Professional Development Needs of Nurse Managers

1. Foundational management skills needed by nurse managers include understanding organizational behavior, use of data to make decisions, and:
   - A. Refined problem-solving skills.
   - B. Advanced budget management.
   - C. Executive operations.
   - D. Advanced clinical knowledge.

2. Higher level leadership competencies are:
   - A. Not important to the nurse manager.
   - B. Reserved for the chief nurse.
   - C. May be acquired through professional development activities.
   - D. Learned only through advanced degree programs.

3. Health care organizations have the opportunity and a responsibility to improve the quality of care by:
   - A. Ensuring the organization has a specific nursing model.
   - B. Discharging patients early to avoid penalties.
   - C. Tracking the outcomes of nurse managers.
   - D. Supporting new leader growth and development.

4. Most of the nurse management research has focused on:
   - A. Nurse manager burnout and dual roles.
   - B. Challenges encountered and the resultant stress experienced.
   - C. Challenges encountered in the role and role confusion.
   - D. Nurse manager turnover and stress.

5. Methodological rigor was enhanced by training sessions with a faculty expert, scripted questions for the conduct of the focus groups, and:
   - A. Reliability of the scripted questions.
   - B. Presence of a transcriptionist to sit in on the focus groups.
   - C. Verbatim transcription of responses.
   - D. Signing consent forms.

6. The incentive to participate in the study was:
   - A. $100.
   - B. Lunch.
   - C. A Starbucks gift card.
   - D. $50.

7. The method used to analyze the data was:
   - A. Grounded theory.
   - B. Phenomenology.
8. The three themes that became apparent were Managing Versus Leading, Gaining a Voice, and:
   A. Garnering Support.
   B. Continuous Improvement.
   C. Staffing Difficulties.
   D. Teamwork and Collaboration.

9. Ongoing attention to routine operations is an example of which theme?
   A. Garnering Support.
   B. Gaining a Voice.
   C. Managing Versus Leading.
   D. Mindful Leadership.

10. Not having a mobile telephone provided by the organization was an example of the theme:
    A. Garnering Support.
    B. Gaining a Voice.

11. Which statement best reflects the experience of managers mentorship or coaching:
    A. There was a disconnect between managers experience and their perception of senior leaders providing mentorship.
    B. Well-defined mentoring programs with expected outcomes were provided.
    C. Senior leaders spend adequate time with newly appointed managers.
    D. Managers did not report receiving mentoring and coaching from peers or supervisors.

12. Very few managers spoke about:
    A. Daily operational issues.
    B. Budgets and the budget process.
    C. Coaching and mentoring.
    D. Quality and patient safety.

CNE QUIZ ANSWERS

1. A  7. D
2. C  8. A
3. D  9. C
5. C  11. A