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MULTIPLE CHOICE

1. Sheena has been working with Traci, a 14-year-old girl. Traci reminds Sheena of herself at that age, and Sheena is finding it difficult to avoid wondering, between appointments, how Traci is doing and whether she is keeping up with her physical therapy. Sheena should be aware that she is struggling with:
   a. transference.
   b. countertransference.
   c. dual roles.
   d. mentoring.

   ANS: B DIF: 2 REF: 64

2. Ben used to work for Phil, a more experienced massage professional, who helped him master the profession. Ben has the contact information of all of Phil's clients, and he also knows what Phil charges for his services. If Ben considers talking with these clients and offering his services at a lower rate, he will be wrestling with:
   a. ethical decision making regarding a client's needs.
   b. issues about informed consent concerning a colleague and a client.
   c. ethical decision making regarding a mentor.
   d. a challenge concerning standards of therapeutic relationships.

   ANS: C DIF: 3 REF: 31

3. A "professional" is described as someone who has:
   a. a specialized body of knowledge.
   b. limited training.
   c. no need for legal recognition through certification or licensure.
   d. a job other than one of service.

   ANS: A DIF: 2 REF: 35

4. Erik works in an electronic appliance store demonstrating how a neck massager can relieve tension. Craig works in a health care environment with patients who have been referred to him by a physician. Janis works in a salon and is an expert in both reflexology and classical massage. According to general public perception, what is each person's professional status?
   a. Janis is a therapist; Craig is a practitioner; and Erik is a technician.
   b. Craig is a therapist; Janis is a practitioner; and Erik is a technician.
   c. Erik is a practitioner; Craig is a technician; and Janis is a therapist.
   d. Janis is a technician; Craig is a therapist; and Erik is a practitioner.

   ANS: B DIF: 2 REF: 39

5. Which of the following are Asian approaches to bodywork?
   a. Amma, watsu, acupressure, and do-in
   b. Thai massage, Soma, Looyen, and shiatsu
   c. Tibetan point holding, Thai massage, and shiatsu

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d. Hoshino, Reiki, and Lomi lomi

ANS: A DIF: 2 REF: 40

6. Which of the following groupings are considered neuromuscular approaches?
   a. Proprioceptive neuromuscular facilitation, reflexology, and Bindegewebmassage
   b. Neuromuscular technique, Vodder technique, applied physiology, and Trager
   c. Muscle energy techniques, strain/counterstrain, Hellerwork, and reflexology
   d. Orthobionomy, trigger points, Trager, and myotherapy

   ANS: D DIF: 2 REF: 40

7. Polarity, therapeutic touch, Reiki, and zero balancing would be defined as fitting with which of the following?
   a. Energetic (biofield) approach
   b. Structural and postural integration approach
   c. Integrated approach
   d. Neuromuscular approach

   ANS: A DIF: 2 REF: 41

8. Scope of practice for massage therapy includes:
   a. sound, scientifically proven cures for certain specific ailments.
   b. therapeutic effects on the respiratory system.
   c. relief from sexual tension or malfunction.
   d. nutritional counseling.

   ANS: B DIF: 2 REF: 14

9. Which of the following accurately describes scope of practice for therapeutic massage?
   a. Wellness massage practitioners can work with sick or injured people without direct supervision by a physician, nurse, or physical therapist.
   b. A massage practitioner cannot work with dysfunctional and complex postural patterns.
   c. Trained practitioners of rehabilitative massage include massage therapists, physical therapists, and athletic trainers.
   d. A wellness massage technician's level of skill and training can be compared to that of a licensed electrician.

   ANS: C DIF: 3 REF: 46 | 47

10. A massage therapist is planning to consult an attorney to help him prove to a nonpaying client (1) that he was truthful; (2) that he did no harm and, in fact, prevented harm; and (3) that the treatment he gave outweighed any cost or burden. The three ethical principles focusing on are:
    a. respect, beneficence, and veracity.
    b. self-determination and autonomy, beneficence, and justice.
    c. veracity, nonmaleficence, and proportionality.
    d. client autonomy and self-determination, nonmaleficence, and beneficence.

    ANS: C DIF: 2 REF: 53

11. Components of ensuring informed consent include covering the:
    a. goals of the therapeutic program and the risks and benefits.

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b. reporting of any inappropriate conduct from the client.
c. prevention of transference and dual role
d. client's contact information.

ANS: A DIF: 2 REF: 54

12. Theo realizes that he must make a disclosure to his client. He does this by:
a. showing the client a document that authorizes Theo to perform a service because Theo has provided adequate information for the client to make an educated choice.
b. proving his extensive education in developing, maintaining, rehabilitating, or increasing physical performance through a variety of techniques.
c. showing on demand the type of credential required by law as a means of regulating the practice of his profession.
d. acknowledging and informing the client of a situation that interferes with Theo's professional relationship with the client.

ANS: D DIF: 3 REF: 62

13. Which massage client may be least likely to be able to provide informed consent?
a. Phyllis, who is in her final trimester of pregnancy, and says she is just exhausted
b. Tom, a retired farmer who still drives into town to the clinic, even though he has received two parking tickets
c. Joseph, who was in a motorcycle accident, and now communicates using a computerized keyboard
d. Harriet, who is severely depressed and whose son has scheduled her appointment

ANS: D DIF: 2 REF: 54

14. Reciprocity means that:
a. massage therapists can use the barter system for services.
b. a location accepts the massage therapy license from another location.
c. massage therapists are exempt from taxes when they move to a new location.
d. scope of practice changes from one location to the next.

ANS: B DIF: 3 REF: 83

15. Annie, a recent graduate of massage training, is creating a continuing education plan. She enjoys the sciences and is intrigued by the physical benefits of massage. She also finds herself drawn to the energetic approaches. The plan that would best fit her areas of interest would include classes that:
a. target the geriatric and hospice population.
b. target reflexology.
c. involve research in sport performance.
d. involve research in body/mind healing.

ANS: D DIF: 3 REF: 41

16. Tim, a recent graduate of massage training, has shown skill in working with chronic pain management and is considering various work environments. Which of the following settings would best use the skill of this massage professional?
a. A salon specializing in wraps and scrubs
b. Cosmetology office

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c. Sports rehabilitation clinic
d. Dermatology practice

ANS: C DIF: 3 REF: 37

17. Because of greater family commitments, a massage professional is experiencing an increase in stress response, including fatigue and restless sleep. If she is unable to manage the stress and maintain her professionalism, her regular clients may experience her treatments as:
a. decreasing in empathy and becoming more mechanical.
b. increasing in pressure with techniques applied more actively.
c. feeling more relaxed and focused.
d. being the same they have always been.

ANS: A DIF: 3 REF: 64

18. Rasheed, a massage practitioner with 2 years of professional experience, is experiencing some professional burnout and a sense of being overwhelmed. He feels isolated and would like to interact with others dealing with the same issues. What is he seeking?
a. Peer support
b. Mentoring
c. Supervision
d. Counseling

ANS: A DIF: 2 REF: 72

19. Eric, a massage therapist, is supervising Mandy, a new massage graduate, at a wellness center that serves a mixed client base. Mandy seems unsure of her skills and her body mechanics are not effective. Until she gains more experience, Eric will be scheduling only certain types of clients with her. Which of the following standards of practice is Eric following?
a. Avoid false claims about massage benefit.
b. Maintain accurate client records.
c. Provide a safe and sanitary environment.
d. Practice only those techniques for which one is adequately trained.

ANS: D DIF: 3 REF: 45

20. A client is upset that a massage professional who used to charge $50 per hour session is now charging $55 per hour session. What type of conflict does this involve?
a. Value
b. Interest
c. Data
d. Relationship

ANS: A DIF: 2 REF: 78

21. Ms. Hill is becoming increasingly uncomfortable with the massage therapist she has been seeing for a low back issue. Initially, the sessions were both enjoyable and effective, but the last three sessions have become tedious because the massage therapist keeps discussing various alternative therapies for low back care and asking whether Ms. Hill has followed up on any of the areas discussed. Ms. Hill is not interested in unfamiliar massage modalities and chiropractic care, and she has said this to the massage therapist, but the lecturing on other modalities continues. This situation may be an example of:

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a. confidentiality.
b. transference.
c. countertransference.
d. right of refusal.

ANS: C DIF: 3 REF: 64

22. A massage therapist is having difficulty with clients lingering after the massage, and this is straining his schedule. He finds that clients want to talk after the session. The most likely cause is the massage therapist's:
a. body language.
b. conflict management skills.
c. dual role capability.
d. inability to set boundaries.

ANS: D DIF: 2 REF: 65

23. The owner of a wellness center has noticed that the turnover in newly hired massage therapists has increased since he hired a new supervisor. On discussion with the supervisor, he is informed that the new hires refuse to follow her instructions and do what they are told. What form of conflict management style is this supervisor using?
a. Smoothing over
b. Negotiation
c. Collaboration
d. Dominance

ANS: D DIF: 3 REF: 79

24. A fitness center that employs six massage therapists expanded its facilities 6 months ago. The massage group has approached the owner four times to tell him that the massage area needed more soundproofing because conversations from the weight room can be heard inside the treatment rooms. Each time the owner smiles and nods, and says he will look into it, but nothing has been done. What way of dealing with conflict is the owner using?
a. Collaboration
b. Suppression
c. Dominance
d. Compromise

ANS: B DIF: 2 REF: 79

25. A massage therapist is preparing to meet with a first-time client who was booked by the receptionist. When the client arrives, the therapist is dismayed to see that the client uses a wheelchair; her business location is not in compliance with ramp access. What part of the problem-solving method would now help her to best work with the client?
a. Fact gathering
b. Brainstorming possibilities
c. Logical outcomes
d. People's feelings

ANS: B DIF: 2 REF: 74

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26. A massage therapist has been providing information about nutritional supplements during the massage. The potential problem is that doing this is a(n):
    a. scope-of-practice violation.
    b. reciprocity issue.
    c. intimacy concern.
    d. confidentiality breach.

    ANS: A DIF: 2 REF: 44 | 45

27. Which of the following terms refers to bodywork methods that have developed from ancient Chinese methods?
    a. Lomi lomi
    b. Ayurvedic
    c. Rolfing
    d. Asian approaches

    ANS: D DIF: 1 REF: 40

28. Which of the following is most directly used to devise an initial treatment plan?
    a. Informed consent
    b. Needs assessment
    c. Confidentiality policy
    d. Chain of trust

    ANS: B DIF: 1 REF: 54

29. A personal space that exists within an arm's length perimeter is a:
    a. boundary.
    b. border line.
    c. limit.
    d. perimeter.

    ANS: A DIF: 1 REF: 60

30. Which of the following is a voluntary credentialing process that usually requires education and testing?
    a. Accreditation
    b. Internship
    c. Authorization
    d. Certification

    ANS: D DIF: 1 REF: 82

31. Respect for the privacy of information is called:
    a. secrecy.
    b. disclosure.
    c. confidentiality.
    d. noncompliance.

    ANS: C DIF: 1 REF: 53

32. A struggle between two parties who perceive incompatible goals, scarce resources, and/or interference from the other party in achieving his or her goals is called a:

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a. battle.
b. conflict.
c. problem.
d. difficulty.

ANS: B DIF: 1 REF: 77

33. Which of the following describes a situation in which the massage therapist is unable to separate the therapeutic relationship from personal feelings for and expectations of the client?
a. Personal expectation
b. Personification
c. Transference
d. Countertransference

ANS: D DIF: 1 REF: 64

34. Myofascial approaches are characterized by:
a. enhancing lymphatic flow in the body.
b. focusing primarily on the energetic systems of the body.
c. working both reflexively and mechanically with the fascial network of the body.
d. rocking and shaking to encourage blood flow in the body.

ANS: C DIF: 1 REF: 41

35. Any type of sexual activity that occurs between the professional and the client is called:
a. intimacy.
b. sexual misconduct.
c. sexuality.
d. essential touch.

ANS: B DIF: 1 REF: 67

36. Acknowledging and informing the client of any situation that interferes with or affects the professional relationship is called:
a. breach of confidentiality.
b. disclosure.
c. communication of information.
d. verification.

ANS: B DIF: 2 REF: 62

37. Which of the following is the term for an overlap in the scope of practice in which a professional provides support in more than one area of expertise?
a. Transference
b. Countertransference
c. Scope of education
d. Dual role

ANS: D DIF: 1 REF: 65

38. Methods of bodywork that work with subtle body responses are often called:
a. myofascial techniques.
b. applied kinesiology.

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c. neuromuscular facilitation.
d. energetic approaches.

ANS: D DIF: 1 REF: 41

39. Vital, fundamental, and primary touch that is crucial to well-being is called:
a. manipulative.
b. palliative.
c. essential.
d. therapeutic.

ANS: C DIF: 1 REF: 67

40. Right and correct conduct that is based on moral and cultural standards as defined by the society in which we live is considered:
a. ethical behavior.
b. radical behavior.
c. informed consent.
d. standards of practice.

ANS: A DIF: 1 REF: 31

41. The application of culturally accepted principles and professional skills to determine appropriate behavior and resolve dilemmas is called:
a. cognitive application.
b. ethical decision making.
c. metacognition.
d. clinical reasoning.

ANS: B DIF: 1 REF: 72

42. Which of the following is the science or study of morals, values, or principles, including ideals of autonomy, beneficence, and justice, and principles of right and good conduct?
a. Morality
b. Professionalism
c. Ethics
d. Behavior

ANS: C DIF: 1 REF: 53

43. Career support given by someone more experienced is called:
a. mentoring.
b. consulting.
c. transference.
d. countertransference.

ANS: A DIF: 1 REF: 53

44. A recent massage training graduate has been working for 3 months and would love to share ideas with other massage therapists. What would this sharing be called?
a. Dual roles
b. Informed consent
c. Peer support

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d. Therapeutic relationship

ANS: C DIF: 1 REF: 53

45. Mary is a massage therapist who has been working for a physical therapy clinic for 10 years. The head physical therapist would like to expand the massage program and asks Mary to be available for consulting and advising the other two massage therapists she plans on hiring. What type of role would this be for Mary?
a. Supervisory
b. Therapeutic
c. Conflict of interest
d. Mentoring

ANS: D DIF: 2 REF: 72

46. Which of the following professional characteristics would be most strongly considered by an employer when filling a massage position in a pain management clinic?
a. Adherence to a code of ethics
b. Membership in a professional association
c. Orientation toward service
d. Extensive training

ANS: D DIF: 3 REF: 38

47. Which of the following is the knowledge base and practice parameter of a profession?
a. Peer support
b. Therapeutic relationship
c. Standards of practice
d. Scope of practice

ANS: D DIF: 2 REF: 43

48. Which of the following is a physiological mechanism for massage benefit?
a. Sensory stimulation
b. Dual roles
c. Transference
d. Boundaries

ANS: A DIF: 2 REF: 66

49. A massage therapist has 500 hours of professional massage education plus one 24-hour continuing education class in the application of geriatric massage. She is applying for a position in a closed-head-injury rehabilitation center and feels qualified to work in that environment. The human resources personnel who conduct the interview should be concerned about her:
a. performance of wellness massage.
b. interaction with the patients.
c. limits within the scope of her practice.
d. development of treatment plans for normal functioning.

ANS: C DIF: 3 REF: 48

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50. A client is in treatment for substance abuse. He is beginning to use various methods to replace the sensations of using marijuana and alcohol. Which of the following best describes the client's adaptive capacity?
    a. High
    b. Effective or good
    c. Severely limited
    d. Moderate

    ANS: C DIF: 2 REF: 50

51. Which of the following is considered a component of standards of practice?
    a. Support professionals
    b. Transference
    c. Ethical behavior
    d. Record-keeping

    ANS: D DIF: 2 REF: 53

52. A client is having difficulty telling his massage therapist that he is uncomfortable with the deep pressure she is applying. Which of the following is the most likely issue?
    a. Right of refusal
    b. Power differential
    c. Dual role
    d. Boundary issues

    ANS: B DIF: 3 REF: 63

53. An example of transference is a:
    a. client receiving massage services coupled with a yoga program.
    b. client attempting to alter a therapist's belief systems about nutrition.
    c. therapist receiving a gift certificate from a client.
    d. therapist providing peer support to a client.

    ANS: B DIF: 2 REF: 63

54. The greatest potential for boundary violations is if the client and massage therapist:
    a. both have teenage daughters.
    b. are members of the same fitness club.
    c. are both male.
    d. enjoy football.

    ANS: B DIF: 3 REF: 62

55. A massage therapist who chooses unattainable treatment goals for her clients and then becomes frustrated by their lack of progress is most likely dealing with:
    a. the need to be intimately connected with clients.
    b. an inability to use the right of refusal.
    c. the need to have the answer.
    d. an inability to maintain a professional environment.

    ANS: C DIF: 2 REF: 64

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56. A massage therapist finds himself grieving over the death of a long-term client. He is concerned about boundary issues. Which of the following statements would be the best thing for a mentor to say?
    a. "Next time you find yourself in this situation, pay more attention to becoming less involved."
    b. "This is a normal response for a compassionate massage practitioner."
    c. "You are dealing with the need to remove pain and discomfort."
    d. "Compassion is part of our profession, but it is important to avoid dual roles."

    ANS: B DIF: 3 REF: 61

57. A massage clinic supervisor is describing a situation in which she had to fire a massage therapist for inappropriate behavior. As she tells the story, she describes the situation and discusses the various options she had, how she decided what to do, and how she made the decision. What did the supervisor do?
    a. Effectively used the clinical reasoning model
    b. Struggled with conflict management
    c. Effectively maintained a value conflict
    d. Did well in identifying denial and power

    ANS: A DIF: 2 REF: 72

58. A massage professional is having difficulty interpreting the charting of another massage therapist. What type of conflict could arise from this?
    a. I-message
    b. Value
    c. Interest
    d. Data

    ANS: D DIF: 2 REF: 78

59. Several massage students who are discussing starting a business together find their goals for the business are similar and that, even if there are differences, they are able to come to a unified decision. Which of the following methods of conflict management are they using effectively?
    a. Suppression
    b. Withdrawal
    c. Negotiation
    d. Collaboration

    ANS: D DIF: 2 REF: 79

60. A massage therapist is concerned about some behaviors of a coworker that he thinks may be unintentional. He would like to talk to her about the situation before more formal reporting, so he constructs a plan using the clinical reasoning model. He begins to discuss the situation with her when she has a few minutes in between clients. The outcome is less than desirable. The most likely reason could be because he:
    a. used I-messages during the conversation.
    b. was in a reciprocity situation.
    c. did not plan for an effective time to talk with the person.
    d. created a defensive climate using suppression.

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ANS: C DIF: 3 REF: 81

61. When a massage therapist moves to a different state, which of the following does she need to investigate in order to be able to practice?
    a. Formal reporting
    b. Required credentials
    c. HIPAA requirements
    d. Minimum wage laws

ANS: B DIF: 2 REF: 39

62. Ethics is characterized as:
    a. dealing only with personal relationships.
    b. being defined by professional organizations, not individuals.
    c. concerning right and wrong judgments.
    d. being the same for each person.

ANS: C DIF: 1 REF: 52

63. The MTBOK and ELAP description of massage includes:
    a. intention, focused attention, and compassion.
    b. only techniques for relaxation.
    c. limiting personal growth.
    d. separation of the body, mind, and spirit.

ANS: A DIF: 1 REF: 32

64. The scope of practice for massage allows:
    a. for the diagnosis and treatment of minor diseases.
    b. for the dispensing of medicinal and nutritional advice to healthy people.
    c. one level of practice in a franchise for all massage school graduates.
    d. various levels of practice on the basis of educational and training requirements.

ANS: D DIF: 1 REF: 44

65. The purpose of a code of ethics is to:
    a. determine policy for resolving ethical dilemmas.
    b. help professionals make ethical decisions.
    c. identify personal values.
    d. provide standards of practice measurement criteria.

ANS: B DIF: 1 REF: 53

66. Informed consent is characterized as:
    a. being the responsibility of the client to ask questions regarding quality of care.
    b. being necessary in licensed states to protect the public's health, welfare, and safety.
    c. providing the client with skills to perform appropriate self-help techniques.
    d. providing the client with sufficient information to be able to understand the massage process.

ANS: D DIF: 1 REF: 54

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67. A professional boundary defines:
    a. personal, physical, and emotional space within the therapeutic relationship.
    b. only the space of the client in the therapeutic relationship.
    c. financial and legal responsibilities of a practice.
    d. the limits of scope of practice in legislation.

    ANS: A DIF: 1 REF: 61

68. Countertransference involves:
    a. personalization of the therapeutic relationship by the client.
    b. obtaining informed consent.
    c. personalization of the therapeutic relationship by the therapist.
    d. objectifying the client's therapeutic goals.

    ANS: C DIF: 1 REF: 64

69. An ethical decision-making process includes consideration of:
    a. facts, possibilities, logical consequences, and impact on people.
    b. facts, possibilities, informed consent, and impact on people.
    c. brainstorming, supervision, investigating pros and cons, and treatment outcomes.
    d. facts, possibilities, logical consequences, and impact on the client.

    ANS: A DIF: 1 REF: 72

70. An I-message includes which of the following components?
    a. Description of the problem and implementation plans
    b. Facts, impact on people, logical cause and effect, and possibilities
    c. Effective listening, open-ended questioning, brainstorming possibilities, and analysis of facts
    d. Visual, auditory, and kinesthetic presentation

    ANS: B DIF: 1 REF: 75

71. Credentials:
    a. are developed only by legislative bodies.
    b. protect the public's health, welfare, and safety.
    c. are legal documents.
    d. verify a certain level of expertise in a given skill.

    ANS: D DIF: 1 REF: 81

72. The Body of Knowledge project presents a taxonomy for massage. This means:
    a. agreed-on terminology.
    b. consistent method applications.
    c. legal language for insurance.
    d. an electronic documenting system.

    ANS: A DIF: 2 REF: 35

73. Making decisions about what massage approaches to use based on available current, valid, and relevant data is the definition of what type of massage practice?
    a. Independent
    b. Franchise-based

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c. Evidence-informed
d. Wellness

ANS: C DIF: 1 REF: 51

74. To be "research literate," it is necessary to be able to:
a. find, read, and critically analyze studies.
b. determine limits of scope of practice.
c. conduct experiments in a laboratory setting.
d. locate scientific articles and read them.

ANS: A DIF: 1 REF: 52

75. When definitive research evidence does not exist, using knowledge, experience, and the opinion of colleagues and other professionals is called:
a. evidence-informed practice.
b. scientific method.
c. ethical decision making.
d. standards of care.

ANS: A DIF: 1 REF: 51

76. The assessment and treatment process that a massage therapist should follow for a certain type of clinical circumstance performed at the level at which similarly qualified practitioners manage the clients' care under the same or similar circumstances is called:
a. evidence-informed practice.
b. scientific method.
c. ethical decision making.
d. standards of care.

ANS: D DIF: 1 REF: 52

77. If patient/client data are shared with a third party, ensuring that the party to whom data are passed can guarantee they will maintain data integrity and confidentiality is called:
a. chain of trust.
b. data storage.
c. evidence based.
d. practice standards.

ANS: A DIF: 1 REF: 59

78. HIPAA security procedures include:
a. obtaining written consent from the client for e-mail communication that specifically relates to health records.
b. having verbal authorization from the client to discuss medical information with a third party.
c. leaving client files where they are accessible by unauthorized individuals.
d. using appointment books or practice management software to post a daily schedule in public view.

ANS: A DIF: 1 REF: 59

79. The principle that the client's information is private and belongs to the client is:

a. informed consent.
b. confidentiality.
c. release of information.
d. professional exemption.

ANS: B DIF: 1 REF: 58

80. When are clients informed about confidentiality procedures regarding professional exemptions?
a. During the postassessment
b. At the time of court-ordered request
c. When obtaining a release of information permission
d. At initial informed consent procedures

ANS: D DIF: 1 REF: 58

81. Which of the following actions puts client confidentiality at risk?
a. Computer password protected
b. Client files on the desk
c. Locked file cabinet
d. Private office for business activities

ANS: B DIF: 2 REF: 59

82. A massage therapist who works with six other massage therapists at a wellness center has observed two of the massage therapists discussing one of the client's pending divorce. Which of the following would be the unethical conduct identified by the massage therapist?
a. Breach of confidentiality
b. Sexual inappropriateness
c. HIPAA violation
d. Breach of scope of practice

ANS: A DIF: 2 REF: 59

83. A massage therapist is concerned about a colleague who has had a client disclose a concern about elder abuse during the massage. The colleague has not reported the situation to the supervisor or appropriate authorities. Which of the following is the most appropriate first action?
a. Report the potential concern to the authorities and then discuss the situation with the colleague.
b. Report the colleague to the supervisor.
c. Talk privately with the colleague about the necessity to report suspected bodily harm.
d. Watch and wait to see if the colleague eventually reports the suspected abuse before taking any action.

ANS: C DIF: 2 REF: 84

84. A massage therapist is concerned about the professional appearance of a newly employed colleague; in particular, the new massage therapist has some visible tattoos and unusual streaks of color in their hair. How should the massage therapist proceed?
a. Use self-reflection to determine if this situation is a breach in ethical behavior.

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b. Report to the supervisor the concerns.
c. Send an e-mail to the colleague explaining the situation.
d. Discuss the concerns with fellow colleague and then all together discuss the situation with the new employee.

ANS: A DIF: 2 REF: 84

85. HIPAA's requirements related to patient/client data shared with a third party to whom data are passed guarantees that they will maintain data integrity and confidentiality is called:
a. chain of trust.
b. power differential
c. informed consent
d. professional boundaries

ANS: A DIF: 2 REF: 59

86. HIPAA defines protected health information (PHI) as:
a. method used to secure the client's files.
b. the process for management of a client's records.
c. confidential, personal, and identifiable health information.
d. use of the client's information.

ANS: C DIF: 2 REF: 59

87. Which of the following differentiates a profession from a job?
a. Having to arrive at work on time
b. Being part of the service industry
c. Having extensive training
d. Being legally recognized through licensure

ANS: D DIF: 2 REF: 35

88. What term best describes what and how well a professional is expected to perform and the foundation of competency-based education?
a. Standards of practice
b. Practice objectives
c. Professional etiquette
d. Scope of practice

ANS: A DIF: 2 REF: 53

89. What do standards of practice serve as reference tools for?
a. Curriculum design
b. Licensing and certification
c. Protection of the public
d. All of the above

ANS: D DIF: 2 REF: 53

90. Which of the following would most likely inhibit a practitioner's ability to create client retention?
a. Remembering that clients have choices
b. Deciding for clients what type of treatment is best for them

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c. Realizing that continual self-evaluation is important
d. Being willing to build long-term relationships

ANS: B DIF: 2 REF: 79

91. A self-confident massage professional is most likely to do which of the following?
a. Focus on activities at which he or she is unskilled.
b. Adapt to change.
c. Do everything himself or herself.
d. Reject responsibility.

ANS: B DIF: 2 REF: 49

92. Absorbing what has been said, thinking about it, and paraphrasing the content of the message describes which of the following processes?
a. Client-centered therapy
b. I-type messages
c. Reflective listening
d. Client retention

ANS: C DIF: 1 REF: 75

93. Which of the following is a component of reflective listening?
a. Empathy
b. Congruence
c. Acceptance
d. All of the above

ANS: D DIF: 1 REF: 75

94. What term describes the outlined knowledge base and procedural parameters of a profession?
a. Occupational definition
b. Scope of practice
c. Operational plan
d. Service guidelines

ANS: B DIF: 2 REF: 43

95. Which of the following is within the scope of practice for massage therapy?
a. Performing spinal adjustments
b. Diagnosing mental disorders
c. Applying manual techniques to soft tissue
d. Increasing the range of motion for hip replacement rehabilitation

ANS: C DIF: 2 REF: 47

96. Which of the following is a defense mechanism?
a. Clear and friendly communication
b. Reflective listening
c. Use of sarcasm and denial
d. Paying attention to implied outcomes

ANS: C DIF: 1 REF: 76

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97. What term describes the assumption that clients know how they feel and what they want?
    a. Client-centered therapy
    b. Implied outcomes
    c. Stated outcomes
    d. Clients' rights

    ANS: A DIF: 1 REF: 54

98. Which of the following is a key method for informing clients about how a massage business is conducted?
    a. Policy and procedures brochure
    b. Posting the list of clients' rights
    c. An appealing reception room
    d. Paying attention to professional etiquette

    ANS: A DIF: 2 REF: 55

99. What is the purpose of massage practice acts?
    a. Delineate codes of ethics.
    b. Establish education, credentialing, and licensure requirements for practitioners.
    c. Create zoning laws.
    d. Determine voluntary standards for the delivery of treatments.

    ANS: B DIF: 2 REF: 83

100. Failure to observe a client's reaction to the treatment being performed and taking appropriate action is an example of which of the following?
    a. Invasion of privacy
    b. Fraud
    c. Defamation of character
    d. Malpractice

    ANS: D DIF: 2 REF: 85

101. What should a massage therapist who works in a hospital setting do if he or she accidentally gains access on the computer to unauthorized or confidential information?
    a. Report the breach to the appropriate supervisor.
    b. Exit the file and tell no one.
    c. Check to see who else has access to the information.
    d. Quickly walk away from the computer.

    ANS: A DIF: 2 REF: 85

102. Which of the following includes asking clients to complete signed authorizations before transferring massage treatment records?
    a. Massage and Bodywork Licensing Examination
    b. Americans with Disabilities Act
    c. HIPAA regulations
    d. Good Samaritan Law

    ANS: C DIF: 2 REF: 59

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103. Which of the following activities on the part of a massage therapist may lead to litigation?
    a. Recording inaccurate information on clients' records
    b. Having the client's permission to transfer confidential information
    c. Following appropriate disease-transmission regulations
    d. Maintaining pertinent governmental records accurately

    ANS: A DIF: 2 REF: 85

104. What guidelines describe the legal requirements necessary to practice therapeutic massage and the scope of what can be practiced?
    a. Massage practice acts
    b. Malpractice insurance
    c. HIPAA
    d. Premise liability insurance

    ANS: A DIF: 2 REF: 83

105. What is the process whereby an individual is evaluated and recognized by an outside agency for training beyond entry level licensure requirements?
    a. Accreditation
    b. Ethics
    c. Consent
    d. Certification

    ANS: D DIF: 2 REF: 36

106. What term describes voluntary personal commitments to a set of values?
    a. Ethics
    b. Morals
    c. Credentials
    d. Legalities

    ANS: B DIF: 1 REF: 53

107. Who can give legal consent?
    a. Minors
    b. People under severe stress
    c. People with diminished mental capacity
    d. People who have been fully informed

    ANS: D DIF: 2 REF: 54

108. Which of the following is a question a massage therapist should consider when making an ethical decision?
    a. Am I competent to perform the treatment on the client?
    b. How should I ask the client for payment?
    c. Should I let the client know what techniques I will be using?
    d. Can I charge more for going beyond my scope of practice?

    ANS: A DIF: 2 REF: 71

CRITICAL THINKING QUESTIONS

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109. Laura spent 4 years in the army as a tank mechanic. She received a medical and honorable discharge after developing a skin condition related to her job in the army. As a massage therapist, she has a passion for working with disabled veterans. Most of her clients have spinal cord injuries and require a wheelchair. In her massage clients' bill or rights, which statement would you expect to see that relates specifically to her client base?
a. A client has the right to stop the session at any time.
b. A client has the right to review their file and have a copy of it at any time.
c. A client has the right to barrier-free access to all areas of the facility.
d. A client has the right to a skilled, compassionate massage therapist.

ANS: C
All of the potential answers are appropriate for a client's bill of rights, but the barrier-free access is necessary for those using wheelchairs.

DIF: 3 REF: 123

110. A client was unhappy with the massage and reported to the receptionist that the massage therapist talked too much and that too much lotion was used. The client wanted his money returned, but the receptionist did not know how to handle the situation. What was lacking in the client policy and procedures brochure that would have helped the receptionist handle this difficult situation?
a. A recourse policy
b. A quality assurance policy
c. A first-time client orientation policy
d. A hygiene policy

ANS: A
A recourse policy details what should occur when a client is unhappy with the massage.

DIF: 3 REF: 56

111. During the lecture in the professional development class, the instructor discussed the massage practice act, professional organizations and their codes of ethics and standards of practice, certification, professional insurance, negligence, malpractice, and the Good Samaritan Law. Questions posed by students included legal mandates to comply with the Americans with Disabilities Act, employment contracts, and fraud regulations. One of the students is particularly interested in receiving insurance reimbursement for massage services and indicates that she has found a doctor who will bill insurance for her even though she plans on working from her home. The instructor is concerned. What term describes involvement with such activities?
a. Third-party reimbursement
b. Breach of contract
c. Fraud
d. Negligence

ANS: C
Fraud is a deception that is deliberately practiced to secure unfair or unlawful gain. One of the most common practices of fraud in health care is obtaining fees through third-party payments by misrepresentation.

DIF: 3 REF: 85

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112. Lisa, Jim, and Vanessa work together at a spa that targets sports and fitness protocols. They provide several types of massage and have done well financially on a commission basis as independent contractors. Lisa and the head of personal training have had ongoing disagreements and recently had a fight that resulted in both being reprimanded by the spa manager. The next week, four new clients hinted to Lisa that they would provide a large tip if she would perform a particular sex act. Lisa was appalled and began to suspect that something was causing this type of behavior in clients because sexual behavior had never been a major problem. She discussed the matter with Jim and Vanessa. Jim said that he had just heard in the locker room that the personal trainer was telling people that Lisa would give "extras" during the massage if a big tip was offered. Jim was planning to tell Lisa, but she came to them first. Because Jim's information was hearsay, Lisa needed more concrete information before she could take action. She asked one of the clients where he got his information about her, and he disclosed that the head personal trainer told him. What is this situation called?
    a. Invasion of privacy
    b. Defamation of character
    c. Malpractice
    d. Litigation

    ANS: B
    Defamation of character is the communication of false information to a third party about a person that results in injury to that person's reputation. Such communication can be verbal (slander) or written (libel).

    DIF: 3 REF: 85

113. A massage therapist is being accused of malpractice. It appears that the case will proceed to trial. Two instructors from the massage school in the area have been asked to testify about the proper practice of massage. What are the instructors called?
    a. Fact witnesses
    b. Plaintiffs
    c. Expert witnesses
    d. Defense witnesses

    ANS: C
    An expert witness is called to testify and explain to the judge and jury what happened based on the client's record and to offer an opinion about whether the massage care, as administered, met acceptable standards.

    DIF: 3 REF: 85

114. A very busy massage therapist often gets behind on her documentation activities after each massage. She begins to put client files in a desk drawer in her massage room and then catches up at lunch and the end of the day. What is the major ethical concern about this practice?
    a. Client autonomy
    b. Beneficence
    c. Justice
    d. Veracity

    ANS: A

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To ensure client autonomy, professionals have a duty to treat the client according to the client's desires, to act within the bounds of accepted treatment, and to protect the client's confidentiality.

DIF: 3 REF: 53

115. A massage therapist has been accused of not maintaining a safe and sanitary environment. He believes the claim is incorrect and plans to use an ethical decision-making process to counter the claim. He has asked two of his peers to review his practices. After a week of reviewing the actions and behavior of the massage therapist, it has been determined that all licensing and credentials are in place, that there is no concern about the physical or emotional state of the massage therapist, that the facility meets all safety requirements, that clients' records are accurate, and that privacy is maintained. The massage therapist is a member of a recognized massage therapy professional organization and is up to date on continuing education, including infection-control measures. The inspectors did find one area of potential confusion that could have led to the client's accusation. Which of the following questions in ethical decision making best describes the reason for the possible problem?
a. Am I performing this procedure in a safe working environment?
b. Has the client been informed about his or her massage session?
c. Am I respecting the client's right to privacy and confidentiality?
d. Do I maintain complete and accurate records, and have I documented special problems arising with clients, employees, or an employer?

ANS: B
Many of the sanitation activities occur when a client would not observe the activity, and if the client was not informed about how sanitation is maintained, he might think that the proper sanitation activities did not occur.

DIF: 3 REF: 55

116. A chiropractor has hired and then fired many different massage therapists. When he interviews a massage therapist, he specifically asks what skills they use during the massage. He wants someone who can make justifiable clinical decisions about what type of massage to perform to achieve the outcomes of the treatment plan he has developed for his patient. Routinely, he encounters feedback about how the massage therapist suggested a supplement, gave recommendations about a specific exercise, or told patients what conditions they had. What is the major concern of the chiropractor?
a. Self-management skills
b. Scope-of-practice violations
c. Lack of technical massage skills
d. Conflict management

ANS: B
The chiropractor provides specific outcomes in the treatment plan. He does not want to micromanage the massage but does want the massage therapist to stay within the appropriate scope of practice.

DIF: 3 REF: 45 | 46

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117. Sheila and Steve, a husband and wife team, provide maintenance to the massage clinic where Dwight has been working as a massage therapist for the past 18 months. Sheila and Steve typically come in and begin maintenance duties between 8 and 9 PM. Dwight would like to take a massage client at 8 PM but does not want to be in the facility alone because of safety and ethical issues. By chance, Steve overhead a conversation between Dwight and the business owner. Steve talked to Sheila, and both agreed that they could modify the cleaning schedule so that they would arrive at 8 PM, when everyone else was leaving, thereby solving the safety and ethical issues because they would be in the facility. This would allow Dwight to take one more client. What quality of Steve and Sheila is being described?

a. Self-confidence
b. Acceptance of a culturally diverse population
c. Assertiveness
d. Recognition of others' needs

ANS: D
Sheila and Steve were willing to work cooperatively to accomplish the objectives of the massage practice and facilitate good interpersonal relations. This is recognition of others' needs.

DIF: 3 REF: 60