

NUFT 204 Exam 1 Review Questions

When working with an older adult who is hearing-impaired, the use of which techniques would improve communication? (Select all that apply.)

1. Check for needed adaptive equipment.
2. Exaggerate lip movements to help the patient lip read.
3. Give the patient time to respond to questions
4. Keep communication short and to the point.
5. Communicate only through written information. - correct answer; 1,3,4

Nurses must communicate effectively with the health care team for which of the following reasons? (Select all that apply.)

1. Improve the nurse's status with the health team members
2. Reduce the risk of errors to the patient
3. Provide optimum level of patient care
4. Improve patient outcomes
5. Prevent issues that need to be reported to outside agencies - correct answer; 2,3,4

A new nurse complains to her preceptor that she has no time for therapeutic communication with her patients. Which of the following is the best strategy to help the nurse find more time for this communication?

1. Include communication while performing tasks such as changing dressings and checking vital signs.
2. Ask the patient if you can talk during the last few minutes of visiting hours.
3. Ask Pastoral care to come back a little later in the day.
4. Remind the nurse to complete all her tasks and then set up remaining time for communication. - correct answer; 1

Motivational interviewing (MI) is a technique that applies under-

standing a patient's values and goals in helping the patient make behavior changes. What are other benefits of using MI techniques? (Select all that apply.)

1. Gaining an understanding of patient's motivations
2. Focusing on opportunities to avoid poor health choices
3. Recognizing patient's strengths and supporting their efforts
4. Providing assessment data that can be shared with families to promote change
5. Identifying differences in patient's health goals and current behaviors - correct answer; 1,3,5

A nurse is talking with a young-adult patient about the purpose

of a new medication. The nurse says, "I want to be clear. Can you tell me in your words the purpose of this medicine?" This exchange is an example of which element of the transactional communication process?

1. Message
2. Obtaining feedback
3. Channel
4. Referent - correct answer; ans: 2

A patient who is Spanish-speaking does not appear to understand the nurse's information on wound care. Which action should the nurse take?

1. Arrange for a Spanish-speaking social worker to explain the procedure
2. Ask a fellow Spanish-speaking patient to help explain the procedure
3. Use a professional interpreter to provide wound care education in Spanish
4. Ask the patient to write down questions that he or she has for the nurse - correct answer; ans: 3

A nurse prepares to contact a patient's physician about a change in the patient's condition. Put the following statements in the correct order using SBAR (Situation, Background, Assessment, and Recommendation) communication.

1. "She is a 53-year-old female who was admitted 2 days ago with pneumonia and was started on Levaquin at 5 PM yesterday. She complains of a poor appetite."
2. "The patient reported feeling very nauseated after her dose of Levaquin an hour ago."
3. "Would you like to make a change in antibiotics, or could we give her a nutritional supplement before her medication?"
4. "The patient started complaining of nausea yesterday evening and has vomited several times during the night." - correct answer; Ans: 4S, 1B, 2A, 3R

A nurse is assigned to care for a patient for the first time and states, "I don't know a lot about your culture and want to learn how to better meet your health care needs." Which therapeutic communication technique did the nurse use in this situation?

1. Validation
2. Empathy
3. Sarcasm
4. Humility - correct answer; Ans: 4

A new nurse is experiencing lateral violence at work. Which steps could the nurse take to address this problem?

1. Challenge the nurses in a public forum to embarrass them and change their behavior
2. Talk with the department secretary and ask if this has been a problem for other nurses
3. Talk with the preceptor or manager and ask for assistance in handling this issue