Communication in Nursing 10th edition Riley Test Bank

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Test Bank - Chapter 01

Q: A client has high blood pressure and needs to learn about a low-sodium diet. Which question if asked by the client would be an indirect request for information?

A. “How should I prepare food without adding salt?”
B. “What will I do to make food taste better?” (Correct)
C. “What diet changes are needed to control my blood pressure?”
D. “What foods should I avoid that are high in sodium?”

Q: The nurse plans to delegate a client’s personal hygiene to a nursing assistant. Which statement if made by the nurse to the nursing assistant is assertive?

A. “Would you mind helping the client with a bath when you have time? If not, I will skip my lunch and do it myself.”
B. “You never get your work done and are always on the phone. You need to help the client right now with a bath, or I will write you up.”
C. “The client needs help with bathing. I want you to assist the client now, and you can go to lunch when you are finished.” (Correct)
D. “I have important work to complete this morning. You will assist the client with a bath. Do not take a break until you have finished.”

Q: The nurse manager asks the staff nurse to work an extra shift. Which response by the staff nurse is assertive and based on rational beliefs?

A. “I don’t want you upset, so I will work extra.”
B. “Why do I always have to cover extra shifts?”
C. “I am not able to work an extra shift.” (Correct)
D. “If you can’t find anyone else, I will do it.”

Q: The charge nurse informs a staff nurse that it is her turn to float to another unit. Which response by the staff nurse is aggressive?

A. “I had such a bad experience last time. Please send another nurse instead of me.”
B. “I will miss working with you today, but I understand that it is my turn to float.”
C. “I will not survive on the other unit. The staff are always too busy to help me.”
D. “I will float, but you’ll be sorry. You cannot handle emergencies without me.” (Correct)

Q: A nurse manager offers a staff nurse a choice between working 8- or 12-hour shifts. Which statement, if made by the staff nurse, is nonassertive and may result in a frustrated response from the nurse manager?

A. “I want to decide the shifts for all of the other staff nurses.”
B. “Do whatever you want. It doesn’t really matter to me.” (Correct)
C. “Thank you for offering me a choice. I prefer 12-hour shifts.”
D. “You will never be able to give me what I really want to work.”

Q: The nurse is providing care to a patient who was admitted with heart failure. The patient has not been following the prescribed diet or taking the prescribed medications. Which type of communication approach is most important for the nurse to use with this patient to facilitate a change in self-care behavior?

A. Authoritative, honest, and outright communication
B. Assertive, responsible, and caring communication (Correct)
C. Aggressive, sympathetic, and realistic communication
D. Positive, expert, and focused communication

Q: A hospital nurse is concerned about the demands of providing safe care to clients who are seriously ill. The nurse manager should suggest which intervention to effectively help the nurse balance the demanding work in the hospital setting?

A. Delegate more tasks to the unlicensed nursing personnel on the unit.
B. Request a transfer to another nursing care unit with patients who are stable.
C. Write down stories in a journal about how caring makes a difference for patients. (Correct)
D. Use an assertive communication style for every patient–nurse interaction.

Q: Which statement describes the affective aspect of learning effective communication strategies?

A. "The nurse should use clear, direct statements using objective words."
B. "The nurse uses body language that is congruent with the verbal message."
C. "The nurse believes that positive communication strategies build confidence." (Correct)
D. "The nurse practices assertive and responsible communication strategies."

Q: According to Swanson's theory, there are five caring processes, one of which is "knowing." What are the other four?

A. Communication, assertiveness, responsibility, and caring
B. Maintaining belief, being with, doing for, and enabling (Correct)
C. Understanding, action, information, and comfort
D. Maintaining belief, being with, enabling, and supporting

Q: According to Swanson's theory, there are five caring processes, one of which is "being with." Which of the responses by the nurse portrays an understanding of the concept of "being with" a client?

A. The nurse charting in the room to spend more time with the client
B. The nurse wearing locator badge, so you can quickly respond any time patient would call front desk and ask to page you
C. The nurse requesting one-on-one nurse staffing
D. The nurse being emotionally present to the client (Correct)

Q: Which nonverbal action(s) would be consistent with an assertive style of communication? (*Select all that apply.*)
(Select all that apply.)

A. Relaxed posture (Correct)
B. Established eye contact (Correct)
C. Hands placed on hips
D. Distant, soft voice
E. Mask-like facial expression

Q: Which are examples of a nurse who is communicating responsibly? (*Select all that apply.*)
(Select all that apply.)

A. The nurse uses profanity to respond to a client who is intoxicated and verbally abusive.

B. The nurse helps a client talk to family members about discontinuing chemotherapy. (Correct)

C. The nurse uses interpersonal strategies to help a client develop methods of coping. (Correct)

D. The nurse provides a client's health information to a close relative who is visiting.

E. The nurse listens carefully to the client's concern about inadequate pain relief. (Correct)