Health Careers Today 6th edition Gerdin Test Bank

SKU: 9780323280501-TEST-BANK

MULTIPLE CHOICE

1. To provide adequate care, the health care worker must be able to do all of the following, unique to each person, *except*
   a. recognize and accept beliefs.
   b. recognize and accept values.
   c. recognize and accept advice.
   d. recognize and accept attitudes.

   ANS: C
   To provide adequate care, the health care worker must be able to recognize and accept the values, attitudes, and beliefs unique to each person.

   DIF: Knowledge REF: p. 25, Interpersonal Dynamics OBJ: 2

2. The changes in the health care industry result from all of the following *except*
   a. new medical discoveries.
   b. evolving health concerns.
   c. new medical professionals.
   d. technologic advances.

   ANS: C
   The health care industry changes daily because of new medical discoveries, technologic advances, and evolving health concerns.

   DIF: Knowledge REF: p. 26, Interpersonal Dynamics OBJ: 2

3. Maslow's hierarchy of human needs is best ordered as
   a. physical security, social concerns, self-respect, and self-worth.
   b. physical security, self-respect, self-worth, and social concerns.
   c. social concerns, physical security, self-respect, and self-worth.
   d. self-respect, self-worth, social concerns, and physical security.

   ANS: A
   Maslow stated that a person strives to meet the most basic needs first. The first order describes the most basic needs, including physiologic needs. Family, affection, relationships, and groups, along with love or belongingness needs, come next. Esteem needs (achievement, status, responsibility, and reputation) constitute the next level, followed by self-actualization, which includes personal growth and fulfillment.

   DIF: Knowledge REF: pp. 26-27, Hierarchy of Needs OBJ: 3

4. All of the following are one of Jean Piagnet's theory of cognitive development stages *except*
   a. sensorimotor.
   b. psychomotor.
   c. preoperational.
   d. formal operational.

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ANS: B
The four stages of Jean Piagnet's theory of cognitive development stages are the sensorimotor period, the preoperational period, the concrete operational period, and the formal operational period.

DIF: Knowledge REF: pp. 27-28, Development Theories OBJ: 4

5. Effective communication consists of all of the following *except*
   a. a sender.
   b. a message.
   c. a medium.
   d. a receiver.

ANS: C
Effective communication consists of three parts: the sender, the message, and the receiver.

DIF: Knowledge REF: p. 33, Verbal Communication OBJ: 9

6. A person's character is the sum of
   a. sender, message, morals.
   b. behavior, attitudes, values.
   c. values, morals, messages.
   d. morals, attitudes, messages.

ANS: B
The sum of the behaviors, attitudes, and values that a person exhibits to others is called character.

DIF: Knowledge REF: p. 26, Self-Awareness OBJ: 1

7. Homeostasis can best be described as
   a. a meditative state.
   b. the status quo.
   c. a fight-or-flight reaction.
   d. stress-related disease.

ANS: B
Homeostasis is the self-regulating processes of the body.

DIF: Comprehension REF: p. 29, Stress and Time Management
OBJ: 1

8. Managing stress can be achieved by
   a. proper nutrition.
   b. exercise and relaxation techniques.
   c. personal behavior changes.
   d. all of the above.

ANS: D
Methods used to manage stress include proper nutrition, exercise, relaxation techniques, and personal behavior changes.

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DIF: Knowledge REF: p. 29, Stress and Time Management
OBJ: 6

9. Active listening skills require all of the following *except*
   a. Interaction with the sender
   b. Good listening skills
   c. Good judgment
   d. Clear feedback

   ANS: C
   Active listening is an important part of effective communication. The receiver interacts with the sender and provides feedback to indicate an understanding of the message. The health care worker must listen for feelings in addition to facts and observe nonverbal behavior.

   DIF: Knowledge REF: pp. 33-35, Verbal Communication OBJ: 9

10. Nonverbal messages may include all of the following *except*
    a. facial expression.
    b. tone of voice.
    c. distance between the sender and receiver.
    d. reactions of the receiver.

    ANS: D
    Nonverbal messages are conveyed by appearance, facial expression, body motions (gestures), tone of voice, and the distance kept between the sender and the receiver.

    DIF: Knowledge REF: p. 36, Nonverbal Communication OBJ: 11

11. When working with a patient from a different culture, all of the following guidelines apply *except*
    a. address patients by their formal name.
    b. use the phrases “you must” or “you should.”
    c. explain the need for tests and treatments.
    d. respect any cultural dietary preferences.

    ANS: B
    The health care worker should avoid the phrases “you must” or “you should” and should offer reasonable options instead.

    DIF: Knowledge REF: p. 25, Box 2-1 Guidelines for Cultural Awareness
    OBJ: 2

COMPLETION

1. _____ is the sum of traits, characteristics, and behaviors.

   ANS: Personality

   REF: p. 25, Key Terms | p. 26, Self-Awareness OBJ: 1 | 2

2. The behavior an individual displays in a situation is seen as a reflection of a(n) _____.

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ANS: attitude

REF: p. 26, Self-Awareness OBJ: 1 | 2

3. Maslow established a _____ of human needs to understand human behavior.

ANS: hierarchy

REF: p. 26, Hierarchy of Needs OBJ: 3

4. Erik Erikson describes eight stages of_____ development with tasks that must be completed throughout life.

ANS: psychosocial

REF: p. 28, Development Theories OBJ: 4

5. According to Erik Erikson, a _____ is a favorable resolution of a task.

ANS: virtue

REF: p. 28, Development Theories OBJ: 4

6. First impressions are often based on personal _____.

ANS: appearance

REF: p. 28, Personal HealthOBJ: 5

7. Canon used the term _____ to describe the body's self-regulatory process.

ANS: homeostasis

REF: p. 29, Stress and Time Management OBJ: 6

8. Claude Bernard proposed that the body has an internal _____ or need to maintain a consistent internal environment.

ANS: milieu

REF: p. 29, Stress and Time Management OBJ: 6

9. Effective _____ may be defined as a shared understanding of a message.

ANS: communication

REF: p. 33, Verbal Communication OBJ: 9

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10. A message may be distorted because of _____ from the sender, the receiver, or the environment.

    ANS: interference

    REF: p. 34, Verbal Communication OBJ: 9

11. One technique that can improve communication is _____.

    ANS: assertiveness

    REF: p. 34, Verbal Communication OBJ: 10

12. Much of the patient information such as medical history, vital signs, vaccines, screenings, and tests, is now recorded and kept _____.

    ANS: electronically

    REF: p. 36, Electronic Communication OBJ: 11

MATCHING

Match the numbered terms below with the best definition.

a. Nonverbal communication
b. Mental position or feeling
c. Self-confidence under stress
d. Sum of behavior, values, and attitudes
e. Manner of conducting oneself
f. Quality of being different
g. Sharing with large groups of people
h. Settled tendency of behavior
i. Relationship with others
j. Graded or ranked series
k. Rate of usefulness

1. Value
2. Interpersonal
3. Mass communication
4. Attitude
5. Habit
6. Hierarchy
7. Assertiveness
8. Behavior
9. Character
10. Body language
11. Diversity

1. ANS: K REF: p. 25, Key Terms OBJ: 1
2. ANS: I REF: pp. 25-26, Interpersonal Dynamics OBJ: 1

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3. ANS: G REF: p. 32, Communication OBJ: 1
4. ANS: B REF: p. 25, Key Terms | p. 26, Self-Awareness
OBJ: 1
5. ANS: H REF: p. 25, Key Terms | p. 26, Self-Awareness
OBJ: 1
6. ANS: J REF: p. 25, Key Terms OBJ: 1
7. ANS: C REF: p. 34, Verbal Communication OBJ: 1
8. ANS: E REF: p. 25, Key Terms OBJ: 1
9. ANS: D REF: p. 26, Self-Awareness OBJ: 1
10. ANS: A REF: p. 36, Nonverbal Communication OBJ: 1
11. ANS: F REF: p. 25, Key Terms OBJ: 1

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