

## Chapter 08: Communication

1. A nurse touches a patient's hand to indicate caring and support. What channel of communication is the nurse using?
  - A) auditory
  - B) visual
  - C) olfactory
  - D) kinesthetic
  
2. A nurse is teaching a home care patient how to administer a topical medication. The patient is watching television while the nurse is talking. What might be the result of this interaction?
  - A) The message will likely be misunderstood.
  - B) The stimulus for communication is unclear.
  - C) The receiver will accurately interpret the message.
  - D) The communication will be reciprocal.
  
3. A nurse gives a speech on nutrition to a group of pregnant women. What is the speech itself known as?
  - A) stimulus
  - B) source
  - C) message
  - D) channel
  
4. The family of a patient in a burn unit asks the nurse for information. The nurse sits with the family and discusses their concerns. What type of communication is this?
  - A) intrapersonal
  - B) interpersonal
  - C) organizational

- D) focused
5. Which of the following is an example of nonverbal communication?
- A) A nurse says, I am going to help you walk now.
  - B) A nurse presents information to a group of patients.
  - C) A patient's face is contorted with pain.
  - D) A patient asks the nurse for a pain shot.
6. A student caring for an unconscious patient knows that communication is important even if the patient does not respond. Which nonverbal action by the student would communicate caring?
- A) making constant eye contact with the patient
  - B) waving to the patient when entering the room
  - C) sighing frequently while providing care
  - D) holding the patient's hand while talking
7. Which of the following statements is true of factors that influence communication?
- A) Nurses provide the same information to all patients, regardless of age.
  - B) Men and women have similar communication styles.
  - C) Culture and lifestyle influence the communication process.
  - D) Distance from a patient has little effect on a nurse's message.
8. A nurse is sitting near a patient while conducting a health history. The patient keeps edging away from the nurse. What might this mean in terms of personal space?
- A) The nurse is too far away from the patient.
  - B) The nurse is in the patient's personal space.
  - C) The patient does not like the nurse.
  - D) The patient has concerns about the questions.

9. Why is communication important to the assessing step of the nursing process?
- A) The major focus of assessing is to gather information.
  - B) Assessing is primarily focused on physical findings.
  - C) Assessing involves only nonverbal cues.
  - D) Written information is rarely used in assessment.
10. Which of the following statements accurately describe the relationship between therapeutic communication and the nursing process? Select all that apply.
- A) Effective communication techniques, as well as observational skills, are used extensively during the assessment step.
  - B) Only the written word in the form of a medical record is used during the diagnosing step of the nursing process.
  - C) The implementing step requires communication among the patient, nurse, and other team members to develop interventions and outcomes.
  - D) Verbal and nonverbal communication are used to teach, counsel, and support patients and their families during the implementation phase.
  - E) Nurses rely on the verbal and nonverbal cues they receive from their patients to evaluate whether patient objectives or goals have been achieved.
  - F) Because one nurse cannot provide 24-hour coverage for patients, significant information must be passed on to others through implementation.
11. A nurse uses the SBAR method to hand off the communication to the healthcare team. Which of the following might be listed under the B of the acronym?
- A) vital signs
  - B) mental status
  - C) patient problem
  - D) further testing
12. What is the goal of the nurse in a helping relationship with a patient?

- A) to provide hands-on physical care
  - B) to ensure safety while caring for the patient
  - C) to assist the patient to identify and achieve goals
  - D) to facilitate the patients interactions with others
13. Which of the following is a characteristic of the helping relationship?
- A) it occurs spontaneously
  - B) it is similar to a social relationship
  - C) it is an unequal sharing of communication
  - D) it is based on the needs of the nurse
14. What action by the nurse will facilitate the helping relationship during the orientation phase?
- A) providing assistance to meet activities of daily living
  - B) introducing himself or herself to the patient by name
  - C) designing a specific teaching plan of care
  - D) preparing for termination of the relationship
15. Which of the nursing roles is primarily performed during the working phase of the helping relationship?
- A) teacher and counselor
  - B) provider of care
  - C) leader and manager
  - D) researcher
16. A nurse who is discharging a patient is terminating the helping relationship. Which of the following actions might the nurse perform in this phase? Select all that apply.
- A) making formal introductions

- B) making a contract regarding the relationship
  - C) providing assistance to achieve goals
  - D) helping patient perform activities of daily living
  - E) examining goals of relationship for achievement
  - F) helping patient establish helping relationship with another nurse
17. What term describes a nurse who is sensitive to the patients feelings but remains objective enough to help the patient achieve positive outcomes?
- A) competent
  - B) caring
  - C) honest
  - D) empathic
18. What is the primary focus of communication during the nursepatient relationship?
- A) time available to the nurse
  - B) nursing activity to be performed
  - C) patient and patient needs
  - D) environment of the patient
19. Which of the following is an example of a closed-ended question or statement?
- A) How did that make you feel?
  - B) Did you take those drugs?
  - C) What medications do you take at home?
  - D) Describe the type of pain you have.
20. A patient tells the nurse that he is very worried about his surgery. Which of the following responses by the nurse is a cliché?

- A) Tell me what you are worried about.
  - B) What is it that you are worried about?
  - C) Do you want to cancel your surgery?
  - D) Dont worry, everything will be fine.
21. A nurse tells a patient, Why wont you get out of bed? Are you always this lazy? This is an example of which of the following barriers to communication?
- A) using comments that give advice
  - B) using judgmental language
  - C) using leading questions
  - D) using probing questions
22. A nurse is caring for a patient who is visually impaired. Which of the following is a recommended guideline for communication with this patient?
- A) Ease into the room without acknowledging presence until the patient can be touched.
  - B) Speak in a louder tone of voice to make up for lack of visual cues.
  - C) Explain reason for touching patient before doing so.
  - D) Keep communication simple and concrete.

**Answer Key**

- 1. D
- 2. A
- 3. C
- 4. B
- 5. C
- 6. D

7. C
8. B
9. A
10. A, D, E
11. B
12. C
13. C
14. B
15. A
16. E, F
17. D
18. C
19. B
20. D
21. B
22. C