Job Readiness for Health Professionals 4th edition Elsevier Test Bank

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Test Bank - Chapter 01

Q1: Your ability to separate personal feelings from professional behavior can help minimize which negative realities of work?

A. Constant change
B. Conflict (Correct)
C. Lack of control
D. All options are correct

Rationale: Being able to separate your personal feelings from your professional behavior will help minimize the impact of workplace conflict.

Q2: All the following will help you create positive expectations and more control of results except:

A. Plan for positive outcomes
B. Visualize and use your perceptual senses
C. Taking the passive approach (Correct)
D. Plan for upcoming events and meetings

Rationale: All the following, except taking the passive approach, will help you create positive expectations and outcomes. Taking a passive approach will leave you out of control of the results.

Q3: Which of the following is not one of the Six Stages of Change Acceptance?

A. Recognizing that change can be disruptive and cause anxiety.
B. Determine the positive aspects of change.
C. Embrace and integrate change into your life.
D. Loss should never lead to anger or judgment. (Correct)

Rationale: Loss will likely lead to feelings of anger.

Q4: A negative or ineffective response to things out of your control is:

A. Try to change them. (Correct)
B. Focus on what you can control.
C. Recognize and accept them.
D. Evaluate your choices.

Rationale: You cannot change things you cannot control. Thus, this response will be ineffectual and may lead to frustration and a negative mental attitude.

Q5: The best action you can take to produce positive outcomes at work is:

A. Hope for them.
B. Plan for them. (Correct)

C. Expect them.
D. Ask for them.

Rationale: All these actions and attitudes are positive, but planning is the most effective option.

Q6: Which of the following is a true statement regarding negative self-talk?

A. It is a good habit to continue to help force change.
B. You can change it. (Correct)
C. You would readily accept it if somebody else told you the same thing.
D. You can ignore it.

Rationale: Negative self-talk is bad things you say to yourself. You would not tolerate it if someone else said the same bad things to you.

Q7: The best way to manage interruptions is:

A. Ignore them.
B. Prioritize their urgency. (Correct)
C. Take care of them right away.
D. Close your door or put up a “Do Not Disturb” sign.

Rationale: In health care, interruptions are constant. You must assess their level of urgency and decide whether to handle them immediately or plan to address them later.

Q8: All the following are realities of work except:

A. There are no benefits to work except as a paid job. (Correct)
B. Work may give you a sense of identity and accomplishment.
C. Most people need to work to pay for living expenses.
D. It allows us to grow emotionally and intellectually.

Rationale: For most of us, working is a reality and necessity of life. Financial security is an important reason of why we work. However, work can provide multiple benefits.

Q9: People may lie for the following reasons except:

A. They are ashamed of their actions.
B. They fear being punished or fired.
C. They fear change.
D. They want to maintain integrity. (Correct)

Rationale: Telling the truth despite the difficulty and challenges helps maintain integrity. Integrity is defined as “adherence to moral values,” of which honesty forms an integral part.

Q10: Policies, regulations, and laws affecting the delivery of health care are constantly changing because:

A. Health care must reflect local laws.
B. Patients are customers, and they are ultimately in charge.
C. They ensure high-quality, accessible, and safe patient care. (Correct)
D. The United States need to be competitive with other countries.

Rationale: Market regulations and governance are driven by the public's desire for safe, accessible, and high-quality health care.

Q11: Anxiety is dangerous in health care work because:

A. It impairs decision making and critical thinking. (Correct)
B. It forces you to focus and work slower.
C. You cannot speak and cannot communicate with patients.
D. It leads to multitasking and makes you more productive.

Rationale: As a mental state, anxiety can freeze a person up or lead to impulsive behavior driven by the most primitive part of the brain.

Q12: All the following are helpful steps to accepting change except:

A. Understanding the reason for the change and seeing it as a learning opportunity.
B. Concentrate on what you must do now and not on what you were going to do.
C. Seeing the change as supporting your employer.
D. Cautiously evaluate the change and deny it if it is negative. (Correct)

Rationale: If you see a change as positive and full of opportunities, you will embrace it and adapt quickly.

Q13: The ability to deeply understand the feelings of others is:

A. Integrity.
B. Empathy. (Correct)
C. Adaptability.
D. Reflection.

Rationale: When you can put yourself in another person's situation, it is empathy.

Q14: Which of the following ways can you help create a positive work environment?

A. Be friendly and professional. (Correct)
B. Support your co-workers by telling them how to do their jobs better.
C. Share with your co-workers why you are in bad mood.
D. Show consideration by not sharing your opinions or solutions to problems.

Rationale: Your positive approach, your willingness to work hard, be friendly and professional, offer solutions to problems, and support your co-workers in their job will create a positive environment.

Q15: You are asked to present during a meeting and picture who will attend, where you will stand, and what the meeting room will look like. This is an example of:

A. anticipation.
B. planning.
C. conceptualizing.
D. visualization. (Correct)

Rationale: Visualization is the process of imagining how the meeting will go and how you will behave during it.

Q16: When prioritizing tasks using the Eisenhower Principle, which of the following should be completed first?

A. Important but not urgent
B. Not important but urgent
C. Important and urgent (Correct)
D. Not important and not urgent

Rationale: Urgent tasks require your immediate attention. When something is urgent, it must be done now, and there are clear consequences if you do not complete these tasks within a certain timeline.

Q17: You know you are dependable when:

A. Other people can rely on you to consistently perform your job. (Correct)
B. You can be counted on most of the time.
C. You are only late for work when there is a valid reason.
D. You regard yourself as dependable and majority of your co-workers do.

Rationale: Dependability is a quality only others, who depend on you, can bestow on you. It can be viewed in terms of how much and how well you can be counted on to perform your job.

Q18: All the following are ways to foster punctuality except:

A. Always have a good excuse when you are late. (Correct)
B. Recognize that tasks may take longer than expected.
C. See yourself as a punctual person and set your expectations of yourself accordingly.
D. Understand the importance of punctuality to a health care operation.

Rationale: If you think of excuses of why you will be late, you are already planning to be late.

Q19: Which of the following is recommended to be organized?

A. Determine how quickly a project will take and try to complete it as soon as possible.
B. Multitask and take on as many tasks as possible.
C. Before starting a project, take time to plan and prioritize. (Correct)
D. Complete tasks one at a time and avoid anticipating what is next.

Rationale: An important step in organizing is thinking ahead before starting a task or project, perhaps by creating lists, prioritizing tasks, and planning for the activity.

Q20: Not being punctual may lead to all the following except:

A. Feeling anxious and stressed.
B. Communicating respect for your coworkers and patients. (Correct)
C. Having your co-workers perform your duties until you arrive.
D. Creating a negative reputation.

Rationale: Role models provide guidance, ideas, and resolve.

Video Case Assessments - Chapter 01

Q1: The definition of empathy is:

A. the ability to identify with and experience the feelings of others. (Correct)
B. kindness and/or concern.
C. careful examination.
D. creating plans to improve patient outcomes.

Q2: Why is empathy important in health care?

A. Empathy is an effective observation strategy.
B. Empathy helps you set goals for self-improvement.
C. Having empathy for patients allows you to more effectively interact and communicate with them. (Correct)
D. Having empathy allows you to collect facts and provide feedback to others.

Q3: One of the best methods to build empathy is:

A. explaining how you feel to others.
B. asking others what they have experienced.
C. thinking about how you would look like to be treated. (Correct)
D. researching studies and how it affects different populations.

Q4: The first step when developing empathy for patients is to:

A. listen to what they are saying. (Correct)
B. collect information about their health condition.
C. observe how they respond to treatment.
D. encourage them to follow their treatment plan.

Q5: Ashley showed a lack of empathy towards Mr. Harrison in all the following ways except:

A. dismissing his concerns and experience.
B. having a defensive body language and annoyed tone.
C. asking follow-up questions to better understand his concerns. (Correct)
D. not introducing or greeting him when she entered the room.

Q6: Carol shows empathy by:

A. criticizing Ashley in front of the patient.
B. explaining to Ashley why she needs to better understand patients' personal situations. (Correct)
C. recommending Ashley for an open medical assistant job posting.
D. reprimanding Ashley in private for her attitude toward patients.

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Q7: Carol knows that the behaviors Ashley found objectionable in patients are often the result of the patients':

A. unwillingness to accept personal responsibility for their health.
B. inability to experience empathy.
C. poor attitudes.
D. personal problems, such as fear, depression, and loneliness. (Correct)

Q8: Why did Carol want to share that Mr. Harrison's wife has Alzheimer's dementia with Ashley?

A. To remind her to be more thorough when reviewing patient's medical information
B. To help her understand why he may be acting this way (Correct)
C. To explain why he requires more medical visits
D. To recommend scheduling more time with him to accommodate his many questions

Q9: After learning about Mr. Harrisons' wife, why did Ashley share her experience about her grandmother?

A. To remind herself to be more thorough when reviewing a patient's medical information
B. To realize how common this disease is
C. To explain why he is being annoying
D. To share a common experience (Correct)

Q10: Carol recommended to act empathetically to patients in all the following ways except:

A. listens to what the patient is saying and doing.
B. asks questions based on the patient's responses.
C. pay attention to the patient's body language.
D. pay attention to the patient interview and not the medical record. (Correct)