



**LET HIM THAT
WOULD MOVE
THE WORLD,**

**FIRST MOVE
HIMSELF.**

- Socrates

Management Functions

- Planning
- Organizing
- Staffing
- Directing
- Controlling





- **Planning includes defining goals and objectives, developing policies and procedures; determining resource allocation; and developing evaluation methods.**
- **Organizing includes identifying the management structure to accomplish work, determining communication processes, and coordinating people, time and work.**
- **Staffing includes those activities required to have qualified people accomplish work such as recruiting, hiring, training, scheduling and ongoing staff development.**



- **Directing** encourages employees to accomplish goals and objectives and involves communicating, delegating, motivating, and managing conflict.
- **Controlling** analyzes results to evaluate accomplishments and includes evaluating employee performance, analyzing financial activities, and monitoring quality of care.



Roles of the Nurse Manager

- ❑ **Customer Service Provider**
- ❑ **Team Builder**
- ❑ **Resource Manager**
- ❑ **Decision Maker and**
- ❑ **Problem Solver**
- ❑ **Change Agent**

Customer Service Provider

- Providing service or care to customers (patient or clients).
- Nurse must keep customer service first and foremost as the motivator of all plans and activities.
- Without customers, the organization will go out of business.



Team Builder

- A team is a group of people organized to accomplish the necessary work of an organization.





- **Teams have become important in the changing health care environment.**



- **Teams bring together a range of people with different knowledge, skills, and experiences to meet customer.**



Resource Manager

- Resources include the personnel, time, and supplies needed to accomplish the goals of the organization.
- Nurse manager has the responsibility - effectively manage resources in providing safe, effective patient care in an economic manner.



Three Types of Budgets

1. Personnel

Allocates funds for salaries, overtime, benefits, staff development and training, and employee turnover costs

2. Operating budget

Allocates funds for daily expenses such as utilities, repairs, maintenance, and patient care supplies

3. Capital budget

Allocates funds for construction projects and/or long-life equipment such as cardiac monitors, defibrillators, and computer hardware; capital budget items are generally more expensive than operating supplies.



Decision Maker and Problem Solver

- components of effective leadership and management in clinical patient care.
- Problem solving is focused on solving an immediate problem and
- decision maker includes a decision-making step.





Nursing process = problem-solving process includes :

- **assessment,**
- **analysis and diagnosis,**
- **planning,**
- **implementation,**
- **evaluation;**
- **has proven to be effective to
manage the complex decisions.**



■ **ASSESSMENT**

- Gather information about the situation
- Identify the problem; separate the symptoms
- Identify people and groups involved
- Identify cultural and environmental factors
- Encourage input from involved parties

ANALYSIS AND DIAGNOSIS

- Analyze results of information gathered
- Identify, clarify, and prioritize the actual problem(s)
- Determine if intervention is appropriate



PLANNING

- Identify as many solutions as possible
- Elicit participation from people or groups affected
- Review options and consider safety, efficiency, costs, quality, and legal issues
- Consider positive and negative outcomes
- Remain open-minded and flexible when considering options





IMPLEMENTING

- **Communicate plans to everyone affected**
- **Be sure plans, goals, and objectives are clearly identified**
- **Maintain open, two-way communication with staff**
- **Support and encourage compliance among all staff**

EVALUATION

- Identify evaluation criteria in the planning
- Identify who is responsible for evaluation, what will be measured, and when it will take place
- Maintain open communication with all involved
- Was the decision successful?
- What might have made it better?



The nurse - change agent

- is responsible for guiding people
- through the change process and needs
- to develop an understanding about the nature of change and effective change strategies.





- **1. Change should be implemented only for good reason.**
- **2. Change should always be planned and implemented gradually.**
- **3. Change should never be unexpected or abrupt.**
- **4. All people who may be affected by the change should be involved in planning for the change.**

A vertical strip of four images on the left side of the slide. From top to bottom: a clock with a blue and purple gradient background, a clock with a yellow and orange gradient background, a book with a green and blue gradient background, and a book with a purple and blue gradient background.

The most important responsibility for the nurse in any leadership or management

- role is to create an environment of caring - caring for staff members as well as for patients and families. **Staff members who believe that their manager sincerely cares about them and the work they do are able to pass that feeling of caring on to their patients and other customers.**



- **Technical skills**—such as clinical expertise and nursing knowledge.
- **Human skills**—the ability and judgment to work with people in an effective leadership role.



- **Conceptual skills—the ability to understand the complexities of the overall organization**
- **and where one's own area of management fits into the overall organization.**