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MULTIPLE CHOICE

1. _____ is one of the most important tools for health care professionals to acquire.
   a. Teamwork
   b. Professionalism
   c. Communication
   d. Skills

   ANS: C
   Communication skills are among the most important tools for health care professionals to acquire.

   DIF: 1 REF: p. 13

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. 13

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 the ability to express one's own needs and rights while respecting the needs and rights of others. It demonstrates confidence without being confrontational.

   DIF: 1 REF: p. 13

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. 12

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
   The elements of communication are a sender, a receiver, the message, the means of communication, and feedback about the message.

   DIF: 1 REF: p. 13

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
   The message also carries a tone which is determined by how the message is expressed. Most people have experienced communication which is neutral in substance but delivered in a way that conveys an emotion or attitude for example. Examples include a tone which is negative, or positive, angry, respectful, or derisive.

   DIF: 1 REF: p. 13

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 who acknowledges receipt of the message and its content.

   DIF: 1 REF: p. 13

8. The most important reason to increase _____ is to maintain patient safety and teamwork.
   a. staff
   b. salaries
   c. communication skills
   d. gossip and rumors

   ANS: C
   Effective communication skills are extremely important in the health care professions. Patient safety and teamwork are based on the ability to deliver and receive information in all forms.

   DIF: 1 REF: p. 13

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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
   Poor communication can result in serious errors, conflict, and stress.

   DIF: 1 REF: p. 13

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
   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. 13

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. 14

12. 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
   Effective communication skills are extremely important in the health care professions. Patient safety and teamwork are based on the ability to deliver and receive information in all forms.

   DIF: 1 REF: p. 13

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13. _____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. 13

14. _____ 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 are correct

    ANS: B
    The way we use posture, gestures, and expressions to convey ideas and messages is called body language

    DIF: 1 REF: p. 14

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

    ANS: D
    Therapeutic touch is a method of conveying care and empathy to others

    DIF: 1 REF: p. 15

16. _____ 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 (sometimes called cultural intelligence) is the skill and knowledge to communicate and integrate well with people from diverse backgrounds and cultures.

    DIF: 1 REF: p. 17

17. Which of the following is a characteristic between the health professional and the public?
    a. The public looks to the professional for aggression.

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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 health professional may be the only "emotionally neutral" person in the setting, and the family needs this neutrality for reassurance.

DIF: 1 REF: p. 18

18. 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. 23

19. 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. 20

MATCHING

Match the characteristics of good teamwork and team conflict with their most correct description.
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.
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.

1. ANS: C DIF: 2 REF: p. 20

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2. ANS: A DIF: 2 REF: p. 20
3. ANS: D DIF: 2 REF: p. 20
4. ANS: B DIF: 2 REF: p. 20
5. ANS: E DIF: 2 REF: p. 23

Match the characteristics of good teamwork and team conflict with their most correct description.

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

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.

6. ANS: C DIF: 2 REF: p. 20
7. ANS: D DIF: 2 REF: p. 20
8. ANS: E DIF: 2 REF: p. 21
9. ANS: B DIF: 2 REF: p. 19
10. ANS: A DIF: 2 REF: p. 20

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. 18
12. ANS: G DIF: 2 REF: p. 19

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13. ANS: E DIF: 2 REF: p. 18
14. ANS: A DIF: 2 REF: p. 19
15. ANS: F DIF: 2 REF: p. 19
16. ANS: B DIF: 2 REF: p. 19
17. ANS: C DIF: 2 REF: p. 19

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