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SKU: 9780323394734-TEST-BANK

MULTIPLE CHOICE

1. _____ and _____ are two of the most important components of patient care.
   a. Teamwork and professionalism
   b. Communication and professionalism
   c. Communication and teamwork
   d. Teamwork and skills

   ANS: C
   Communication and teamwork are two of the most important components of patient care.

   DIF: 1 REF: p. 10

2. Surgery is performed by _____.
   a. surgeons
   b. nurses
   c. surgical technologists
   d. teams of health professionals

   ANS: D
   Surgery is performed by teams of health professionals.

   DIF: 1 REF: p. 10

3. _____ is a quality found in people with self-esteem. This type of behavior seeks to protect one's own rights while respecting those of others.
   a. Aggressiveness
   b. Offensiveness
   c. Assertiveness
   d. Emotion

   ANS: C
   Assertiveness is defined as a quality in people with self-esteem; assertive behavior seeks to protect one's own rights while respecting those of others.

   DIF: 1 REF: p. 15

4. _____ are behaviors that are accepted as part of the environment and culture of a group.
   a. Norms
   b. Laws
   c. Regulations
   d. Rules

   ANS: A
   Norms are defined as behaviors that are accepted as part of the environment and culture of a group. Norms are usually established by custom and popular acceptance rather than by law, although the two may not be mutually exclusive.

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DIF: 1 REF: p. 10

5. Communication is a two-way process between the _____.
   a. ST and patient
   b. sender and receiver
   c. surgeon and circulator
   d. accuser and accused

   ANS: B
   Communication is a two-way process in which one person (the sender) expresses ideas and feelings and another (the receiver) receives them, processes them, and gives feedback.

   DIF: 1 REF: p. 11

6. _____ is the expression of emotion or opinion contained in the delivery of a message.
   a. Expression
   b. Body language
   c. Sensitivity
   d. Tone

   ANS: D
   Tone is the environment of the message. It reflects the sender's emotions, such as respect for the receiver, opinion about the message, or attitude toward the receiver.

   DIF: 1 REF: p. 12

7. _____ is the response to a message and is a component of effective communication.
   a. Feedback
   b. Aggression
   c. Harassment
   d. Abuse

   ANS: A
   Feedback is a response by the receiver that acknowledges the message that was sent.

   DIF: 1 REF: p. 16

8. The most important reason to increase _____ is to maintain respect, trust, and empathy among coworkers and management.
   a. staff
   b. salaries
   c. communication skills
   d. gossip and rumors

   ANS: C
   Among the most important reasons to improve communication skills is to maintain respect, trust, and empathy among coworkers and management. The operating room environment is often rushed, tense, and even brusque.

   DIF: 1 REF: p. 11

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9. Poor patient care, errors, conflict, and stress are results of _____.
   a. poor communication skills
   b. aggression
   c. lack of educated team members
   d. cultural differences

   ANS: A
   Good communication greatly increases the safety of the environment for the patient. Poor communication results in poor patient care, errors, conflict, and stress.

   DIF: 1 REF: p. 11

10. Many health care workers are surprised to find that the greatest challenge in their work is not the work itself but the _____ of the workplace.
   a. stress
   b. acceptable social distance
   c. gender value
   d. interactions and social climate

   ANS: D
   Even under the best circumstances, communication can be difficult. Many health care workers are surprised to find that the greatest challenge in their work is not the work itself but the interactions and social climate of the workplace.

   DIF: 1 REF: p. 11

11. Even if the sender does not wish to express his or her true feelings about the message, these feelings will probably be conveyed by _____.
   a. aggressive behavior
   b. assertiveness
   c. body language
   d. gossip or rumors

   ANS: C
   The way we use posture, gestures, and expressions to convey ideas and messages is called body language. These cues can emphasize the message or convey a meaning that differs significantly from what was originally intended.

   DIF: 1 REF: p. 12

12. _____ can be both an expression of comfort and a way of controlling people.
   a. Harassment
   b. Touch
   c. Values
   d. Interactions

   ANS: B
   Touch can be both an expression of comfort and a way of controlling people. Touch, except in social gestures such as hand-shaking, is almost never neutral.

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DIF: 1 REF: p. 13

13. Good communication clarifies relationships and helps establish professional and social boundaries. It increases teamwork and goals, which will greatly increase the safety of the environment for the _____.
    a. surgeon
    b. management staff
    c. ancillary departments
    d. patient

    ANS: D
    Good communication clarifies relationships and helps to establish professional and social boundaries. It increases teamwork and reinforces team goals. Good communication greatly increases the safety of the environment for the patient.

    DIF: 1 REF: p. 11

14. The person with _____ uses extreme defensive or aggressive tactics to achieve social comfort.
    a. problem behavior
    b. good communication skills
    c. the ability to be a team player
    d. respect for others

    ANS: A
    Problem behaviors cause mistrust, frustration, and interpersonal conflict. The person with problem behaviors uses extreme defensive or aggressive tactics to achieve a level of social comfort.

    DIF: 1 REF: p. 19

15. _____is a response by the receiver acknowledging receipt of the message and its content.
    a. Sender
    b. Receiver
    c. Feedback
    d. Message

    ANS: C
    Feedback is a response by the receiver acknowledging receipt of the message and its content.

    DIF: 1 REF: p. 16

16. _____ is the manner or implied feelings behind the message, reflected in emphasis on certain words or pitch of the voice.
    a. Tone
    b. Pitch
    c. Attitude
    d. None of the above

ANS: A
Tone is the manner or implied feelings behind the message, reflected in emphasis on certain words or pitch of the voice.

DIF: 1 REF: p. 12

17. _____ is the way we use posture, gestures, and expressions to convey ideas or messages.
a. Verbal communication
b. Body language
c. Neutral language
d. All of the above

ANS: B
Body language is the way we use posture, gestures, and expressions to convey ideas or messages.

DIF: 1 REF: p. 12

18. _____ is purposeful touch that conveys empathy, tenderness, and care.
a. Medical touch
b. Positive touch
c. Engaging touch
d. Therapeutic touch

ANS: D
Therapeutic touch is purposeful touch that conveys empathy, tenderness, and care.

DIF: 1 REF: p. 13

19. _____ is a set of guidelines to help people use email and other types of Internet communication in a way that promotes personal security, respect, and clarity.
a. Email guidelines
b. Work email guidelines
c. Workplace communication
d. Netiquette

ANS: D
Netiquette is a set of guidelines to help people use email and other types of Internet communication in a way that promotes personal security, respect, and clarity.

DIF: 1 REF: p. 13

20. _____ is/are a way for people to talk with others in their personal and professional community.
a. Email
b. Facebook
c. Twitter
d. Blogs

ANS: D

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Blogs are a way for people to talk with others in their personal and professional community.

DIF: 1 REF: p. 13

21. _____ is the ability to communicate effectively with people of different cultures and subcultures within populations.
a. Cultural competence
b. Cultural reference
c. Cultural guidelines
d. Cultural difference

ANS: A
Cultural competence is the ability to communicate effectively with people of different cultures and subcultures within populations.

DIF: 1 REF: p. 14

22. Effective communication results when the delivery is appropriate to the _____.
a. situation
b. environment
c. emotion
d. bias

ANS: A
Effective communication results when the delivery is appropriate to the situation. Communication should take place with the right person, at the right time, and in the right place.

DIF: 1 REF: p. 17

23. Which of the following is a characteristic between the health professional and the public?
a. The public looks to the professional for aggression.
b. The public looks to the professional for perceptions.
c. The public looks to the professional for gossip and rumors.
d. The public looks to the professional for reassurance.

ANS: D
The public looks to the professional for reassurance.

DIF: 1 REF: p. 18

24. The respectful person does not _____.
a. practice active listening
b. respond with empathy
c. value the views and ideas of others
d. disparage another person

ANS: D
The respectful person does not disparage another person to appear to be smarter, more skilled, or "better."

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DIF: 1 REF: p. 16

25. Despite changing social norms _____ is a significant problem in the operating room.
    a. sexual abuse
    b. verbal abuse
    c. violence
    d. sexual harassment

    ANS: B
    Despite changing social norms verbal abuse is a significant problem in the operating room.

    DIF: 1 REF: p. 19

26. Stressors in the operating room environment can block _____.
    a. conflict resolution
    b. politeness
    c. good communication and teamwork
    d. conflicting priorities

    ANS: C
    Stressors in the operating room can block good communication and teamwork.

    DIF: 1 REF: p. 28

27. Which of the following causes of team conflict is an interpersonal conflict?
    a. Personality clash
    b. Role confusion
    c. Personal space
    d. Organizational skills

    ANS: A
    Personality clashes, attempts to gain control of the group, and power plays are some causes of team conflict.

    DIF: 1 REF: p. 24

MATCHING

Match the characteristics of good teamwork and team conflict with their most correct description. You may use the same answer more than once.

a. Yielding
b. Change
c. Politeness
d. Collaboration
e. Conflict

1. Saying “please” or “thank you.”
2. Accepting the fact that others have valid points of view and conceding when one has made incorrect assumptions or conclusions.

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3. Working together for a common purpose.
4. The ability to adjust to unfolding events during a surgical procedure.
5. Poor communication and role confusion.
6. Speaking to others in a calm manner without sarcasm.
7. Cooperation and the ability to accept one another's individual personalities.
8. A surgical technologist wants to show the student how much they know rather than allow the student to participate.
9. Identifying new tasks or procedures and implementing them with as little disruption as possible.
10. Open minded and retains a sense of fairness during team interaction.

1.	ANS: C	DIF:	2	REF:	p. 23
2.	ANS: A	DIF:	2	REF:	p. 23
3.	ANS: D	DIF:	2	REF:	p. 23
4.	ANS: B	DIF:	2	REF:	p. 23
5.	ANS: E	DIF:	2	REF:	p. 24
6.	ANS: C	DIF:	2	REF:	p. 23
7.	ANS: D	DIF:	2	REF:	p. 23
8.	ANS: E	DIF:	2	REF:	p. 24
9.	ANS: B	DIF:	2	REF:	p. 23
10.	ANS: A	DIF:	2	REF:	p. 23

Match the following terms with their most correct description.

a. Emotions
b. Environmental barriers
c. Lack of a desire to communicate
d. Perceptions
e. Bias
f. Lack of understanding
g. Social and cultural influences

11. One person may perceive an unemotional patient as a "stoic," strong, brave person facing illness. Another person may see the same patient as extremely anxious and fearful, speechless, and unable to express emotion because of the intensity of his or her emotions.
12. How we perceive a problem, situation, or action sometimes depends on our social and cultural background as much as our knowledge.
13. An effective communication stopper
14. How we feel at the time of communication
15. The receiver does not have sufficient knowledge to understand exactly what the sender is trying to communicate.
16. Hearing is a particular problem in the operating room.
17. To be successful in sending and receiving information, a person must want to communicate.

11.	ANS: D	DIF:	2	REF:	p. 17
12.	ANS: G	DIF:	2	REF:	p. 17
13.	ANS: E	DIF:	2	REF:	p. 17
14.	ANS: A	DIF:	2	REF:	p. 17

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15. ANS: F DIF: 2 REF: p. 17
16. ANS: B DIF: 2 REF: p. 17
17. ANS: C DIF: 2 REF: p. 17

Choose from the terms listed and match them with their most correct description.

a. Remain calm
b. Remind yourself of the facts
c. Make an assertive statement
d. Sidestep the behavior
e. Do not become aggressive
f. Stand up for your coworkers
g. Challenge authorities who allow the abuse to continue
h. If abuse becomes violent

18. If you cannot stop the behavior, wait until after surgery, then confront the abuser or report it in writing.
19. You must be prepared to address the abuser.
20. "Dr. X, it is not necessary to scream at me. When you do that, I can't work."
21. Seek justification for allowing abuse to continue and do not allow yourself to feel personal defeat in the face of administration's complacency.
22. "I'll get a replacement for that instrument right now."
23. "I have the right not to take this abuse."
24. Do not be afraid to request the presence of others who are in an administratively stronger position to stop the abuser.
25. If you are in a room where your coworker is being abused, defend the person.

18. ANS: E DIF: 1 REF: p. 20
19. ANS: A DIF: 1 REF: p. 20
20. ANS: C DIF: 1 REF: p. 20
21. ANS: G DIF: 1 REF: p. 20
22. ANS: D DIF: 1 REF: p. 20
23. ANS: B DIF: 1 REF: p. 20
24. ANS: H DIF: 1 REF: p. 20
25. ANS: F DIF: 1 REF: p. 20

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