Career Success in Health Care Professionalism in Action 3rd edition Colbert Test Bank

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TRUE/FALSE

1 : ?Professionalism is the skill, good judgment, and polite behavior that is expected from a person who is trained to do a job well.
A : true
B : false

Correct Answer : A

2 : Assertiveness taken to the extreme becomes friendly.?
A : true
B : false

Correct Answer : B

3 : A trustworthy attitude includes three main ingredients: intelligence, integrity, and morality.?
A : true
B : false

Correct Answer : B

SHORT RESPONSE

4 : How do you define self-esteem??

Correct Answer : Simply stated, self-esteem it is how you feel about yourself. Other words for self-esteem are self-belief or self-concept. Regardless of the term used, this is probably one of the most important questions you need to answer in your life. The way you feel about yourself affects every aspect of your life. In fact, many studies show that there is a direct relationship between self-esteem and academic performance.?

5 : Describe the importance of self-confidence and how it might impact patients.?

Correct Answer : Being self-confident means you know yourself inside and out. You have assessed your strengths and weaknesses and are confident in what you can do. You believe in your ability to do things and make things happen in a positive manner. Patients react positively to a self-confident attitude; even if you are nervous, you need to put on a “professional face” that is the product of preparation and self-confidence.?

MULTIPLE CHOICE

6 : Self-esteem is primarily shaped by an individual’s _____, which are the concepts that one believes in.
A :
?values

B :
?intelligence

C :
?diligence

D :
?resilience

Correct Answer : A

7 : ?Someone who is capable of consistently doing something well is best described as ____.
A :
?self-confident

B :
?competent

C :
?talented

D :
?organized

Correct Answer : B

8 : When you act as the “voice of the patient” what are you actually doing for that patient??
A :
?witnessing

B :
?treating

C :
?advocating

D :
?mimicking

Correct Answer : C

9 : When a person truly lives his or her values, what catch phrase best describes them??
A :
?Takes the bull by the horns

B :
?Takes no prisoners

C :
?Talks the talk

D :
?Walks the walk

Correct Answer : D

10 : The healthcare industry has been compared to the restaurant industry because they are both ____.?
A :
?involved in food production

B :
?corporate entities

C :
?open late

D :
?service industries

Correct Answer : D

11 : What are the three primary traits or characteristics that most people expect from a healthcare professional??
A :
?intelligent, diligent, compassionate

B :
?caring, compassionate, sympathetic

C :
?trustworthy, caring, competent

D :
?intelligent, sympathetic, empathetic

Correct Answer : C

12 : A measure of a health care professional's sincerity is his or her ability to ____ with patients.?
A :
?collaborate

B :
?empathize

C :
?socialize

D :
?joke

Correct Answer : B

13 : Being considerate of the feelings of others in difficult situations is a good definition for which term??
A :
?tact

B :
?respect

C :
?sincerity

D :
?empathy

Correct Answer : A

14 : ?Which type of practice utilizes valid, well-studied treatment results to direct care management?
A :
?anecdotal

B :
?time-proven

C :
?evidence-based

D :
?observational

Correct Answer : C

15 : Which behavior is the best reaction to constructive criticism??
A :
?Complain to a supervisor.

B :
?Acknowledge blame.

C :
?Defend your actions.

D :
?Debate a different position.

Correct Answer : B

16 : ?When does your image beginning forming in the heads of patients?
A :
?before they see you

B :
?the moment you walk in the door

C :
?after talking to them for at least five minutes

D :
?once they understand you are their caregiver

Correct Answer : B

17 : What is the best example of positive body language when with a patient?
A :
?rhythmically tapping your foot

B :
?nodding your head

C :
?crossing your legs

D :
?direct eye contact

Correct Answer : D

18 : How long does it typically take to form a first impression?
A :
?30 seconds

B :
?Three minutes

C :
?30 minutes

D :
?Three hours

Correct Answer : A

19 : Which saying represents a positive attitude??
A :
?The glass is half full.

B :
?The glass is half empty.

C :
?Better luck next time.

D :
?You can’t win them all.

Correct Answer : A

20 : What does research say about laughter in a medical setting??
A :
?It puts the medical staff at ease.

B :
?It leads to less turnover of medical staff.

C :
?It can boost immune response in patients.

D :
?It promotes deeper social interactions between staff and patients.

Correct Answer : C

21 : In a group setting, what is the biggest potential problem with a negative attitude??
A :
?It leads to laziness and less work efficiency.

B :
?It causes people to argue and get distracted from their job.

C :
?It’s contagious and causes others to become negative.

D :
?It’s viewed as unprofessional by the patients.

Correct Answer : C

22 : What is the best way to get out of “victim mode”??
A :
?Take personal responsibility for problems.

B :
?Vent your frustrations frequently.

C :
?Develop a thicker skin for criticism.

D :
?Avoid potential conflicts.

Correct Answer : A

23 : ?A person explodes suddenly about things that have nothing to do with the circumstances. What term best sums up this individual?
A :
?the tank

B :
?the grenade

C :
?the know-it-all

D :
?the whiner

Correct Answer : B

24 : Your extracurricular activities, volunteerism, attendance, and enthusiasm for learning all play a role in creating your own personal _____.?
A :
?Taste

B :
?Appeal

C :
?Style

D :
?Brand

Correct Answer : D

25 : What is a notoriously bad habit that can ruin reputations, create havoc at work, wreck marriages and cause heartaches??
A :
?gossiping

B :
?chewing gum

C :
?being late

D :
?eating poorly

Correct Answer : A