Introduction to Communication – Nutritious Nursing

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| 1. Your patient just received a diagnosis of cancer. You show compassion and empathy in order to show what type of knowing? 2. Empirical knowing 3. Personal knowing 4. Aesthetic knowing 5. Ethical knowing 6. Therapeutic relationships do which of the following? Select all that apply. 7. Gather data 8. Teach and persuade 9. Eliminate autonomy 10. Provide a helping and comforting relationship |
| 1. Your client is a Hispanic male who speaks only Spanish. What is important to know about his care? 2. His culture is transmitted genetically 3. His family customs are transmitted through time and socially 4. Every Hispanic culture treats the aspect of healthcare similarly 5. Race plays a large aspect of culture 6. Your Hispanic patient has a fear of the other nurse because she is African American. What does this situation best describe? 7. Stereotypes 8. Ethnocentrism 9. Prejudice 10. Xenophobia 11. Your neighbors are from India, but speak fluent English and are actively engaged in your neighborhood activities. What phrase best describes this? 12. Assimilation 13. Acculturation 14. Worldview 15. Integration 16. Which of the following statements is true about ethnicity? 17. It is based on age and education 18. It provides a sense of ‘us’ 19. It requires at least 4 members of society 20. It is a part of culture 21. Why is it good to show ethnocentrism in daily life? 22. It shows pride in one’s culture at the expense of others 23. Shows that one’s culture should be the norm 24. It shows a sense of patriotism 25. It incorporates prejudice in society 26. Which of the following examples describes ethnocentric labeling? 27. Diagnosis of “Type 2 Diabetes” 28. Calling someone “retarded” 29. Answering a survey as “middle class” 30. Giving someone weight loss advice 31. When using the LEARN model, how can you take into account the client’s cultural norms? 32. Negotiate 33. Acknowledge 34. Explain 35. Recommend 36. You are changing the linens of the bed of a sick client. You find an old looking figurine and beads in the bed. What is the best approach? 37. Ask the family how you can provide care while still maintaining their spiritual beliefs 38. Set it on the bedside table 39. Don’t change the dirty bed; just leave everything as you found it 40. Leave it in the dirty linens |
| 11. Which of the following factors influences communication?  a. The classroom  b. The teacher standing in front of you sitting  c. You avoid making eye contact  d. All of the above  12. The patient is very aggravated and yells at the nurse for bringing him medicine. Which of the following describes an assertive nurse’s response?  a. The nurse leaves the situation, allowing the patient to cool off  b. The nurse accuses the patient of being rude and throws his medication in the trash in front of him  c. The nurse states the importance of the medication and how if he takes it, it will positively benefit his health condition  d. The nurse forces the patient to take his medication via IV access  13. By developing a therapeutic relationship with your patients, you:  a. empower them to do for themselves  b. emotionally detach yourself  c. understand that these events of their life have little meaning  d. empower them to do for you  14. In order to show that you care about your client’s feelings, you should incorporate which of the following therapeutic communication techniques?  a. Seek clarification  b. Reflect and interpret  c. Focusing questions  d. Open-ended questions |
| 15. Your client describes how sad she is about her cancer diagnosis, and begins to cry. What Non-Verbal style factor is she demonstrating?  a. Therapeutic silence  b. Facilitative body language  c. Appropriate disclosure  d. Congruent non-verbal behaviors  16. How can you converge or accommodate to your fourteen-year-old patient?  a. “Do you need to go potty?”  b. “Have you had a bowel movement today?”  c. “This laxative with distend your colon. Let me know if you’re feeling any movement.” |
| 17. A patient arrives to your unit, but no one told you that a new patient was coming so you are left unprepared. What kind of communication failure does this describe?  a. System failure  b. Reception failure  c. Sender failure  d. Transmission failure  18. What is the importance of the International Council of Nurses (ICN)?  a. They ensure confidentiality  b. They compile research for best practice guidelines  c. They incorporate standardized tools  d. They involve medicare  19. In order to meet QSEN, nurses need to be competent in which of the following areas? Select all that apply.  a. Patient-Centered Care  b. Teamwork  c. Safety  d. Informatics |
| 20. Your work group decides to work independently on the project. This describes what type of norms?  a. Group norms  b. Functional norms  c. Universal norms  d. Standard norms  21. In your work group, you meet each other for the first time, then the tallest nurse begins to delegate tasks. What development stage is your group in?  a. Forming  b. Adjourning  c. Norming  d. Storming  22. Your client reports to you that he is upset about his current chemotherapy treatment. He describes the horrible pain he is in and you all have a deep conversation about his future. What kind of “knowing” will you demonstrate?   * 1. Empirical   2. Ethical   3. Aesthetic   4. Automatic  1. Nursing requires: (select all that apply)    1. Solely a reliance on numbers and cold hard facts    2. a complex, dynamic skill set    3. taking into account the client’s ever changing physical, mental, and spiritual reality    4. us to SEE our clients in all their complexity and RESPOND 2. What type of relationship allows nurses to gather data, teach and persuade, provide comfort, and help?    1. Caring    2. Therapeutic    3. Authentic    4. Personal 3. What’s the difference between interpersonal communication and intrapersonal communication?    1. Interpersonal is with yourself / intrapersonal is with others    2. Interpersonal is with others / intrapersonal is with yourself 4. What’s the biggest misconception about communication?    1. That it has already taken place    2. That the sender’s non-verbals are more important than verbals    3. The sender encodes a message    4. That only women communicate 5. Which of the following are factors that affect communication? (Select all that apply)    1. Development    2. values and perception    3. culture, roles and relationships    4. environment    5. interpersonal attitudes 6. How you think, perceive, judge, critical think, and problem solve demonstrates what kind of barrier?    1. Intrapersonal    2. Cognitive    3. Affective    4. Psychomotor |

1. C

2. ABD

3. B

4. D

5. A

6. D

7. C

8. B

9. B

10. A

11. D

12. C

13. A

14. B

15. D

16. B

17. A

18. A

19. ABCD

20. A

21. B

22. C

24. BCD

25. B

26. B

27. A

28. ABCDE

29. B