Communication in Nursing — Nutritious Nursing

1. Which of the following is false regarding continuity of care?
	1. It requires a distinct process to ensure high quality, safe care
	2. It is multidimensional and comes from more than one source
	3. It is longitudinal and happens over time and space
	4. It is not dependent on other people
2. Dr. Meagan is your primary care physician that you have seen for the past 10 years. You are not feeling well and Dr. Meagan knows what your ‘normal’ state of health is like. What kind of continuity does this describe?
	1. Informational continuity
	2. Relational continuity
	3. Management continuity
	4. Client/provider continuity
3. You are responsible to document which medications your client received so that the next nurse will know. What kind of continuity of care is this?
	1. Informational continuity
	2. Relational continuity
	3. Management continuity
	4. Client/provider continuity
4. Why is it important to communicate in a client’s care? Select all that apply.
	1. Link different care providers
	2. Improve client/provider relationship
	3. Accurate data reporting
	4. Gaps in coordination of services
	5. Safety
5. What of the following describes how well two services work together and communicate?
	1. Informational data sharing
	2. Seamlessness
	3. Interoperability
	4. Intraoperability
6. Which of the following is not a chronic condition that contributes to complex client needs?
	1. Asthma
	2. Cancer
	3. COPD
	4. Pneumonia
7. Dr. Meagan invites her patient to sign up for “E-Office of Dr. Meagan” so that the patient has access to information about their disease. What purpose does this serve?
	1. Empowers the client
	2. Decreases access to providers
	3. Shifts primary responsibility to provider instead of patient
	4. Provides external motivation
8. Erika goes to Dr. Meagan’s office for a migraine. Dr. Meagan then refers Erika to Dr. Grant, who is a neuro specialist. After treatment, Erika follows up with both Dr. Grant and Dr. Meagan, who have communicated and ensured seamless care. Which of the following describe this situation? Select all that apply.
	1. A community based service is linked to a higher level, sub-specialty care
	2. Telemedicine
	3. Informational data sharing
	4. Health care support networks
9. Which of the following is not correct to document with?
	1. EHR – electronic health records
	2. CPOE – computerized provider order entry
	3. TAR – technological access record
	4. HIT – health information technology
10. Which of the following would be an incorrect documentation style?
	1. “The client is responding well to treatment as evidence by improving vital signs of xxx”
	2. “I gave the client a bed bath at 1230 and performed ROM exercises per ordered. Client tolerated and mood is elevated”
	3. “Dr. Smith, MD was phoned at 5025937528 at 0145 without answer.”
	4. “Client’s blood pressure was xxxx 120/80 at 0145.”
11. What is true about electronic medical records? Select all that apply.
	1. They need to include every possible lab
	2. It needs to be easily transferable
	3. It needs to be compatible with any type of device
	4. It is redundant
12. When is HIPPA not applicable?
	1. Non-emergency circumstances
	2. Identifying and determining the cause of death of a deceased person
	3. Independent research
	4. When there is adequate law enforcement

Patient Teaching / Health Education

1. Which of the following would be good nursing tools to educate your client on their disease? Select all that apply.
	1. Lecture/discussion
	2. Demonstration
	3. Role playing
	4. Printed material
2. Which of the following implications are true about educating clients?
	1. Learners remember what is taught last the best
	2. Individualize the lesson that is appropriate for the audience
	3. Use a standard, canned method for all clients
	4. Clients will remember the information if told once
3. What should you take into consideration when educating an adult client? Select all that apply.
	1. What the learner wants
	2. The client’s real-life experience
	3. The client’s readiness to learn
	4. Impractical applications for the client
4. What is the best environment for your client to learn in?
	1. Threatening environment (ie hospital)
	2. Distracting
	3. Comfortable
	4. Crowded with several professionals
5. Which of the following aspects of the teaching process is incorrectly matched?
	1. Assessment / identify learning needs
	2. Diagnosis / learning diagnosis
	3. Goals / implementation of teaching
	4. Intervention / teaching
6. Your patient is a 13 year old male, who refuses to use his inhaler as daily medication regime. What kind of learning needs is he NOT displaying?
	1. A real need for the inhaler
	2. An educational need to know how to use the inhaler correctly
	3. A felt need and recognizing the importance of learning
7. Your patient is a 6 year old who is learning how to control her diabetes. How should you combat her learning experience?
	1. Externally reinforce her with rewards and praise
	2. Let her internally reinforce herself
	3. Assume that she will not understand
	4. Assume that she is not willing to put forth effort to learn
8. Which of the following considerations do you need to take into consideration when assessing the client’s readiness to learn? Select all that apply.
	1. Experiential readiness
	2. Background, skill, ability and development
	3. Cultural factors, home environment, and socioeconomic status
	4. Learning disabilities
	5. Language barriers
	6. Mental status
9. Your patient is an obese man with heart disease. He states “I am just big boned and I will never be healthy.” Which stage is he in, according to Prochaska’s Transtheoretical Model of change?
	1. Pre-contemplation
	2. Avoidance
	3. Preparation
	4. Action
	5. Maintenance
10. Your patient is a 30 year old who wants to begin running and exercising, so he buys new shoes. What stage is he in?
	1. Contemplation
	2. Action
	3. Maintenance
	4. Determination
11. Which of the following would NOT be included in a well-written teaching plan?
	1. Behavioral objectives
	2. Learner outcomes
	3. Appropriate and pertinent objectives
	4. Unguided selection of content
12. What are the three domains of behavioral objectives?
	1. Affective
	2. Physical
	3. Cognitive
	4. Psychomotor
13. Your patient is attempting to lose weight and has identified healthy vegetables that he likes, and then has created a grocery list for when he gets home. What behavioral objectives is he demonstrating?
	1. Cognitive & physical
	2. Cognitive & psychomotor
	3. Affective & physical
	4. Affective & psychomotor
14. Your patient suffers from alcoholism and substance abuse, and reports feeling lonely in their disease. Which teaching strategy would they most likely benefit from?
	1. Role-playing
	2. Simulation
	3. Support groups
	4. Contracting
15. You decide that if you exercise every day for 6 weeks, your blood pressure and heart rate will decrease (you believe your health will improve). What are you demonstrating?
	1. Self efficacy
	2. Outcome evaluation
	3. Measuring objectives
	4. Teacher performance
16. How can you evaluate yourself when you’re teaching a client? Select all that apply.
	1. Peer observations
	2. Video tapes
	3. Feedback from participants
	4. Non-verbal confusion
17. Which of the following is an inappropriate learning technique for a client who can’t read?
	1. Shame-free environment
	2. Use teach-back method
	3. Give simple, direct examples
	4. Isolate them from their support system
18. Which of the following are aspects of self-concept? Select all that apply.
	1. Clearly defined
	2. Internally consistent
	3. Is not influenced by experiences
	4. Is temporally stable
19. You and your friends do not eat Chinese food because everyone knows that you’re allergic to soy sauce. What kind of self awareness is this?
	1. Open self
	2. Blind self
	3. Hidden self
	4. Unknown self
20. You feel shame for something you did in the past, and so you’ve kept it secret for years. What kind of self awareness is this?
	1. Open self
	2. Blind self
	3. Hidden self
	4. Unknown self
21. The nurse is educating their client on their disease, but you notice that she is doing a bad job and is not providing good information. From the nurse’s perspective, what kind of self awareness is this?
	1. Open self
	2. Blind self
	3. Hidden self
	4. Unknown self
22. Which of the following is false regarding open self?
	1. The larger the open self is, the more one knows about themselves
	2. There is greater flexibility
	3. They are able to interpret realistically
	4. They have destructive coping with health situations
23. Meagan struggles with decreasing her hidden self. How can she combat this?
	1. Asking for feedback and responding to feedback constructively
	2. Using appropriate self-disclosure
	3. New observations and new experiences
	4. All of the above
24. Which of the following statements are true about self-awareness? Select all that apply.
	1. It requires unflinching self-scrutiny and total honesty
	2. It requires a reflective process that seeks to understand
	3. It requires to recognize emotional reactions/responses as they happen
	4. It helps nurses work from strengths and cope more effectively to minimize personal weaknesses
25. Which of the following situations would require confrontation? Select all that apply.
	1. A nurse takes vital signs and documents them
	2. A nurse estimates a patient’s respiratory rate instead of actually counting
	3. A nurse manages her time based on which activities are most important
	4. A nurse plays a game on her cell phone when she has downtime
26. Which of the following is not a response to conflict, according to Blake and Moulton?
	1. Avoid controversial situations or disagreements
	2. Smooth it over with false assurance
	3. Kill them with kindness
	4. Overpower it in an authoritarian manner
27. Which of the following are processes in confrontation? Select all that apply.
	1. Request a change
	2. Act accordingly
	3. Clarify the behavior
	4. Encourage change
28. The nurse has to confront a coworker about their attitude at work. How should she approach this?
	1. Expecting a negative response
	2. Lecture the importance of a good attitude
	3. Listen to the coworker even though you know the background information
	4. Using “and” instead of “but” when describing your viewpoint
29. Your client reports feeling depressed and irritable due to his nicotine withdrawal. He asks to smoke in his hospital room. Should you not allow this request? Select all that apply.
	1. No, because it is disrespectful of your safety
	2. No, because it could possibly hurt you
	3. No, because it keeps you from feeling good about your work as a nurse
	4. No, because it allows you to provide excellent nursing care if he is smoking
30. Which response is best for saying “No” to a client who wants to smoke in their room?
	1. “My supervisor said no and it’s really bad for you and I might get in trouble…”
	2. “No, you cannot smoke in your room because it is against hospital policy, but I understand your frustration. Would you like me to see about getting you an order for a nicotine patch?”
	3. “I said no, so stop asking me!”
	4. “I… I… I don’t think you can smoke in—in here…”
31. One of your patients has brain cancer and has been in chemotherapy for the past 6 weeks. He suddenly expresses his wish to die already, and this drives you into a lasting depression. What phrase best describes this situation?
	1. Shadow grief
	2. Burnout
	3. Compassion Fatigue
	4. Boundaries
32. Which of the following situations is least likely to cause stress in a patient?
	1. An invasive procedure
	2. The cost of hospital stay
	3. Keeping their daily study routine
	4. The change in scenery from home to hospital
33. Your supervisor asks you to cover a shift this weekend, but you’re not sure if you want to or not. What kind of conflict is this?
	1. Intrapersonal
	2. Intra-group
	3. Interpersonal
	4. Both A and C
34. You asked Meagan to cover your shift yesterday and she did, but she arrived 20 minutes late. You confront her about it. Why did this conflict occur?
	1. Because there is independence between you two
	2. Because there is interdependency between you two
	3. Because you have consistent views and behaviors
	4. Because your friendship is perceived as compatible
35. Meagan says you should use your right hand to insert a NG tube, but you think it is best to use your left hand. What category of conflict is this?
	1. Facts and Data
	2. Methods
	3. Goals
	4. Values
36. Which of the following are acceptable approaches to conflict? Select all that apply.
	1. Win-win
	2. Lose-lose
	3. Lose-win
	4. Win-lose
37. Why are Morgan and Alex **unable** to solve their conflicts in their relationship? What are they doing wrong?
	1. They consider each other’s point of view
	2. They are open minded
	3. They consider the other person
	4. They do not select the best solution for both parties
38. Why is the idea of “saving face” important for problem solving?
	1. It preserves the dignity of each party
	2. Both parties are not willing to invest any longer
	3. It portrays a sense of threat
	4. It creates a sense of being the weak party

1. D

2. B

3. A

4. ABCE

5. C

6. D

7. A

8. ACD

9. C

10. D

11. BC

12. B

13. ABCD

14. B

15. ABC

16. C

17. C

18. C

19. A

20. ABCDEF

21. A

22. D

23. D

24. ACD

25. B

26. C

27. A

28. ABCD

29. D

30. ABD

31. A

2. C

33. B

34. D

35. B

36. ABCD

37. BD

38. C

39. ACD

40. D

41. ABC

42. B

43. C

44. C

45. D

46. B

47. B

48. ACD

49. D

50. A