advocate?

- a. Performing an updated cognitive assessment on the client
- b. Requesting a referral for the client to attend reminiscence therapy sessions
- c. Providing assistance for the client when ambulating down the hall
- d. Reorienting the client several times throughout the day

57. A nurse is caring for a client who has a prescription for transcutaneous electrical nerve stimulation (TENS). Which of the following members of the interdisciplinary team should the nurse contact for assistance?

- a. Occupational therapist
- b. Respiratory therapist
- c. Pharmacist
- d. Physical therapist

58. A nurse is caring for a client who has a pressure ulcer on the coccyx. Which of the following findings indicates the need for a referral to a wound care specialist?

- a. Minimal signs of induration at the wound edges
- b. Presence of granulated tissue over the wound
- c. Presence of slough in the wound bed
- d. Epithelialization noted in areas of tissue loss

59. A nurse is planning discharge for a client who has a new diagnosis of COPD and lives alone. Which of the following actions is the nurse's priority?

- a. Suggest participating in a community support group

LEAST RESTRICTIVE/LEAST INVASIVE

-Select interventions that maintain client safety while posing the least amount of restriction to the client.

****For example, if a client w/a high fall risk index is getting out of bed w/o assistance, move the client closer to the nurses' work area rather than choosing to apply restraints.**

-Select interventions that are the least invasive.

****For example, bladder training for the incontinent client is better option than an indwelling catheter.**

ACUTE VS. CHRONIC/URGENT VS. NONURGENT/STABLE VS. UNSTABLE

-A client who has an acute problem takes priority over a client who has a chronic problem

-a client who has an urgent need takes priority over a client who has a nonurgent need.

-a client who has unstable findings takes priority over a client who has stable findings.

TIME SAVER VS. TIME WASTERS

-Documenting nursing interventions as soon as possible after completion to facilitate accurate and thorough documentation

-Delegating activities to other staff when client care workload is beyond what can be handled by one nurse

TIME SAVERS VS. TIME WASTERS

-Grouping activities that are to be performed on the same client or are in close physical proximity to prevent unnecessary walking

-Taking time to plan care and taking priorities into consideration

TIME SAVERS VS. TIME WASTERS

-Estimating how long each activity will take and planning accordingly

-Mentally envisioning the procedure to be performed and ensuring that all equipment has been gathered prior to entering the client's room.

TIME SAVERS VS. TIME WASTERS

LEADERSHIP

When entering a client's room to administer a 0900 IV antibiotic, the nurse finds that the client is engaged in sexual activity with a visitor. Which action should the nurse implement? ~ **Leave the room and closed the door quietly**

When triaging emergency-room clients, which client should the nurse assess first? ~ **A female client with severe right lower abdominal pain who is febrile and vomiting.**

During a woman's health fair, which assignment is best for the practical nurse who is working with a registered nurse? ~ **Prepare a woman for a bone density screening**

A mental health nurses admitting a female adolescent who is accompanied by her mother and father. The nurse received report from the emergency department at the client has a medical diagnosis of depression and has attempted to harm herself. Which task should the nurse assigned to the mental health technician? ~ **Search all of the clients belongings**

The nurse assigns collection of the sputum specimen to an unlicensed assistive personnel. Before delegating this task to the UAP, which action is most important for the nurse to implement? ~ **Determines if the UAP has received training to collect sputum specimen**

When meeting with the client and the family, which nursing interventions demonstrates the nurse role of collaborator of care? ~ **Coordinating and educating about multidisciplinary services**

Based on the change of shift report, the client with which signs and symptoms should be assessed by the nurse first? ~ **Chest pressure....yup, diaphoresis, nausea**

The nurse working on a medical unit is assigned to care for four clients. Which client should the nurse assess first? ~ **A client who is quadriplegic and is complaining of severe headache**

Which action by the nurse-manager demonstrates an effective leadership style? ~ **Fosters positive behavior changes in staf f numbers**

Female client complains to the charge nurse that the unlicensed assistive personnel did not close the window shades to a public sidewalk while giving him a bath earlier in the morning. Which action should the charge nurse take? ~ **Apologize to the client immediately**

The charge nurse working on a surgical unit must discharge as many clients as possible to prepare for emergency admissions. Which client is stable enough to be discharged from the unit? ~ **A client scheduled for a femoro-popliteal bypass surgery tomorrow**

The charge nurse of the intensive care unit is making assignments for the permanent staff and Juan are in who has floated from a medical unit. The client with which condition is best to assign to the float nurse? ~ **Emphysema extubated three hours ago receiving heated best**

The charge nurse agrees to cover another nurses assignments during lunch break. Based on the status report provided by the nurse who is leaving for lunch, which client should be checked first by the charge nurse? The client: ~ **With a pneumothorax secondary to a gunshot wound with a current pulse oximeter reading of 90%**

During a staff meeting, the nurse verbally attacks the nurse-manager conducting the meeting stating, you always let your favorites have holidays off and give them easier assignments. You are unfair and prejudice. How should the nurse-manager response? ~ **I would prefer to discuss t his with you privately**

Following a six-week refresher course, the female nurse who has been out of the workforce for 10 years is assigned to the medical unit for orientation. After the first week of orientation the charge nurse notes that the she is overwhelmed by her daily assignments, which are less than one-half the assignments of the regular staff, and the assignments are incomplete at the end of each day. The following week, which action is best for the charge nurse to take? ~ **Assign the orientee to work with a practical nurse who is a long time, efficient employ**

of ethical dilemmas	therapies, designer babies, organizational climate
202. What are some factors the RN should consider when delegating tasks?	Is there potential for harm?, Complexity of the RN activity/task, what problem solving/innovation is required, how predictable is the outcome?
203. What are some fiscal responsibilities of RN's?	Understand that budgeting drives healthcare, achieve patient outcomes in a safe/cost efficient manner, judicious use of equipment and supplies
204. What are some good team communication guidelines?	Active listening, communicate genuine concern and interest, provide the employee with adequate information, use team members ideas in the plan of action, maximize feelings of self respect, focus on the team members ability to help themselves, don't minimize value of time allowed to learn, seek alternatives, respect values and dignity, depersonalize potential conflict situations
205. What are some informational behaviors of nurse managers?	Spokesperson for staff and the organization, monitor activities of units/work groups, dissemination of information
206. What are some interpersonal behaviors of nurse managers?	Networking, conflict resolution, employee development, rewards/punishment
207. What are some methods used to organize nursing care?	-critical pathways, computerized information sheets, personalized worksheets, delegation trees
208. What are some possible goals of a health care organization other than "caring for the health and wellbeing of people)	-Survival, Growth, Profit, Status, Dominance
209. What are some potential conflict generators in the workplace?	Competition, increased workload, multiple role demands, threats to safety/security, scarce resources, cultural differences, invasion of personal space
210. What are some reasons delegation is necessary?	RN shortage, health care reform, increased need for nursing services, cost containment, time management, demographic trends, use of UAP

- a. Tell the client that a catheter will be inserted
- b. Assess the client for urinary retention
- c. Obtain a provider's prescription for a blood alcohol level
- d. **Document the client's refusal in the chart**

16. A charge nurse is teaching a newly licensed nurse about proper cleaning of equipment used for a client who has *C. dif*. Which of the following solutions should the nurse recommend to clean the equipment?

- a. **Chlorine bleach**
- b. Isopropyl alcohol
- c. Triclosan
- d. Chlorhexidine

17. A nurse is prioritizing care after receiving change-of-shift report on four clients. Which of the following clients should the nurse assess first?

- a. A client who reports a headache with sensitivity to light
- b. A client who reports feeling lightheaded when he stands up from a lying position
- c. **A client who reports indigestion and pain in her jaw**
- d. A client who reports an urge to void but has not urinated during the prior shift

18. A nurse is preparing to delegate bathing and turning of a newly admitted client who has end-stage bone cancer to an experienced assistive personnel (AP). Which of the following assessments should the nurse make before delegating care?

- a. Does the AP have time to change the client's central IV-line dressing after turning her?
- b. Is the client's family present so the AP can show them how to turn the client?
- c. Has the AP checked the client's pain level prior to turning her?
- d. **Has data been collected about specific client needs related to turning?**

19. A nurse is preparing a client for an elective mastectomy. The client is wearing a plain gold wedding band. Which of the following is an appropriate procedure for taking care of this client's ring?

- a. **Place the client's ring in the facility safe**
- b. Tape the ring securely to the client's finger
- c. Place the ring in the bag with the client's clothing
- d. Agree to keep the ring for the client until after surgery

20. A nurse is planning care for a client who has Addison's disease. Which of the following tasks should the nurse plan to delegate to assistive personnel?

advise client to install grab bars in her bathroom at home