

Communication for Nursing Professionals

Instructor _____

Name _____

Class _____

Period _____

Date _____

Read each question carefully regarding proper documentation techniques, and then write T (true) or F (false) on the line next to the question.

1. ____ Telephone and email communication is most suitable for brief exchanges of minimally sensitive information.
2. ____ Related to telephone and email communication, the two key risk management principles are 1. Ensure security of transmitted information 2. Ensure that the content is delivered to the patient.
3. ____ Phone and e-mail communication have a different set of documentation and retention requirements than other forms of documentation such as written charts.
4. ____ Violence at work is the leading cause of death among all workers.
5. ____ Miscommunication is the most common cause of patient injury or death.
6. ____ It is not a nurse's responsibility to communicate with the patient's family.
7. ____ You must always pay attention to what the patient says, not how they say it.
8. ____ The consent form at an initial patient visit should outline the expectations, risks and limitations of telephone and email communication.
9. ____ You should never print out e-mails and file them in the patient record as progress notes.
10. ____ A disruptive behavior is always a verbal or physical outburst.
11. ____ When it comes to a culture of intimidation, you should voice your concern at least *once* before going up the chain of command.
12. ____ When working to overcome communication barriers, remain calm and appropriately set limits.
13. ____ If a conflict in the workplace cannot be resolved one-to-one, do not document the offense. Try to ignore it.

14. ____ Handoffs without face-to-face communication are often more effective.
15. ____ One strategy in an effective Handoff is to read back critical information.
16. ____ Arriving at work on time and not gossiping are two ways to be accountable and professional - a behavior that shows respect.
17. ____ Disruptive behavior between colleagues has no affect on patient safety.
18. ____ If you have a concern about a medication order, assume that it is correct if it came from a prescriber.
19. ____ Teamwork and collaboration are extremely important aspects of communication.
20. ____ Nurses should notify leadership of situations, clinical services or individuals who prevent nursing staff from invoking the chain of command.

Answer Key

1. T
2. F – 1. Ensure security of transmitted information and 2. Ensure privacy of content
3. F - Phone and e-mail communication have the same set of documentation and retention requirements than other forms of documentation
4. T
5. T
6. F - It is a nurse's responsibility to communicate with the patient's family.
7. F - It is important to be aware that sometimes people say the one thing, but their nonverbal behavior does not support what they have said.
8. T
9. F – Attach emails to electronic medical records as documentation.
10. F - It can also be a culture of intimidation or condescending tone.
11. F – twice.
12. T
13. F – Document the offense and seek third-party assistance.
14. F – Face-to-face Handoffs involving verbal updates and interactive questioning are more effective tools.
15. T
16. T
17. F – Disruptive behaviors can have an enormous affect on patient safety and cause medical errors.
18. F – It is important to use strategies such as being assertive, being firm and respectful to authority, and using CUS words so that your concerns heard.
19. T
20. T