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Chapter 2: Communication

Multiple Choice

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

____ 1. You are preparing to care for a patient. Which skill would you use as the foundation for all aspects of the patient's care?
1. Collaboration
2. Communication
3. Critical thinking
4. Clinical judgment

____ 2. You are responding to the call light of a patient with a terminal illness. Which nonverbal technique will you use to communicate caring?
1. Stare at the patient
2. Touch the patient's hand
3. Cross the arms over the chest
4. Stand at the foot of the patient's bed

____ 3. A patient is sitting in the examination room waiting to have a physical assessment. Which posture indicates to you that the patient is willing to verbally communicate?
1. Sitting with the hands in the lap and the legs uncrossed
2. Staring out the window while answering questions
3. Waving the hands around when responding to questions
4. Shaking the head no when responding to closed questions

____ 4. You note that during a health interview a patient sits quietly for several seconds before responding to a question. In which way should you interpret the periods of silence?
1. Anger
2. Evasion
3. Rejection
4. Thoughtfulness

____ 5. You are completing a health interview with a patient. Which action would you take to demonstrate genuineness?
1. Be truthful
2. Sit facing the patient
3. Use an open posture
4. Maintain eye contact

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____ 6. You are beginning a therapeutic relationship with a patient. Which action would you take during the orientation phase of this relationship?
1. Develop a plan of care
2. Ask the patient for the name they prefer
3. Determine if the patient has been helped
4. Identify the patient's coping mechanisms

____ 7. A patient comes to the emergency department for an acute illness. Which action would you take to support the development of a therapeutic relationship with the patient?
1. Review the activities that will occur to help the patient
2. Begin the orientation phase of the relationship in the waiting room
3. Ask why the patient delayed seeking medical attention for the problem
4. Sit and talk with the patient after helping the patient to an examination room

____ 8. A patient with a leg wound is upset because pain medication is delayed. Which statement demonstrates defensiveness when responding to the patient?
1. "I'm doing the best that I can."
2. "Watching television would have distracted you."
3. "Rubbing the area around the wound would help."
4. "You are so much better—you might not need the medication."

____ 9. A patient with a terminal illness is talking about funeral plans. Which response demonstrates the patient's communication is being blocked?
1. "This must be hard for you to do."
2. "Don't you have a birthday coming up next week?"
3. "Have you shared your thoughts with your family?"
4. "Is there anyone I can contact to help you with planning?"

____ 10. A patient is concerned about the pending results of a biopsy. Which response demonstrates giving the patient false reassurance?
1. "That's silly."
2. "Don't worry about it."
3. "Why would you worry about it?"
4. "What are your plans for the weekend?"

____ 11. A patient is explaining the symptoms of a condition. Which technique are you using when you ask a question to verify what they have described?
1. Focusing
2. Restating
3. Validating
4. Making an observation

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____ 12. You are having an initial conversation with a patient. For which reason would you use the communication technique of giving information?
1. Clears up possible misunderstandings
2. Encourages the patient to share feelings
3. Helps you to understand what the patient means
4. Explains the purpose of the communication process

____ 13. You are preparing to complete a health history with a patient. Which action would you take to enhance communicating with the patient?
1. Limit the amount of time
2. Stand at the patient's bedside
3. Use simple yes-no questions
4. Lean forward when listening

____ 14. A patient is relating the events that led up to a motor vehicle crash. For which reason would you use general leads during the conversation?
1. Eliminates periods of silence
2. Acknowledges the patient's feelings
3. Encourages the patient to continue talking
4. Directs the conversation to a specific topic

____ 15. You are explaining a patient situation to the nurse manager. Which action would you take to ensure the manager understands the message?
1. Ask the manager to repeat what was said
2. Direct the conversation to a specific topic
3. Listen to the manager's response in silence
4. Use humor to relieve the stress of the situation

____ 16. You are using the SBAR communication technique to report a change in a patient's condition. Which statement would you make when providing background information?
1. The patient's blood pressure is 80/48 mm Hg.
2. The patient has a history of dehydration and orthostatic hypotension.
3. The patient might need a nasogastric tube, IV fluids, and laboratory studies.
4. The patient's skin is cold and clammy, and they vomited 250 mL of light green fluid.

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

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____ 17. You are planning to complete a health history with a patient. Which methods will you consider when delivering messages to the patient? *Select all that apply.*
1. Words
2. Feelings
3. Symbols
4. Gestures
5. Feedback

____ 18. You are caring for an older adult patient with a chronic illness. Which observations would indicate to you that the patient has a passive personality type? *Select all that apply.*
1. Yells for help
2. Avoids eye contact
3. Has a loud voice
4. Says, “I’m sorry to bother you”
5. Fidgets with the television control

____ 19. You are planning to complete a health interview with a patient. For which reasons would you use therapeutic communication when talking with this patient? *Select all that apply.*
1. Provide information
2. Compose the care plan
3. Reduce the patient’s anxiety
4. Develop trust and show caring
5. Create an understanding to effect change

____ 20. You are talking with a patient who has a chronic illness. Which actions would you take when listening to the patient talk about the health condition? *Select all that apply.*
1. Be nonjudgmental
2. Ask open-ended questions
3. Validate the patient’s feelings
4. Distract the patient to reduce stress
5. Focus on what the patient is saying

____ 21. You are caring for a patient from a non–English-speaking country. Which actions would you take to support communication with the patient? *Select all that apply.*
1. Avoid stereotyping
2. Obtain a translator if needed
3. Withhold sharing personal beliefs
4. Use a low voice tone when talking
5. Limit nonverbal communication

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____ 22. You are caring for a patient in respiratory isolation. Which actions would you take to improve communication with the patient while wearing personal protective equipment? *Select all that apply.*

1. Repeat instructions if necessary
2. Talk while completing bedside care
3. Talk slightly louder and slower than usual
4. Ask the patient if the television can be turned off
5. Use gestures and body language to help you communicate

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Chapter 2: Communication
Answer Section

MULTIPLE CHOICE

1. ANS: 2
   Chapter: Chapter 2, Communication
   Page: 21
   Integrated Processes: Communication and Documentation
   Patient Need: Psychosocial Integrity
   Cognitive Level: Application [Applying]
   Concept: Communication
   Difficulty: Easy

	Feedback
1.	That is not correct. Collaboration is working with others to help a patient achieve health care goals and outcomes. Collaboration, however, is not the foundation for all aspects of a patient's care.
2.	That is correct. Communication is the foundation for the nursing process in order to provide compassionate, quality care to a patient.
3.	That is not correct. Critical thinking is a skill that is used when providing care; however, it is not the foundation for all aspects of a patient's care.
4.	That is not correct. Clinical judgment is a skill that is used when providing care; however, it is not the foundation for all aspects of a patient's care.

2. ANS: 2
   Chapter: Chapter 2, Communication
   Page: 23
   Integrated Processes: Communication and Documentation
   Patient Need: Psychosocial Integrity
   Cognitive Level: Application [Applying]
   Concept: Communication
   Difficulty: Moderate

	Feedback
1.	That is not correct. Staring at the patient could cause anxiety.
2.	That is correct. Touch is a tool to convey human emotion. Touching the patient's hand would communicate caring.

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3.	That is not correct. Crossing the arms over the chest is a closed posture. This nonverbal technique communicates coldness, disinterest, and nonacceptance.
4.	That is not correct. Standing at the foot of the bed would convey authority and control.

3. ANS: 1
Chapter: Chapter 2, Communication
Page: 22
Integrated Processes: Communication and Documentation
Patient Need: Psychosocial Integrity
Cognitive Level: Analysis [Analyzing]
Concept: Communication
Difficulty: Difficult

	Feedback
1.	That is correct. Nonverbal communication is the most accurate method of sending a message. Sitting with the hands in the lap and the legs uncrossed is considered an open posture that indicates a willingness to communicate.
2.	That is not correct. Staring out the window while answering questions would indicate shyness, embarrassment, or nervousness.
3.	That is not correct. Waving the hands around when responding to questions would communicate feelings about the topic. This gesture does not indicate if the patient is willing to communicate verbally.
4.	That is not correct. Shaking the head is a nonverbal gesture that indicates “no.” Using gestures to answer questions is a nonverbal communication technique; however, it does not indicate that the patient is willing to communicate verbally.

4. ANS: 4
Chapter: Chapter 2, Communication
Page: 23
Integrated Processes: Communication and Documentation
Patient Need: Psychosocial Integrity
Cognitive Level: Analysis [Analyzing]
Concept: Communication
Difficulty: Easy

	Feedback

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1.	That is not correct. Even though periods of silence may be uncomfortable, silence before answering a question would not indicate anger.
2.	That is not correct. Even though periods of silence may be uncomfortable, silence before answering a question would not indicate evasion.
3.	That is not correct. Even though periods of silence may be uncomfortable, silence before answering a question would not indicate rejection.
4.	That is correct. Even though periods of silence may be uncomfortable, silence before answering a question would indicate thoughtfulness or thinking about the response to make.

5. ANS: 1
Chapter: Chapter 2, Communication
Page: 24
Integrated Processes: Communication and Documentation
Patient Need: Psychosocial Integrity
Cognitive Level: Application [Applying]
Concept: Communication
Difficulty: Moderate

	Feedback
1.	That is correct. Genuineness is being open, honest, and truthful.
2.	That is not correct. Sitting facing the patient is a component of active listening.
3.	That is not correct. Using an open posture is a component of active listening.
4.	That is not correct. Maintaining eye contact is a component of active listening.

6. ANS: 2
Chapter: Chapter 2, Communication
Page: 25
Integrated Processes: Communication and Documentation
Patient Need: Psychosocial Integrity
Cognitive Level: Application [Applying]
Concept: Communication
Difficulty: Moderate

	Feedback
1.	That is not correct. A plan of care is developed during the working phase of the

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	therapeutic relationship.
2.	That is correct. Asking the patient for the name they prefer is completed during the orientation phase of the therapeutic relationship.
3.	That is not correct. Determining if the patient has been helped is completed during the termination phase of the therapeutic relationship.
4.	That is not correct. Identifying the patient's coping mechanisms is completed during the working phase of the therapeutic relationship.

7. ANS: 4
Chapter: Chapter 2, Communication
Page: 26
Integrated Processes: Communication and Documentation
Patient Need: Psychosocial Integrity
Cognitive Level: Application [Applying]
Concept: Communication
Difficulty: Difficult

	Feedback
1.	That is not correct. Reviewing the activities that will occur is a part of the working phase of the relationship.
2.	That is not correct. The location for the therapeutic relationship should be private and free from noise and distraction. The waiting room would not be private or free from noise or distraction.
3.	That is not correct. Asking "why" questions are accusing and would cause the patient to become defensive. This will not support the development of a therapeutic relationship.
4.	That is correct. Sitting and talking with the patient in an examination room is the most appropriate action. Sitting and talking conveys interest. An examination room is private and free from noise and distraction.

8. ANS: 1
Chapter: Chapter 2, Communication
Page: 27
Integrated Processes: Communication and Documentation
Patient Need: Psychosocial Integrity
Cognitive Level: Application [Applying]
Concept: Communication

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Difficulty: Difficult

	Feedback
1.	That is correct. Defending is a response with a statement of justification or a counterreply to a verbal attack. The statement, “I’m doing the best that I can,” demonstrates defensiveness.
2.	That is not correct. Suggesting the patient watch television is a response that gives advice.
3.	That is not correct. Recommending the patient rub the area around the wound is a response that gives advice.
4.	That is not correct. Saying that the patient is better and medication may not be needed is disagreeing that the patient needs pain medication.

9. ANS: 2
Chapter: Chapter 2, Communication
Page: 27
Integrated Processes: Communication and Documentation
Patient Need: Psychosocial Integrity
Cognitive Level: Analysis [Analyzing]
Concept: Communication
Difficulty: Difficult

	Feedback
1.	That is not correct. A statement that acknowledges the patient talking about funeral plans is a supportive response that demonstrates empathy.
2.	That is correct. Talking about the patient’s upcoming birthday while the patient is discussing funeral plans is an example of changing the subject. This minimizes the patient’s feelings and makes the patient feel that their concern is not important.
3.	That is not correct. Asking if the patient has shared their thoughts with the family might be interpreted as probing by seeking information beyond what is necessary.
4.	That is not correct. Asking if the patient needs any assistant with planning is supportive and would not block further communication.

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10. ANS: 2
Chapter: Chapter 2, Communication
Page: 27
Integrated Processes: Communication and Documentation
Patient Need: Psychosocial Integrity
Cognitive Level: Application [Applying]
Concept: Communication
Difficulty: Moderate

	Feedback
1.	That is not correct. Saying that something is “silly” is a belittling response.
2.	That is correct. Giving false reassurance is making a statement of reassurance without sincerity or justification. Telling the patient, “Don’t worry about it,” is false reassurance.
3.	That is not correct. Asking a “why” question increases the patient’s uneasiness by demanding an immediate answer.
4.	That is not correct. Asking the patient about weekend plans is changing the subject.

11. ANS: 3
Chapter: Chapter 2, Communication
Page: 28
Integrated Processes: Communication and Documentation
Patient Need: Psychosocial Integrity
Cognitive Level: Analysis [Analyzing]
Concept: Communication
Difficulty: Moderate

	Feedback
1.	That is not correct. Focusing is directing the conversation to a topic to gain more information.
2.	That is not correct. Restating is using the same words that the patient has said.
3.	That is correct. Validating is making a statement or asking a question that attempts to verify the patient’s verbal or nonverbal message.
4.	That is not correct. Making an observation acknowledges thoughts and feelings. The statement, “You are shivering,” then followed by, “Tell me how you are feeling,” is an example of making an observation.

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12. ANS: 4
Chapter: Chapter 2, Communication
Page: 28
Integrated Processes: Communication and Documentation
Patient Need: Psychosocial Integrity
Cognitive Level: Application [Applying]
Concept: Communication
Difficulty: Moderate

	Feedback
1.	That is not correct. Clarifying is used to clear up possible misunderstandings.
2.	That is not correct. Asking broad questions encourages the patient to share feelings.
3.	That is not correct. Paraphrasing or restating helps you to understand what the patient means.
4.	That is correct. Giving information is used to explain the purpose of the communication process.

13. ANS: 4
Chapter: Chapter 2, Communication
Page: 29
Integrated Processes: Communication and Documentation
Patient Need: Psychosocial Integrity
Cognitive Level: Application [Applying]
Concept: Communication
Difficulty: Easy

	Feedback
1.	That is not correct. The amount of time needed to complete a health history should not be limited.
2.	That is not correct. The nurse should be positioned at eye level with the patient.
3.	That is not correct. Closed questions should not be used because they encourage one-word answers.
4.	That is correct. Leaning forward when listening demonstrates interest and concern.

14. ANS: 3

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Chapter: Chapter 2, Communication
Page: 29
Integrated Processes: Communication and Documentation
Patient Need: Psychosocial Integrity
Cognitive Level: Application [Applying]
Concept: Communication
Difficulty: Difficult

	Feedback
1.	That is not correct. Offering self is used when the patient will not talk or when the situation is emotional and words cannot be found to convey the message.
2.	That is not correct. Stating or making an observation helps to acknowledge the patient's feelings.
3.	That is correct. Using general leads encourages the patient to continue talking.
4.	That is not correct. Focusing is a way to direct the conversation to a specific topic.

15. ANS: 1
Chapter: Chapter 2, Communication
Page: 29
Integrated Processes: Communication and Documentation
Patient Need: Psychosocial Integrity
Cognitive Level: Application [Applying]
Concept: Communication
Difficulty: Moderate

	Feedback
1.	That is correct. Closed-loop communication is a technique to ensure the message was delivered and understood. Once the message is delivered, the sender asks the receiver for feedback. This confirms that the message was received correctly.
2.	That is not correct. Directing the conversation to a specific topic is the communication technique of focusing.
3.	That is not correct. Listening in silence is the communication technique of offering self.
4.	That is not correct. Humor is used to reduce anxiety; however, it would not be appropriate in this situation. It is used to build a trusting relationship and help improve a patient's mood, reduce pain, lower blood pressure, and enhance the

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	immune system.

16. ANS: 2
Chapter: Chapter 2, Communication
Page: 30
Integrated Processes: Communication and Documentation
Patient Need: Psychosocial Integrity
Cognitive Level: Application [Applying]
Concept: Communication
Difficulty: Difficult

	Feedback
1.	That is not correct. The patient's blood pressure explains the current situation.
2.	That is correct. The patient's history of dehydration and orthostatic hypotension explains the background.
3.	That is not correct. Listing that the patient may need a nasogastric tube, IV fluids, and laboratory studies provides recommendations.
4.	That is not correct. Describing the patient's skin and amount and the type of emesis provides information from the assessment.

MULTIPLE RESPONSE

17. ANS: 1, 2, 3, 4
Chapter: Chapter 2, Communication
Page: 22
Integrated Processes: Communication and Documentation
Patient Need: Psychosocial Integrity
Cognitive Level: Application [Applying]
Concept: Communication
Difficulty: Easy

	Feedback
1.	That is correct. The method used to convey messages is determined by the sender and can be words.
2.	That is correct. Feelings also shape how the message is sent and received.
3.	That is correct. The method used to convey messages is determined by the

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	sender and can be symbols.
4.	That is correct. The method used to convey messages is determined by the sender and can be gestures.
5.	That is not correct. Feedback is the response to the message, and it is used to verify that the message was received as intended. It is not a method used to convey a message.

18. ANS: 2, 4, 5
Chapter: Chapter 2, Communication
Page: 23
Integrated Processes: Communication and Documentation
Patient Need: Psychosocial Integrity
Cognitive Level: Analysis [Analyzing]
Concept: Communication
Difficulty: Moderate

	Feedback
1.	That is not correct. Yelling for help is associated with an aggressive personality style.
2.	That is correct. Avoiding eye contact is associated with a passive or an unassertive personality type.
3.	That is not correct. A loud voice is associated with an aggressive personality style.
4.	That is correct. Using apologetic words, such as, “I’m sorry,” is associated with a passive or an unassertive personality type.
5.	That is correct. Fidgeting with the television control is a gesture associated with a passive or an unassertive personality type.

19. ANS: 1, 3, 4, 5
Chapter: Chapter 2, Communication
Page: 25
Integrated Processes: Communication and Documentation
Patient Need: Psychosocial Integrity
Cognitive Level: Application [Applying]
Concept: Communication
Difficulty: Moderate

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	Feedback
1.	That is correct. A function of therapeutic communication is to provide information to the patient.
2.	That is not correct. Composing the care plan is not a function of therapeutic communication.
3.	That is correct. A function of therapeutic communication is to reduce the patient's anxiety.
4.	That is correct. A function of therapeutic communication is to develop trust and show caring.
5.	That is correct. A function of therapeutic communication is to create an understanding with the patient to effect change.

20. ANS: 1, 2, 3, 5
Chapter: Chapter 2, Communication
Page: 25
Integrated Processes: Communication and Documentation
Patient Need: Psychosocial Integrity
Cognitive Level: Application [Applying]
Concept: Communication
Difficulty: Moderate

	Feedback
1.	That is correct. Being nonjudgmental is a helpful hint when listening to the patient.
2.	That is correct. Asking open-ended questions is a helpful hint when listening to the patient.
3.	That is correct. Validating the patient's feelings is a helpful hint when listening to the patient.
4.	That is not correct. Distraction is not a helpful hint when listening to the patient.
5.	That is correct. Focusing on what the patient is saying is a helpful hint when listening to the patient.

21. ANS: 1, 2, 3, 5
Chapter: Chapter 2, Communication
Page: 26

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Integrated Processes: Communication and Documentation
Patient Need: Psychosocial Integrity
Cognitive Level: Application [Applying]
Concept: Communication
Difficulty: Moderate

	Feedback
1.	That is correct. When communicating with a patient from a different culture, avoid stereotyping.
2.	That is correct. A translator would be needed if the patient does not speak or understand English.
3.	That is correct. Personal beliefs should not be shared when communicating with a patient from a different culture.
4.	That is not correct. A low voice tone would be helpful to reduce a patient's anxiety or to communicate with a patient who has a hearing deficit. A low voice tone would not support communication with a patient from a different culture.
5.	That is correct. Nonverbal communication is not consistent between countries or cultures. Because of this, nonverbal communication should be limited.

22. ANS: 1, 3, 4, 5
Chapter: Chapter 2, Communication
Page: 28
Integrated Processes: Communication and Documentation
Patient Need: Psychosocial Integrity
Cognitive Level: Application [Applying]
Concept: Communication
Difficulty: Moderate

	Feedback
1.	That is correct. The patient might have difficulty hearing instructions if you are wearing a face mask. Instructions may need to be repeated.
2.	That is not correct. The patient should be faced when you are talking while wearing a face mask. Talking should not be done when completing bedside care.
3.	That is correct. You should talk slightly louder and slower than usual when wearing a face mask.
4.	That is correct. The television will add environmental noise and will interfere when you are communicating with a patient while wearing a face mask.

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5.	That is correct. When you wear a face mask, gestures and body language may be helpful to assist with communication.

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