Therapeutic Communication for Health Care Professionals 5th edition Tamparo Test Bank

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Name:_____ Class:_____ Date:_____

Chapter 1 - Therapeutic Communication

1. In Western culture, which distance between people is an example of personal space?
   a. 1 foot
   b. 3 feet
   c. 6 feet
   d. 14 feet

ANSWER: b

FEEDBACK:
   a. Incorrect. In Western culture, anywhere from touching to two feet is classified as intimate space.
   b. Correct. In Western culture, 2-4 feet is considered personal space.
   c. Incorrect. In Western culture, 4-12 feet would be considered social space.
   d. Incorrect. In Western culture, 12-15 feet is considered public space.

POINTS: 1
DIFFICULTY: Apply
REFERENCES: Personal Space
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCHC.TAMP.24.01.10 - Contrast the various types of personal space used in communication.
DATE CREATED: 7/17/2023 10:06 AM
DATE MODIFIED: 7/21/2023 9:29 AM

2. As a means of nonverbal communication, what can finger tapping imply?
   a. Indifference
   b. Annoyance
   c. Impatience
   d. Confusion

ANSWER: c

FEEDBACK:
   a. Incorrect. Finger tapping may indicate impatience rather than indifference.
   b. Incorrect. Finger tapping may indicate impatience rather than annoyance.
   c. Correct. Finger tapping may indicate impatience.
   d. Incorrect. Finger tapping may indicate impatience rather than confusion.

POINTS: 1
DIFFICULTY: Remember
REFERENCES: Gestures/Mannerisms
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCHC.TAMP.24.01.08 - Contrast verbal and nonverbal communication by using examples.
DATE CREATED: 7/18/2023 4:50 AM
DATE MODIFIED: 7/18/2023 5:00 AM

3. Rubbing the nose usually indicates *deception.*

ANSWER: False - Rubbing the nose usually indicates puzzlement rather than deception.

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POINTS: 1
DIFFICULTY: Remember
QUESTION TYPE: Modified True / False
HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: TCHC.TAMP.24.01.09 - Describe nonverbal communication behaviors.
DATE CREATED: 7/18/2023 6:40 AM
DATE MODIFIED: 7/21/2023 9:28 AM

4. What does “listen with a third ear” mean in therapeutic communication?
   a. It means using an interpreter to overcome a language or auditory barrier.
   b. It means being aware of what is not being said as well as what is said.
   c. It means recording verbal communication to create a second channel of communication.
   d. It means including a witness in a sensitive conversation for legal reasons.

ANSWER: b
FEEDBACK:
   a. Incorrect. Using an interpreter is not what is meant by listening with a third ear. It means being aware of what is not being said by paying attention to nonverbal cues.
   b. Correct. Listening with a “third ear” means being aware of what is not being said as much as what is being said.
   c. Incorrect. Recording a conversation is not what is meant by listening with a third ear. It means being aware of what is not being said by paying attention to nonverbal cues.
   d. Incorrect. Including a witness in a conversation is not what is meant by listening with a third ear. It means being aware of what is not being said by paying attention to nonverbal cues.

POINTS: 1
DIFFICULTY: Understand
REFERENCES: Listening Skills
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCHC.TAMP.24.01.09 - Describe nonverbal communication behaviors.
DATE CREATED: 7/18/2023 5:32 AM
DATE MODIFIED: 7/18/2023 5:41 AM

5. How do economic factors influence a person’s communication style?
   a. Economic factors determine the language you use to communicate.
   b. Economic factors determine the type of education you have.
   c. Economic factors determine how professional you are.
   d. Economic factors determine which role models you learn your communication style from.

ANSWER: b
FEEDBACK:
   a. Incorrect. Economic factors do not determine the language you use to communicate.
   b. Correct. Economic factors will determine the type of education you receive, which will influence your communication style.

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c. Incorrect. Economic factors do not necessarily determine how professional you are.

d. Incorrect. Economic factors will not necessarily determine your communication role models.

POINTS: 1
DIFFICULTY: Remember
REFERENCES: Listening Skills
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCHC.TAMP.24.01.14 - Describe various life factors that influence communication.
DATE CREATED: 7/18/2023 5:43 AM
DATE MODIFIED: 7/18/2023 6:05 AM

6. How does self-assessment help us determine who we are?

ANSWER: Self-assessment helps us see how we are seen by ourselves and by others. Using self-assessment makes us more self-aware, which is the only way to change who we are and how we are perceived.
POINTS: 1
DIFFICULTY: Understand
REFERENCES: The Value of Self-Assessment
QUESTION TYPE: Subjective Short Answer
HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: TCHC.TAMP.24.01.15 - Describe and give an example of the four selves.
DATE CREATED: 7/18/2023 6:19 AM
DATE MODIFIED: 7/21/2023 9:40 AM

7. A primary care provider (PCP) might use social media to remind everyone to get a flu shot.

ANSWER: True
RATIONALE: Healthcare providers can use social media to promote healthy habits in their patients and communities, including sending reminders to get flu shots.
POINTS: 1
DIFFICULTY: Remember
REFERENCES: Social Media in Health Care
QUESTION TYPE: Modified True / False
HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: TCHC.TAMP.24.01.12 - Summarize the various forms of social media used in the health care setting and identify goals of its use.
DATE CREATED: 7/18/2023 6:37 AM
DATE MODIFIED: 7/21/2023 9:36 AM

8. A healthcare professional might use social media to report laboratory results to a patient.

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ANSWER: False - A healthcare professional should use email to report laboratory results to a patient, rather than social media in order to comply with HIPAA guidelines.
POINTS: 1
DIFFICULTY: Apply
REFERENCES: Influence of Technology on Communication
QUESTION TYPE: Modified True / False
HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: TCHC.TAMP.24.01.11 - Discuss HIPAA rules for both email and fax.
DATE CREATED: 7/18/2023 7:05 AM
DATE MODIFIED: 7/21/2023 9:34 AM

9. How does using empathy help the healthcare professional?
   a. It enforces their authority as a medical expert.
   b. It helps them identify with the client and feel what they are feeling.
   c. It forces them to follow moral and ethical principles and be honest and accountable.
   d. It helps them express kindness, care, and respect.

ANSWER: b
FEEDBACK:
   a. Incorrect. Empathy allows the healthcare professional to identify with the client and better understand what they are feeling. It does not enforce their medical authority.
   b. Correct. Empathy allows the healthcare professional to identify with the client and better understand what they are feeling.
   c. Incorrect. Empathy does not force one to follow ethical principles. Instead, it allows the healthcare professional to identify with the client and better understand what they are feeling.
   d. Incorrect. Sympathy is showing kindness, care, and respect, whereas empathy allows the healthcare professional to identify with the client and better understand what they are feeling.

POINTS: 1
DIFFICULTY: Remember
REFERENCES: Professional Skills
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCHC.TAMP.24.01.01 - Compare therapeutic, professional and social communications.
DATE CREATED: 7/18/2023 7:08 AM
DATE MODIFIED: 7/21/2023 7:06 AM

10. Which term is NOT one of the five Cs of communication?
   a. Complete
   b. Clear
   c. Competent
   d. Courteous

ANSWER: c

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FEEDBACK:

a. Incorrect. The five Cs of communication are (1) complete, (2) clear, (3) concise, (4) cohesive, and (5) courteous.
b. Incorrect. They are (1) complete, (2) clear, (3) concise, (4) cohesive, and (5) courteous.
c. Correct. They are (1) complete, (2) clear, (3) concise, (4) cohesive, and (5) courteous.
d. Incorrect. They are (1) complete, (2) clear, (3) concise, (4) cohesive, and (5) courteous.

POINTS: 1
DIFFICULTY: Remember
REFERENCES: Verbal Communication
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCHC.TAMP.24.01.07 - Analyze the five Cs of communication and describe their effectiveness.
DATE CREATED: 7/18/2023 7:15 AM
DATE MODIFIED: 7/21/2023 9:25 AM

11. Which communication channel would be most appropriate for providing post-care instructions to a client leaving the office after an outpatient procedure?

a. Provide written instructions on a printed page.
b. Provide verbal instructions.
c. Provide instructions by email.
d. Provide instructions by text.

ANSWER: a

FEEDBACK:

a. Correct. A written communication channel is convenient and appropriate for providing post-care instructions to a client because they can refer back to the written instructions later.
b. Incorrect. A verbal communication channel may not be ideal for providing post-care instructions because the client may forget what is said. Providing a sheet of written instructions would be better.
c. Incorrect. Email is not an ideal communication channel for providing post-care instructions because it would require the patient to log on to their email to find the instructions, which may or may not be possible after a procedure. Providing a sheet of written instructions would be better.
d. Incorrect. Texting is not an appropriate communication channel for providing post-care instructions because texts are meant for shorter messages and you may not be able to provide the level of detail necessary.

POINTS: 1
DIFFICULTY: Remember
REFERENCES: The Mode of Communication
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCHC.TAMP.24.01.06 - Critique a minimum of four communication channels.
DATE CREATED: 7/18/2023 7:20 AM
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12. What is required for becoming skilled in professional interactions?
    a. You must align with the client's values.
    b. You must adhere to your own cultural customs.
    c. You must have internal and external congruence.
    d. You must care about the client.

ANSWER: d

FEEDBACK:
a. Incorrect. Being skilled at professional interactions requires you to care about the client but not to align with their values.
b. Incorrect. Being skilled at professional interactions requires you to care about the client but not to adhere to your own cultural customs.
c. Incorrect. Being skilled at professional have interactions requires you to care about the client but not necessarily have internal or external congruence.
d. Correct. Being skilled at professional interactions requires you to care about the client.

POINTS: 1
DIFFICULTY: Understand
REFERENCES: Professional Skills
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCHC.TAMP.24.01.02 - List the six steps to successful professional communication.
DATE CREATED: 7/18/2023 7:28 AM
DATE MODIFIED: 8/3/2023 8:02 AM

13. What does positive self-acceptance require?
    a. You must have a balanced public and ideal self.
    b. You must have congruence among your three selves.
    c. You must have a smaller hidden self.
    d. You must have a stronger public self.

ANSWER: b

FEEDBACK:
a. Incorrect. Having positive self-acceptance requires congruency among all three selves: the ideal self, the public self, and the real self.
b. Correct. Having positive self-acceptance requires congruency among all three selves: the ideal self, the public self, and the real self.
c. Incorrect. Having positive self-acceptance requires congruency among all three selves: the ideal self, the public self, and the real self.
d. Incorrect. Having positive self-acceptance requires congruency among all three selves: the ideal self, the public self, and the real self.

POINTS: 1
DIFFICULTY: Understand
REFERENCES: The Value of Self-Assessment
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCHC.TAMP.24.01.15 - Describe and give an example of the four selves.

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DATE CREATED: 7/18/2023 7:32 AM
DATE MODIFIED: 7/18/2023 7:38 AM

14. What does personal space refer to?
    a. It is our warmth, liking, and interest in others.
    b. It is the distance at which we are comfortable with others.
    c. It is a barometer of our feelings.
    d. It is the most important nonverbal communication.

ANSWER: b

FEEDBACK:
a. Incorrect. Personal space is defined as the distance at which we are comfortable with others. Our warmth, liking, and interest in others are all factors in the amount of personal space we desire.
b. Correct. Personal space is defined as the distance at which we are comfortable with others.
c. Incorrect. Personal space is defined as the distance at which we are comfortable with others. Feelings are just one factor that determines how much personal space we seek.
d. Incorrect. Personal space is defined as the distance at which we are comfortable with others. It is a factor in nonverbal communication, but it is not necessarily the most important factor.

POINTS: 1
DIFFICULTY: Understand
REFERENCES: Types of Nonverbal Communication
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCHC.TAMP.24.01.10 - Contrast the various types of personal space used in communication.
DATE CREATED: 7/18/2023 7:39 AM
DATE MODIFIED: 8/3/2023 8:06 AM

15. What statement is true about effective team communication?
    a. It is built on trust.
    b. It is rarely influenced by culture.
    c. It is always more effective face-to-face.
    d. It is better when written.

ANSWER: a

FEEDBACK:
a. Correct. Effective team communication is built on trust.
b. Incorrect. Effective team communication may or may not be influenced by culture.
c. Incorrect. Effective team communication does not have to be face-to-face.
d. Incorrect. Effective team communication does not have to be written to be effective.

POINTS: 1
DIFFICULTY: Understand
REFERENCES: Team Communication

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QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCHC.TAMP.24.01.13 - Recall at least five important points for effective team communication.
DATE CREATED: 7/18/2023 7:48 AM
DATE MODIFIED: 7/21/2023 9:37 AM

16. Which skill is NOT part of the six professional skills required for interacting with clients?
    a. Focus your observations.
    b. Ask open-ended questions.
    c. Avoid placing blame.
    d. Provide a response that offers a solution.

ANSWER: d
FEEDBACK:
    a. Incorrect. Professional communication skills do include focusing your observations while talking to the client.
    b. Incorrect. Professional communication skills do include asking open-ended questions.
    c. Incorrect. Professional communication skills do include avoiding placing blame when talking to the client.
    d. Correct. Professional communication skills do not always require you to provide a response that offers a solution. Sometimes listening attentively to the client is enough.

POINTS: 1
DIFFICULTY: Understand
REFERENCES: Professional Skills
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCHC.TAMP.24.01.02 - List the six steps to successful professional communication.
DATE CREATED: 7/18/2023 7:54 AM
DATE MODIFIED: 7/21/2023 7:15 AM

17. What is the primary sensory skill involved in verbal communication?
    a. It is gesturing.
    b. It is seeing or observing.
    c. It is listening.
    d. It is touching.

ANSWER: c
FEEDBACK:
    a. Incorrect. The primary sensory skill in verbal communication is listening, not gesturing.
    b. Incorrect. The primary sensory skill in verbal communication is listening, not seeing or observing.
    c. Correct. Listening is the primary sensory skill in verbal communication.
    d. Incorrect. The primary sensory skill in verbal communication is listening, not touching.

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POINTS: 1
DIFFICULTY: Understand
REFERENCES: Listening Skills
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCHC.TAMP.24.01.08 - Contrast verbal and nonverbal communication by using examples.
DATE CREATED: 7/18/2023 8:02 AM
DATE MODIFIED: 8/3/2023 8:11 AM

18. Which trait is essential in professional, technical, and social communication?
    a. Listening is essential in professional, technical, and social communication.
    b. Empathy is essential in professional, technical, and social communication.
    c. Accuracy is essential in professional, technical, and social communication.
    d. Eye contact is essential in professional, technical, and social communication.

ANSWER: a
FEEDBACK:
    a. Correct. Good listening is essential for successful communication whether it is professional, technical, or social.
    b. Incorrect. Empathy is not essential to technical communication.
    c. Incorrect. Accuracy is essential to technical communication, but not necessarily social communication.
    d. Incorrect. Eye contact is not necessarily essential for technical communication.

POINTS: 1
DIFFICULTY: Understand
REFERENCES: Therapeutic Communication Defined
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCHC.TAMP.24.01.01 - Compare therapeutic, professional and social communications.
DATE CREATED: 7/18/2023 8:05 AM
DATE MODIFIED: 8/3/2023 8:14 AM

19. What percentage of communication accounts for what is actually being said?
    a. 70%
    b. 50%
    c. 23%
    d. 7%

ANSWER: d
FEEDBACK:
    a. Incorrect. Most communication is nonverbal or done through tone of voice. Only 7% of a message is communicated by what is actually said.
    b. Incorrect. Most communication is nonverbal or done through tone of voice. Only 7% of a message is communicated by what is actually said.
    c. Incorrect. Most communication is nonverbal or done through tone of voice. Only 7% of a message is communicated by what is actually said.

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d. Correct. Most communication is nonverbal or done through tone of voice. Only 7% of a message is communicated by what is actually said.

POINTS: 1
DIFFICULTY: Remember
REFERENCES: Nonverbal Communication
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCHC.TAMP.24.01.09 - Describe nonverbal communication behaviors.
DATE CREATED: 7/18/2023 8:10 AM
DATE MODIFIED: 7/18/2023 8:13 AM

20. What are some genetic factors that influence communication?

ANSWER: Genetic factors are inherited traits such as height, body structure, and skin color. They are defined and established by the genes passed on during fertilization. Genetic factors affect our communication because they affect our personalities and our perceptions of self.

POINTS: 1
DIFFICULTY: Understand
REFERENCES: Life Factors That Influence Communication
QUESTION TYPE: Subjective Short Answer
HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: TCHC.TAMP.24.01.14 - Describe various life factors that influence communication.
DATE CREATED: 7/18/2023 8:13 AM
DATE MODIFIED: 8/3/2023 8:16 AM

21. How do role models influence your therapeutic communication style?

a. They can directly tell you what to say.
b. They help cultivate a desire to create positive actions.
c. They teach you how to communicate appropriately in all situations.
d. They keep you from miscommunicating.

ANSWER: b

FEEDBACK:

a. Incorrect. Role models do not necessarily influence you by telling you what to say.
b. Correct. Role models are found in national leaders, parents, teachers, spiritual guides, and public figures. They cultivate a desire to create positive actions.
c. Incorrect. Role models may inspire you generally, but they will not teach you how to communicate in every situation.
d. Incorrect. Role models will not necessarily keep you from miscommunicating, but they may inspire how you communicate.

POINTS: 1
DIFFICULTY: Understand
REFERENCES: Life Factors That Influence Communication
QUESTION TYPE: Multiple Choice

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HAS VARIABLES: False
LEARNING OBJECTIVES: TCHC.TAMP.24.01.13 - Recall at least five important points for effective team communication.
TCHC.TAMP.24.01.14 - Describe various life factors that influence communication.
DATE CREATED: 7/18/2023 8:15 AM
DATE MODIFIED: 7/18/2023 8:19 AM

22. Name and define the four selves within us.
ANSWER: The ideal self is the person we think we should be and the person we would like to become.
The public self is how we want others to see us. We may have several public selves depending on our circle of acquaintances and friends.
Our real self is the inner, natural self who is authentic and spontaneous.
The critic is the inner "shaming" voice. Shame can camouflage the real self.

POINTS: 1
DIFFICULTY: Understand
REFERENCES: The Value of Self-Assessment
QUESTION TYPE: Subjective Short Answer
HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: TCHC.TAMP.24.01.15 - Describe and give an example of the four selves.
DATE CREATED: 7/18/2023 8:20 AM
DATE MODIFIED: 7/18/2023 8:25 AM

23. What are some qualities of a health professional who genuinely enjoys helping people in a therapeutic manner?
ANSWER: The health professional has the technical skills and knowledge to help people solve their problems and does so without the need to create power for themselves.
POINTS: 1
DIFFICULTY: Remember
REFERENCES: Professional Application
QUESTION TYPE: Subjective Short Answer
HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: TCHC.TAMP.24.01.03 - Discuss the meaning of a "helping profession."
DATE CREATED: 7/18/2023 8:26 AM
DATE MODIFIED: 8/3/2023 8:20 AM

24. How does the term "servant" apply to you as a healthcare professional?
ANSWER: The term servant means that you genuinely enjoy serving the needs of others.
POINTS: 1
DIFFICULTY: Apply
REFERENCES: Professional Application
QUESTION TYPE: Subjective Short Answer

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HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: TCHC.TAMP.24.01.04 - List six questions to ask before entering a helping profession.
DATE CREATED: 7/18/2023 8:30 AM
DATE MODIFIED: 7/18/2023 8:35 AM

25. How might a healthcare professional find themselves in a codependent relationship with a client?
ANSWER: People in helping professions may adopt a hostile attitude toward their clients after so many years of rescuing and giving so much. Many healthcare professionals are harried, overcommitted, and become locked into a caretaker role such that they feel dismayed and rejected when they cannot "save" someone.
POINTS: 1
DIFFICULTY: Apply
REFERENCES: Professional Application
QUESTION TYPE: Subjective Short Answer
HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: TCHC.TAMP.24.01.04 - List six questions to ask before entering a helping profession.
DATE CREATED: 7/18/2023 8:36 AM
DATE MODIFIED: 7/18/2023 8:37 AM

26. How can a healthcare professional use facial expressions effectively in nonverbal communication?
ANSWER: Facial expressions are perhaps the most important nonverbal communicator. It is important for the healthcare professional to be aware and in control of their facial expressions at all times. Eye contact is another form of facial expression and is often viewed as a sign of interest in the individual. Certain movements of the eyebrow seem to indicate questioning, while others may disclose feelings of amusement, surprise, puzzlement, or worry. The way the forehead is wrinkled also sends similar messages.
POINTS: 1
DIFFICULTY: Apply
REFERENCES: Types of Nonverbal Communication
QUESTION TYPE: Subjective Short Answer
HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: TCHC.TAMP.24.01.08 - Contrast verbal and nonverbal communication by using examples.
DATE CREATED: 7/18/2023 8:37 AM
DATE MODIFIED: 7/21/2023 9:26 AM

27. Which term refers to a group of gestures, facial expressions, and postures?
a. Sender
b. Clustering
c. Feedback

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d. Conciseness

ANSWER: b

FEEDBACK:

a. Incorrect. Clustering is the term that refers to a group of gestures, facial expressions, and postures, rather than sender.
b. Correct. Clustering is the term that refers to a group of gestures, facial expressions, and postures.
c. Incorrect. Clustering is the term that refers to a group of gestures, facial expressions, and postures, rather than feedback.
d. Incorrect. Clustering is the term that refers to a group of gestures, facial expressions, and postures, rather than conciseness.

POINTS: 1
DIFFICULTY: Understand
REFERENCES: The Communication Cycle
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCHC.TAMP.24.01.16 - Correctly define key terms.
DATE CREATED: 7/18/2023 8:39 AM
DATE MODIFIED: 8/3/2023 8:24 AM

28. Which basic trait of communication refers to a message being logical and in order?

a. It is congruency.
b. It is clustering.
c. It is feedback.
d. It is cohesiveness.

ANSWER: d

FEEDBACK:

a. Incorrect. Cohesiveness, not congruency, refers to being logical and in order.
b. Incorrect. Cohesiveness, not clustering, refers to being logical and in order.
c. Incorrect. Cohesiveness, not feedback, refers to being logical and in order.
d. Correct. Cohesiveness refers to being logical and in order.

POINTS: 1
DIFFICULTY: Understand
REFERENCES: Verbal Communication
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCHC.TAMP.24.01.07 - Analyze the five Cs of communication and describe their effectiveness.
DATE CREATED: 7/18/2023 8:43 AM
DATE MODIFIED: 7/18/2023 8:45 AM

29. Which party in the communication cycle is responsible for encoding the message?

a. It is the listener.
b. It is the sender.
c. It is the receiver.

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d. It is the observer.

ANSWER: b

FEEDBACK:

a. Incorrect. The sender is responsible for encoding the message, not the listener.
b. Correct. The sender is responsible for encoding the message.
c. Incorrect. The sender is responsible for encoding the message, not the receiver.
d. Incorrect. The sender is responsible for encoding the message, not the observer.

POINTS: 1
DIFFICULTY: Understand
REFERENCES: The Communication Cycle
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCHC.TAMP.24.01.05 - Describe the five basic elements of the communication cycle.
DATE CREATED: 7/18/2023 8:45 AM
DATE MODIFIED: 7/18/2023 8:49 AM

30. What is the process that occurs during the communication cycle when the sender and receiver verify their perceptions?

a. It is called sending.
b. It is called receiving.
c. It is called feedback.
d. It is called cohesiveness.

ANSWER: c

FEEDBACK:

a. Incorrect. When the sender and receiver verify their perceptions, it is called feedback, not sending.
b. Incorrect. When the sender and receiver verify their perceptions, it is called feedback, not receiving.
c. Correct. When the sender and receiver verify their perceptions, it is called feedback.
d. Incorrect. When the sender and receiver verify their perceptions, it is called feedback, not cohesiveness.

POINTS: 1
DIFFICULTY: Understand
REFERENCES: The Communication Cycle
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCHC.TAMP.24.01.16 - Correctly define key terms.
DATE CREATED: 7/18/2023 8:49 AM
DATE MODIFIED: 7/18/2023 8:56 AM

31. Why is caring an essential emotion for people in helping professions?

ANSWER: Answers will vary but may include: Healthcare is a helping profession and to be successful you must genuinely care about your clients. A person in a helping profession must be able to put the needs of clients before their own needs and assume the role of a caregiver. It will

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be difficult to provide effective therapeutic care and communication if you do not genuinely care about your clients.

POINTS: 1
DIFFICULTY: Apply
REFERENCES: Professional Application
QUESTION TYPE: Subjective Short Answer
HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: TCHC.TAMP.24.01.03 - Discuss the meaning of a “helping profession.”
DATE CREATED: 7/18/2023 8:54 AM
DATE MODIFIED: 7/18/2023 8:56 AM

32. What are some appropriate uses for different types of technical communication used in the medical setting?

ANSWER: Answers will vary, but possible responses are:
Email for communication with colleagues;
Facsimile (fax) messaging to obtain insurance approval;
Text messaging for client appointment reminders;
Secure client portals for providing lab results or prescription refills;
Videoconferencing to share information between medical professionals or for providing telecare to clients.

POINTS: 1
DIFFICULTY: Apply
REFERENCES: Influence of Technology on Communication
QUESTION TYPE: Subjective Short Answer
HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: TCHC.TAMP.24.01.12 - Summarize the various forms of social media used in the health care setting and identify goals of its use.
DATE CREATED: 7/18/2023 8:56 AM
DATE MODIFIED: 7/21/2023 9:35 AM

33. When would texting be an appropriate communication channel in a healthcare setting?

a. Sending a client their lab results
b. Providing a client a reminder about their scheduled appointment
c. Giving detailed instructions for postoperative care
d. To provide information about a client to their family or caregivers

ANSWER: b

FEEDBACK:

a. Incorrect. It is not appropriate to send lab results by text because it is an unsecured delivery method.
b. Correct. It is appropriate and convenient to send a client a reminder about their upcoming appointment by text.
c. Incorrect. Detailed instructions for postoperative care should be sent by email or by a printed handout rather than by text.
d. Incorrect. It is not appropriate to provide a client’s family information by text because it may violate HIPAA rules and it is an unsecured delivery method.

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Chapter 1 - Therapeutic Communication

POINTS: 1
DIFFICULTY: Understand
REFERENCES: The Communication Cycle
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCHC.TAMP.24.01.06 - Critique a minimum of four communication channels.
DATE CREATED: 7/18/2023 8:57 AM
DATE MODIFIED: 7/18/2023 9:00 AM

34. What is the grouping of gestures, facial expressions, and postures known as?
    a. Congruency
    b. Clustering
    c. Feedback
    d. Conciseness

ANSWER: b
FEEDBACK:
    a. Incorrect. Clustering is the grouping of gestures, facial expressions, and postures we use when communicating, not congruency.
    b. Correct. Clustering is the grouping of gestures, facial expressions, and postures we use when communicating.
    c. Incorrect. Clustering is the grouping of gestures, facial expressions, and postures we use when communicating, not feedback.
    d. Clustering is the grouping of gestures, facial expressions, and postures we use when communicating, not conciseness.

POINTS: 1
DIFFICULTY: Understand
REFERENCES: The Communication Cycle
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCHC.TAMP.24.01.05 - Describe the five basic elements of the communication cycle.
DATE CREATED: 7/18/2023 9:01 AM
DATE MODIFIED: 7/18/2023 9:03 AM

35. Which term refers to the content of the communication?
    a. Feedback
    b. Conciseness
    c. Congruency
    d. Message

ANSWER: d
FEEDBACK:
    a. Incorrect. The content of the communication is called the message, not feedback.
    b. Incorrect. The content of the communication is called the message, not conciseness.
    c. Incorrect. The content of the communication is called the message, not

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congruency.

d. Correct. The content of the communication is called the message.

POINTS: 1
DIFFICULTY: Understand
REFERENCES: The Communication Cycle
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCHC.TAMP.24.01.05 - Describe the five basic elements of the communication cycle.
DATE CREATED: 7/18/2023 9:04 AM
DATE MODIFIED: 8/3/2023 8:27 AM

36. What is the mode of communication in the communication cycle?

a. It is how the message is sent.
b. It is when the message is sent.
c. It is the reason the message is sent.
d. It is the meaning of the message.

ANSWER: a
FEEDBACK:

a. Correct. The mode of communication is how the message is sent.
b. Incorrect. The mode of communication is how the message is sent, not when the message is sent.
c. Incorrect. The mode of communication is how the message is sent, not why the message is sent.
d. Incorrect. The mode of communication is how the message is sent, not the meaning of the message.

POINTS: 1
DIFFICULTY: Understand
REFERENCES: The Communication Cycle
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCHC.TAMP.24.01.05 - Describe the five basic elements of the communication cycle.
DATE CREATED: 7/18/2023 9:06 AM
DATE MODIFIED: 7/18/2023 9:47 AM

37. Which statement is one of the six questions you should ask yourself before going into a helping profession?

a. Will I be able to support myself financially in this career?
b. Will I have the capacity to care for myself as well as others?
c. Can I be open to people and accept their differences?
d. Can I be an effective member of the care team?

ANSWER: c
FEEDBACK:

a. Incorrect. Financial considerations are not one of the six questions you should ask yourself before entering a helping profession.
b. Incorrect. Helping yourself is important, but it is not one of the six questions you

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should ask yourself before entering a helping profession.

c. Correct. Before entering a helping profession, you should ask yourself if you can be open to people and accept their differences.

d. Incorrect. Being part of a team is important, but it is not one of the six questions you should ask yourself before entering a helping profession.

POINTS: 1
DIFFICULTY: Remember
REFERENCES: Professional Application
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCHC.TAMP.24.01.04 - List six questions to ask before entering a helping profession.
DATE CREATED: 7/18/2023 9:09 AM
DATE MODIFIED: 8/3/2023 8:30 AM

38. What are some ways the healthcare professional can effectively use touch as part of therapeutic communication?

ANSWER: Touch is often synonymous with reassurance and care and can be an effective part of therapeutic communication if used well. The healthcare professional may need to touch the client as part of routine care, but not every client is comfortable being touched. It is best to announce where and how you will touch a client before doing so. This prepares the client for the contact and helps the healthcare professional gauge how comfortable the client is with being touched.
POINTS: 1
DIFFICULTY: Apply
REFERENCES: The Communication Cycle
QUESTION TYPE: Subjective Short Answer
HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: TCHC.TAMP.24.01.08 - Contrast verbal and nonverbal communication by using examples.
DATE CREATED: 7/18/2023 9:11 AM
DATE MODIFIED: 8/7/2023 5:15 AM

39. Which practice is recommended for email communication?

a. Take all the time you need to respond.

b. Be as concise as possible.

c. Keep a copy of the email on the computer and in the “sent” folder.

d. Use capital letters for emphasis.

ANSWER: b
POINTS: 1
DIFFICULTY: Understand
REFERENCES: The Communication Cycle
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False

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Chapter 1 - Therapeutic Communication

LEARNING OBJECTIVES: TCHC.TAMP.24.01.11 - Discuss HIPAA rules for both email and fax.
DATE CREATED: 7/18/2023 9:13 AM
DATE MODIFIED: 7/18/2023 9:15 AM

40. What is NOT a recommended use for social media by the healthcare professional?
    a. Use social media to contact clients.
    b. Use social media to provide general education.
    c. Use social media for professional development.
    d. Use social media to network for new job opportunities.

ANSWER: a
FEEDBACK:
    a. Using social media to contact clients is not recommended for healthcare professionals.
    b. Using social media to provide general education is a legitimate use for healthcare professionals.
    c. Using social media for professional development is a legitimate use for healthcare professionals.
    d. Using social media to network for new job opportunities is a legitimate use for healthcare professionals.
POINTS: 1
DIFFICULTY: Understand
REFERENCES: The Communication Cycle
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCHC.TAMP.24.01.12 - Summarize the various forms of social media used in the health care setting and identify goals of its use.
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