

**NATIONAL UNIVERSITY OF LESOTHO
INSTITUTE OF EXTRA-MURAL STUDIES
BACHELOR OF NURSING SCIENCE**

BMN2304: QUALITY MANAGEMENT IN NURSING

JANUARY 2023

MARKS: 100

TIME: 3 HRS

INSTRUCTIONS

1. Read instructions carefully
2. Answer **ALL** questions
3. Write your student number on your answer sheet

QUESTION 1

a) In nursing management, utilization management can be described as the planning, organizing, directing and controlling of the health care product in a cost-effective manner while maintaining quality of patient care. Explain why you, as a health services manager, want to start or extend a quality management programme in the health service where you are a leader.

(15 Marks)

b) Philip Crosby's approach to quality focuses mainly on top management and stresses that profits will increase as quality improves. State Crosby's approach to quality.

(10 Marks)

QUESTION 2

a) When starting with their activities, the quality management committee should first do a profile analysis of the patients, community or clients who are making use of the service. Explain to your colleagues the usefulness of obtaining data about staff.

(15 Marks)

b) The quality improvement committee usually formulates a policy during the formulation phase. Describe the variables which you could use to evaluate the quality management programme in your health service.

(10 Marks)

QUESTION 3

Discuss the factors which are necessary in order to achieve patient satisfaction with nursing care as identified by Roos (1999).

(25 Marks)

QUESTION 4

Explain the steps involved in the FOCUS-PDCA method of developing and implementing a performance improvement plan.

(25 Marks)