

Communication for Nursing Professionals

Instructor _____

Name _____

Class _____

Period _____

Date _____

Multiple Choice: For each of the following questions, circle the letter of the answer that best answers the question.

1. Which of the following is NOT true of communication from a nursing perspective?
 - A. It includes the exchange of information, ideas, or opinions
 - B. Does not affect patient safety and quality of care provided
 - C. It is interactive
 - D. All of the above

2. The four C's of Communication are:
 - A. Clear, Concise, Clinical, Complete
 - B. Complete, Case-by-case, Concise, Correct
 - C. Clear, Concise, Correct, Complete
 - D. Concise, Consent, Correct, Complete

3. The "C" in CUS words, which can be used to deal with a culture of intimidation, stands for:
 - A. Communicate
 - B. Concerned
 - C. Calculated
 - D. Comforting

4. A culture of intimidation, which can be intimidating or condescending behavior, affects
 - A. Nurses
 - B. Patients
 - C. Physicians
 - D. All of the Above

5. All of the following can be barriers to effective communication except:
 - A. Generational differences
 - B. Educational level
 - C. Large team Size
 - D. Collaboration

6. Nonverbal Behavior when engaging in healthcare communication includes:
 - A. Posture
 - B. Tone of voice
 - C. Facial expression
 - D. All of the above

7. Some telephone risk reduction tips include all of the following EXCEPT:
 - A. Designate a separate telephone conversation area

- B. Use landlines when possible
 - C. Only leave sensitive information on an answering machine, in a voice-mail message or with an answering service if the patient has provided you with that specific phone number
 - D. Update patient telephone numbers on a regular basis
8. Which of the following can assist in overcoming communication barriers in the workplace?
- A. Sharing Knowledge
 - B. Collegial relationships
 - C. Understanding differences
 - D. All of the above
9. Some key indicators of patients who might be inclined towards possible violence include:
- A. History of aggression and confusion and agitation in an older patient
 - B. Asking questions about the treatment suggested
 - C. Signs of nervousness when an IV is given
 - D. Removal of alarm bell or bed alarm
10. Treatment or attempts to treat without consent may result in a lawsuit based on the following claim:
- A. Failure to diagnose
 - B. Assault or battery
 - C. Failure to monitor
 - D. Delay in treatment
11. Working to increase effective communication can lead to:
- A. Improved quality of care
 - B. A decrease in patient safety
 - C. Lack of team cohesiveness
 - D. Decreased nurse satisfaction
12. The hand over process includes passing information from one care-giver to another. This information includes:
- A. Services delivered to the patient
 - B. Patient's Condition
 - C. Patient's care, treatment, and anticipated changes
 - D. All of the above
13. Safeguards to help limit liability in patient communication by phone and e-mail include:
- A. Allow any staff member within the facility to officially change the protocols by a group e-mail
 - B. Require patients to sign off on all protocols
 - C. Review protocols annually and maintain discontinued ones
 - D. Use a checklist format for protocols
14. Which of the following is **not true** about generational differences in the workplace?
- A. It is highly probable that a workplace could have up to 4 different generations working closely together.
 - B. Generational differences can result in frequent misunderstandings and misconceptions
 - C. Recognizing the variation in generational perspective is a tool to improve communication
 - D. Although different generations vary in age, they all approach their job in the same manner.
15. Which of the following would be considered a hand off point?
- A. Lunch time
 - B. Nursing shift changes

- C. Transfer from the emergency department to an in-patient setting
- D. All of the above

16. Informed consent is:

- A. The voluntary permission that a patient or patient's legal representative gives to the physician or authorized healthcare provider to do something to or for that patient after having been apprised of the risks, benefits and alternatives to the proposed test, medication or treatment.
- B. The exchange of information, ideas, or opinions
- C. A barrier to effective communication
- D. A HIPAA violation

17. Breakdowns in communication can cause all of the following EXCEPT:

- A. Equipment failure
- B. Medical errors
- C. Malpractice lawsuits
- D. HIPAA violations

18. Which of the following are effective risk management strategies?

- A. Permit visiting relatives access to the patient's record; Practice competent nursing; Follow appropriate incident reporting
- B. Comply with your facility's policies and practices; Follow IDC-9 CMS guidelines for documentation; Do not implement password protection when using computers to document patient care
- C. Follow appropriate incident reporting; Document your opinions when necessary; Comply with Nurse Practice Act
- D. Comply with Nurse Practice Act; Follow appropriate billing and coding methods; seek additional educational opportunities

19. Assuring HIPAA compliance in electronic medical records is crucial because:

- A. Patient information is stored and exchanged electronically through various technologies
- B. Security breaches do happen
- C. Unintentional distribution of e-mail addresses including sensitive patient information can happen
- D. All of the above

20. An important thing to remember when following HIPAA protocol is to:

- A. Avoid complacency.
- B. Follow what the healthcare professional before you has done.
- C. Avoid saying the last name of a patient in public areas, but first name is fine.
- D. Keep a patient's file visible at all times.

Short Answer

1. Describe at least 3 key points to remember when communicating with patients and their families.
2. Describe at least seven possible methods for handling an angry patient.
3. Define the process and importance of a handover, including what information should be passed between care-givers.
4. Identify five barriers to effective communication in the workplace, and provide explanations of two of them.

Answer Key

1. D

2. C

3. F

4. D

5. D

6. D

7. C

8. D

9. A

10. B

11. A

12. D

13. D

14. D

15. A

16. A

17. A

18. D

19. D

20. A

Short Answer

1. Describe at least three key points to remember when communicating with patients and their families.

- Deal with patients and their families honestly and treat them with respect.
- Utilize appropriate therapeutic and listening skills, which we will talk about shortly.
- Establish a rapport – this can go a long way towards mitigating potentially difficult situations.
- Avoid medical jargon – speak plainly in ways that your patients and their families can understand. Encourage questions and understanding.
- Provide a private neutral place that's free of conflict.
- Use interpreter services when needed to avoid language barriers.

2. Describe at least seven possible methods for handling an angry patient.

- Look for the signs: changes in body language, tightened jaw, tense posture, clenched fists, fidgeting, and any other significant change from earlier behavior. Observe the patient for additional signs that his temper is rising.
- Act fast
- Don't hesitate to contact security or the police if you feel threatened.
- Document: record complaints--as well as attempts to resolve them and the results of each intervention, note administrative complaints in an incident report, document clinical complaints in the patient's chart.
- Help the patient vent his feelings in a productive manner.
- Spend extra time with the patient.
- Take time to ensure that he is thoroughly familiar with his plan of care and the rationale behind it: Review the care he's received so far, the progress he's made, and how long his recovery should take. Calmly explain the consequences of his refusal.
- Show empathy.
- Treat the patient with respect.
- Try to identify the underlying reason for the patient's distress.

3. Define the process and importance of a handover, including what information should be passed between care-givers.

A: The hand over process is the process of passing complete and accurate patient-specific information from one caregiver to another. Information should include: patient's condition, care, treatment, and anticipated changes, and services delivered to the patient. They are a good example of when effective communication within your team is crucial.

4. Identify five barriers to effective communication in the workplace, and provide explanations of two of them.

A: There are many barriers to communicating effectively in a team. Some examples include: gender, education, generational differences, large team size, instability of workforce and assignments, absence of a common purpose, and the nurse-physician relationship. Gender- doctors are predominately men, while the remaining healthcare service professionals are mainly composed of women. Education- differences in varied levels of training and educational background results in perceived status differences that influence nature and frequency of communication across disciplines. Generational differences - 4 different generations work closely together. This can result in frequent misunderstandings and misconceptions; it is important to recognize and value the variation in generational perspective.