Mental Health Nursing 6th edition Gorman Test Bank

SKU: 9781719645607-TEST-BANK

Chapter 2. Basics of Communication

Multiple Choice
Identify the choice that best completes the statement or answers the question.

____ 1. Which question by the nurse would gain the most information from a patient experiencing a marital crisis?

1.	"Do you hate your spouse?"
2.	"Do you get along with your in-laws?"
3.	"Do you talk out your problems with your spouse?"
4.	"What is it like at home with your spouse?"

____ 2. The parent of a young patient with schizophrenia seeks out the nurse and begins to cry. The parent expresses concern over their daughter's behavior. Which is the nurse's best response to the parent?

1.	"What is it that concerns you the most?"
2.	"Well, you know, that is part of the illness."
3.	"Here is a book on schizophrenia. This will help you."
4.	"Are you afraid your daughter will always be like this?"

____ 3. A patient is pacing the floor and appears extremely anxious. The day-shift nurse approaches the patient in an attempt to lessen their anxiety. Which question by the nurse is the most therapeutic?

1.	"How about watching a football game?"
2.	"Tell me how you are feeling today."
3.	"What do you have to be upset about now?"
4.	Ignore the patient.

____ 4. A patient states, "I don't know what the pills are for or why I am taking them, so I don't want them." Which therapeutic communication technique will **best** help this patient?

1.	Asking for what you need.
2.	Silence.
3.	Using general leads.
4.	Giving information.

____ 5. Which intervention will the nurse implement to demonstrate an effective practice in mental health?

1.	Solve the patient's problems without assistance from others.
2.	Comfortably point out the patient's shortcomings and provide advice about how to improve.
3.	Bring patients and coworkers into compliance with societal rules and norms.
4.	Demonstrate therapeutic communication.

Mental Health Nursing 6th edition Gorman Test Bank

____ 6. Which statement can be applied to the process of communication?

1.	The receiver is fully responsible for the message.
2.	The receiver is responsible for sending the message.
3.	The sender is responsible for interpreting the message.
4.	The sender is only partially responsible for the message.

____ 7. Which therapeutic communication intervention will the nurse consider implementing when a patient needs time to collect their thoughts?

1.	Ask the patient for clarification.
2.	Sit with the patient in silence.
3.	Ask a closed-ended question.
4.	Encourage the patient to clarify their thoughts.

Multiple Response
Identify one or more choices that best complete the statement or answer the question.

____ 8. Which describe the components of neurolinguistic programming? (Select all that apply.)

1.	Hearing
2.	Seeing
3.	Smelling
4.	Feeling
5.	Touching

____ 9. The nurse is preparing to review the types of aphasia with a patient. Which topics of information will the nurse include in the teaching? (Select all that apply.)

1.	Global
2.	Motor
3.	Expressive
4.	Receptive
5.	Sensory

____ 10. A nurse is working with a patient and attempts to communicate effectively with the patient. Techniques the nurse can use to help communication include (select all that apply):

1.	Clarifying terms.
2.	Remaining silent.
3.	Asking open-ended questions.
4.	Offering false reassurance.
5.	Discouraging the person from expressing feelings that are unacceptable.

Mental Health Nursing 6th edition Gorman Test Bank

____ 11. The three components of communication are (select all that apply):

1.	Impairment
2.	Message
3.	Sender
4.	Receiver
5.	Therapeutic

____ 12. Nurses understand that when caring for patients with mental illnesses, a nurse's communication is (select all that apply):

1.	An active process that includes participating and listening and speaking.
2.	A complex activity.
3.	Exchanging information.
4.	Verbal and nonverbal.
5.	A one-way path from nurse to patient.
6.	Advising.

____ 13. A patient expresses concerns to the nurse about a new prescribed treatment by the health-care provider. The nurse advises the patient, "If I were you, I would find another doctor." How does this statement by the nurse block communication? (Select all that apply.)

1.	It tells the patient that their concerns are not valid.
2.	It gives the idea that the nurse's values are the correct ones.
3.	It sounds judgmental.
4.	It sets the stage for expectations that the patient may not be able to meet.
5.	It discourages yes or no answers.
6.	It blocks the patient from telling the nurse what their concerns are.

____ 14. For which patients will the nurse plan to implement adaptive communication techniques? (Select all that apply.)

1.	A patient who is blind.
2.	A patient who has aphasia.
3.	A patient with schizophrenia.
4.	A patient who is elderly.
5.	A patient with dysphagia.
6.	A patient who has language differences from the staff.

____ 15. Which of the following are characteristics of assertive communication? (Select all that apply.)

1.	Statements begin with the word "you."
2.	Statements deal with thoughts and feelings.
3.	It is a form of blaming.
4.	It puts responsibility for the interaction on the other person.

Mental Health Nursing 6th edition Gorman Test Bank

5.	It is a technique of personal empowerment.
6.	It is self-responsible.

Mental Health Nursing 6th edition Gorman Test Bank

Chapter 2. Basics of Communication
Answer Section

MULTIPLE CHOICE

1. ANS: 4
   Page: 21
   Integrated Processes: Nursing Process: Implementation
   Heading: Techniques of Therapeutic/Helping Communication
   Cognitive Level: Comprehension
   Client Need: Psychosocial Integrity
   Chapter 2: Basics of Communication
   Concept: Clinical Judgment; Communication; Stress and Coping

	Feedback
1.	This is a closed-ended question. These are forms of questions that make it possible for a one-word "yes" or "no" answer. They discourage the patient from giving full answers to the questions. "Hate" is judgmental and makes an assumption for the marital crisis.
2.	This is a closed-ended question. These are forms of questions that make it possible for a one-word "yes" or "no" answer. They discourage the patient from giving full answers to the questions.
3.	This is a closed-ended question. These are forms of questions that make it possible for a one-word "yes" or "no" answer. They discourage the patient from giving full answers to the questions.
4.	This is an open-ended question that encourages expression of feelings rather than a yes/no answer. Use of open-ended questions facilitates more open communication.

2. ANS: 1
   Page: 21
   Integrated Processes: Nursing Process: Implementation
   Heading: Techniques of Therapeutic/Helping Communication
   Cognitive Level: Application
   Client Need: Psychosocial Integrity
   Chapter 2: Basics of Communication
   Concept: Clinical Judgment; Communication; Stress and Coping

	Feedback
1.	This is an open-ended question allowing the parent to explain why they are upset.
2.	This minimizes the problem, implying the parent's feelings are not special.
3.	Changing the subject sends the message to the parent that the nurse does not care or that this problem is not worthy of the nurse's time.
4.	This is a closed-ended question and makes an assumption of why the parent is

Mental Health Nursing 6th edition Gorman Test Bank

	upset.

3. ANS: 2
Page: 21
Integrated Processes: Caring
Heading: Techniques of Therapeutic/Helping Communication
Cognitive Level: Application
Client Need: Psychosocial Integrity
Chapter 2: Basics of Communication
Concept: Clinical Judgment; Communication; Stress and Coping

	Feedback
1.	Although this is an open-ended question, it changes the subject and does not deal with the anxiety.
2.	To keep open communication with the patient, the nurse should ask open-ended questions that will facilitate discussion.
3.	Although this is an open-ended question, it belittles the patient and implies that the patient's feelings are not special.
4.	Ignoring the patient is not therapeutic communication and will make the anxiety worse.

4. ANS: 4
Pages: 22
Integrated Processes: Teaching/Learning
Heading: Techniques of Therapeutic/Helping Communication
Cognitive Level: Application
Client Need: Psychosocial Integrity
Chapter 2: Basics of Communication
Concept: Clinical Judgment; Communication; Stress and Coping

	Feedback
1.	Asking for what you need requires the user to start the sentence with the words "I want" or "I need," which is not needed in this instance.
2.	Although silence can be therapeutic, it is not appropriate for this situation. The patient does not need time to collect thoughts; an answer is needed in the form of patient teaching.
3.	Although general leads are therapeutic, they are not appropriate in this instance. Saying "Yes" or "Go on" is not best because the patient has already stated the need: "I don't know what the pills are for and why I am taking them."
4.	Giving information relates to the helping relationship because it involves a form of patient teaching, which is what this patient needs.

Mental Health Nursing 6th edition Gorman Test Bank

5. ANS: 4
Page: 15
Integrated Processes: Communication and Documentation
Heading: Therapeutic Communication
Cognitive Level: Application
Client Need: Psychosocial Integrity
Chapter 2: Basics of Communication
Concept: Clinical Judgment; Stress and Coping

	Feedback
1.	The goal in mental health is for the nurse to be the "tool" for ensuring positive interpersonal relationships with patients, not solve problems without assistance.
2.	The goal in mental health is for the nurse to be the "tool" for ensuring positive interpersonal relationships with patients, not pointing out shortcomings. Giving advice is a block or barrier to therapeutic communication.
3.	The goal in mental health is for the nurse to be the "tool" for ensuring positive interpersonal relationships with patients, not to make people comply with societal rules and norms.
4.	Good communication skills are essential for working in mental health. Therapeutic communication is the appropriate use of verbal and nonverbal communication skills that cements the relationship with patients and ultimately promotes their healing.

6. ANS: 4
Page: 13
Integrated Processes: Communication and Documentation
Heading: Sender, Receiver, and Interpretation of Message
Cognitive Level: Knowledge
Client Need: Psychosocial Integrity
Chapter 2: Basics of Communication
Concept: Clinical Judgment; Communication

	Feedback
1.	The receiver is not the only responsible for the message; the process requires three parts; the receiver is one of them.
2.	The receiver is not responsible for sending the message; the sender is.
3.	The receiver interprets the message, not the sender.
4.	The sender is only partially responsible for the message communication.

7. ANS: 2
Page: 22
Integrated Processes: Caring/Communication and Documentation
Heading: Techniques of Therapeutic/Helping Communication
Cognitive Level: Comprehension

Mental Health Nursing 6th edition Gorman Test Bank

Client Need: Psychosocial Integrity
Chapter 2: Basics of Communication
Concept: Clinical Judgment; Communication; Stress and Coping

	Feedback
1.	Asking the patient to clarify their feelings while a patient needs time to gather their thoughts does not allow them to process information.
2.	Silence allows the nurse and the patient time to collect their thoughts.
3.	Closed-ended questions will not allow time for a patient to collect their thoughts.
4.	Remaining present for a patient who requires time to process their thoughts conveys caring and respect.

MULTIPLE RESPONSE

8. ANS: 1, 2, 5
Page: 15
Integrated Processes: Communication and Documentation
Heading: Neurolinguistic Programming
Cognitive Level: Knowledge
Client Need: Psychosocial Integrity
Chapter 2: Basics of Communication
Concept: Clinical Judgment; Communication

	Feedback
1.	Neurolinguistic programming (NLP) builds on the idea that humans tend to interact with the world in basically three ways, one of which is hearing.
2.	Neurolinguistic programming (NLP) builds on the idea that humans tend to interact with the world in basically three ways, one of which is seeing.
3.	Smelling is not a component of neurolinguistic programming (NLP).
4.	Feeling is not a component of neurolinguistic programming (NLP).
5.	Neurolinguistic programming (NLP) builds on the idea that humans tend to interact with the world in basically three ways, one of which is touching.

9. ANS: 1, 3, 4
Page: 18
Integrated Processes: Communication and Documentation
Heading: Techniques of Therapeutic/Helping Communication
Cognitive Level: Knowledge
Client Need: Psychosocial Integrity
Chapter 2: Basics of Communication
Concept: Clinical Judgment; Communication

Mental Health Nursing 6th edition Gorman Test Bank

	Feedback
1.	Global is a type of aphasia that encompasses both expressive and receptive aphasia.
2.	Motor is not a type of aphasia.
3.	Expressive or Broca's is a type of aphasia in which a patient has difficulty expressing themselves.
4.	Receptive or Wernicke's is a type of aphasia in which a patient has difficulty interpreting or understanding written forms of communication.
5.	Sensory is not a type of aphasia.

10. ANS: 1, 2, 3
Pages: 20–21
Integrated Processes: Communication and Documentation
Heading: Techniques of Therapeutic/Helping Communication
Cognitive Level: Application
Client Need: Psychosocial Integrity: Therapeutic Communication
Chapter 2: Basics of Communication
Concept: Clinical Judgment; Communication; Stress and Coping

	Feedback
1.	Correct. Clarifying terms is a therapeutic technique. Nurses must be sure that the terms they choose are correct and mean the same thing to all parties involved in the interaction. If the nurse does not clarify simple words, they could incorrectly infer the patient's level of ability or cooperation.
2.	Correct. Remaining silent is a therapeutic technique. First, it allows the nurse and the patient a short time to collect their thoughts; second, it shows patience and acceptance on the part of the nurse.
3.	Correct. Asking open-ended questions is a therapeutic technique. Open-ended communication allows the patient to become more involved in their plan of care.
4.	Incorrect. Offering false reassurance is a nontherapeutic technique. These are phrases nurses may use to sound supportive. In social communication, these expressions sound friendly, but in a therapeutic relationship, they invalidate the patient's concerns.
5.	Incorrect. Discouraging expression of feelings that are considered unacceptable is a nontherapeutic technique. The goal of therapeutic communication is for patients to express positive and negative feelings.

11. ANS: 2, 3, 4
Page: 13
Integrated Processes: Communication and Documentation
Heading: Sender, Receiver, and Interpretation of Message
Cognitive Level: Knowledge

Mental Health Nursing 6th edition Gorman Test Bank

Client Need: Psychosocial Integrity
Chapter 2: Basics of Communication
Concept: Clinical Judgment; Communication

	Feedback
1.	Incorrect. Impairment is not a component of communication.
2.	Correct. Message is a component of communication. Message is what the sender delivers (sends) to the receiver.
3.	Correct. Sender is a component of communication. Sender is the person who transmits (sends) the message.
4.	Correct. Receiver is a component of communication. Receiver is the person who accepts (receives) the message.
5.	Incorrect. Therapeutic is not a component of communication.

12. ANS: 1, 2, 3, 4
Page: 13-16
Integrated Processes: Communication and Documentation
Heading: Communication Theory
Cognitive Level: Application
Client Need: Psychosocial Integrity
Chapter 2: Basics of Communication
Concept: Clinical Judgment; Communication

	Feedback
1.	Correct. Communication is an active, two-way process between patient and nurse. It is not passive.
2.	Correct. Communication is a complex activity requiring a sender, message, and receiver, as well as cultural influences.
3.	Correct. Communication is the exchange of information.
4.	Correct. Communication involves verbal and nonverbal.
5.	Incorrect. Communication is a two-way process between patient and nurse.
6.	Incorrect. Communication is not advising; in fact, the nurse's role is to listen and support, not advise.

13. ANS: 2, 3, 4, 6
Page: 18
Integrated Processes: Communication and Documentation
Heading: Nontherapeutic Communication
Cognitive Level: Evaluation
Client Need: Psychosocial Integrity
Chapter 2: Basics of Communication
Concept: Clinical Judgment; Communication; Stress and Coping

	Feedback

Mental Health Nursing 6th edition Gorman Test Bank

1.	Incorrect. False reassurance/social clichés, not advising, tell the patient their concerns are not valid.
2.	Correct. Advising sets up, in the patient's mind, some sort of value system that puts the nurse's value as the "right" one.
3.	Correct. Giving advice can sound very judgmental.
4.	Correct. Advising sets the stage for expectations that the patient may not be able to meet.
5.	Incorrect. Open-ended questions discourage yes or no answers, not advising.
6.	Correct. Advising is a nontherapeutic technique that blocks communication.

14. ANS: 1, 2, 5, 6
Pages: 23–25
Integrated Processes: Communication and Documentation
Heading: Challenges to Communication
Cognitive Level: Comprehension
Client Need: Psychosocial Integrity
Chapter 2: Basics of Communication
Concept: Clinical Judgment; Communication

	Feedback
1.	Correct. A patient who is blind requires adaptive communication techniques. Sightless people cannot see a wave of the hand or when someone leaves or enters a room; these events must be verbalized. Patient teaching for a person with a visual impairment may involve physically moving or touching them and verbally explaining in much more detail than usual, such as using a clock face to describe food positions on a plate.
2.	Correct. A patient who has aphasia requires adaptive communication techniques depending on the type of aphasia present.
3.	Incorrect. A patient with schizophrenia does not require adaptive techniques. Patients with challenges to sight, sound, and speech require adaptive techniques.
4.	Incorrect. A patient who is elderly does not require adaptive techniques.
5.	Correct. A patient with dysphasia requires adaptive communication techniques. Patients with dysphasia have great difficulty with speech.
6.	Correct. A patient who has language differences from the staff requires adaptive communication techniques. Adaptive techniques to ensure understanding are needed.

15. ANS: 2, 5, 6
Page: 14
Integrated Processes: Communication and Documentation
Heading: Aggressive Communication vs. Communication
Cognitive Level: Application
Client Need: Psychosocial Integrity
Chapter 2: Basics of Communication

Mental Health Nursing 6th edition Gorman Test Bank

Concept: Clinical Judgment; Communication

	Feedback
1.	Incorrect. Statements that begin with the word “you” are aggressive statements, not assertive.
2.	Correct. Statements that deal with thoughts and feelings are assertive statements. Saying “I think” or “I feel” helps to keep people in control of their emotions, while allowing honest, open expression of the feelings they have as a result of someone else’s behavior.
3.	Incorrect. Aggressive statements, not assertive, place blame.
4.	Incorrect. Aggressive statements, not assertive, put the responsibility for the interaction on the other person.
5.	Correct. Assertive behavior and communication are techniques of personal empowerment.
6.	Correct. Assertive behavior is self-responsible, expressing the speaker’s thoughts and feelings honestly.

Mental Health Nursing 6th edition Gorman Test Bank