Essentials of Nursing Communication 1st edition Goldsmith Test Bank

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Test Bank - Chapter 01

Q1: How is communication in nursing practice viewed in the COMFORT Model?

A. As the outcome of the relationship between the nurse and others (Correct)
B. Information-driven and sender-based phenomenon
C. Intentionally created therapeutic interactions with patients
D. Delivery of verbal and nonverbal messages between nurse and patient

Rationale: The COMFORT Model details a relationship-driven, person-centered approach essential for nursing as it views communication as the outcome of the relationship between nurse and others.

Q2: The COMFORT Model of communication in nursing is described as relationship-driven. What does this mean?

A. Communication is a function of how communicators interpret the content message and how the relationship between them is experienced. (Correct)
B. Communication builds on a scientific body of knowledge that guides nursing practice regardless of specialty or functional area.
C. Communication is coordinated, developmentally appropriate and relies almost exclusively on nonverbal messages to guide practice.
D. Communication is person-centered, holistic and utilizes both verbal and nonverbal messaging.

Rationale: The COMFORT Model is relationship-driven and person-centered. A relationship-driven approach to communication refers both to how communicators interpret the content message and how the relationship between communicators is experienced (trusting, non-trusting, adherence).

Q3: Which principle of the COMFORT Model of communication in nursing practice addresses cultural variations?

A. Connecting
B. Options (Correct)
C. Make meaning
D. Openings

Rationale: The COMFORT Model identifies seven core principles of communication. The Options principle addresses cultural and language differences, health literacy, and cultural humility.

Q4: Which descriptive term can be used to reflect the mutually created aspect of communication?

A. Intentional
B. Aligned
C. Interdependent
D. Transactional (Correct)

Rationale: Transactional communication acknowledges that no one person can produce a meaningful message. Communication does not happen unless there are relationships and contexts that inform the exchange of meaning.

Q5: Which form of nonverbal communication is in play when the nurse touches the patient's arm while asking how the patient is feeling this morning?

A. Kinesics
B. Proxemics
C. Vocalics
D. Haptics (Correct)

Rationale: Haptics is a nonverbal form of communication which involves touch with people and things.

Q6: What is the focus of the CONNECT principle in the COMFORT Model of Communication?

A. Building trust (Correct)
B. Understanding emotion
C. Coping with uncertainty
D. Initiating conversations

Rationale: The Connect principle highlights how to build trust with patients and families by learning their stories and ways to elicit them.

Q7: How many core principles of communication are identified by the Comfort Model of communication in nursing practice?

A. 3
B. 4
C. 5
D. 7 (Correct)

Rationale: The COMFORT Model represents the bedrock labor of communicating in nursing practice by identifying seven core principles of communication: C-Connect, O-Options, M-Making meaning; F-Family caregivers; O-Openings, R-Relating, T-Team.

Q8: Which core principle of communication identified in the COMFORT Model of communication in nursing explores different ways of responding to suffering and emotion?

A. Openings
B. Making Meaning (Correct)
C. Family
D. Options

Rationale: The Making Meaning principle explores different ways to respond to suffering and emotions.

Q9: Which factors are specified by each of the four spheres of care? (Select all that apply.) *(Select all that apply.)*

A. Patient population (Correct)

B. Focus of care (Correct)

C. Type of healthcare facility

D. Category of Provider

Rationale: The Four Spheres of Care identify varying patient populations and the focus of care.

Q10: Which statements reflect central axioms of the science of communication? (Select all that apply.) *(Select all that apply.)*

A. Some communication has a dimension of behavior and some a dimension of intent.

B. Everyone involved in the interaction is mutually creating the communication phenomenon. (Correct)

C. Communication can become aligned or misaligned with those you are engaging. (Correct)

D. Verbal and nonverbal messaging equally contribute to the development of communication intent.

Rationale: Communication has three guiding axioms: 1) Communication includes both behavior and intention dimensions, 2) Communication is a mutually created phenomenon, and 3) Communication includes alignment and misalignment among those involved in the interaction.