Canadian Nursing Health Assessment (Canadian) 2nd edition Stephen Test Bank

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Chapter 2: Interviewing and Therapeutic Communication

Multiple Choice

1. A nursing instructor is explaining and analyzing nonverbal communication with the nursing class. The instructor explains that facial expressions should be
A) humourous.
B) stoic.
C) relaxed.
D) detached.

Ans: C
Age Group: All Age Groups
Chapter: 2
Client Type: Individual
Competency Category: Nurse-Client Partnership
Difficulty: Moderate
Objective: 1
Page and Header: 22, Nonverbal Communication Skills
Taxonomic Level: Comprehension
Feedback: Facial expressions should be relaxed, caring, and interested. Detached and stoic expressions are likely to hinder partnership, and humourous expressions are inappropriate in many circumstances.

2. A nurse is admitting a new patient who is currently lying in bed. Where should the nurse be positioned?
A) Seated in a chair at eye level with the patient
B) Sitting on the side of the bed, looking down at the patient
C) Leaning on the nightstand at eye level with the patient
D) Standing beside the bed, looking down at the patient

Ans: A
Age Group: All Age Groups
Chapter: 2
Client Type: Individual
Competency Category: Nurse-Client Partnership
Difficulty: Moderate
Objective: 1
Page and Header: 22, Nonverbal Communication Skills
Taxonomic Level: Application
Feedback: To facilitate optimal eye contact, the nurse needs to be at eye level with the patient. Those who stand while patients are in bed will be taller than patients, assuming a position of power. Thus, the nurse should be seated in a chair at eye level

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with patients who are in bed during interviews.

3. In some situations, a way to apply nonverbal communication effectively is through silence. The purposeful use of silence during the interview allows patients to do what?
A) Rest and improve health
B) Provide accurate answers
C) Compensate for decreased levels of consciousness
D) Withdraw from the nurse

Ans: B
Age Group: All Age Groups
Chapter: 2
Client Type: Individual
Competency Category: Nurse-Client Partnership
Difficulty: Easy
Objective: 2
Page and Header: 24, Silence
Taxonomic Level: Analysis
Feedback: The nurse uses silence purposefully during the interview to allow patients time to gather their thoughts and provide accurate answers. He or she also uses silence therapeutically to communicate nonverbal concern. Silence also gives patients a chance to decide how much information to disclose. Silence is not intended to allow withdrawal from the therapeutic relationship.

4. A nurse is interviewing a patient who uses a verbal expression with which the nurse is unfamiliar. What is the most appropriate statement for the nurse to use to clarify the expression's meaning from the patient?
A) Tell me what you mean by _____?
B) I think that expression means _____.
C) That expression is unclear to me.
D) Where did you hear that expression?

Ans: A
Age Group: All Age Groups
Chapter: 2
Client Type: Individual
Competency Category: Nurse-Client Partnership
Difficulty: Moderate
Objective: 2
Page and Header: 24, Clarification
Taxonomic Level: Synthesis
Feedback: Clarification is important when the patient's word choice or ideas are unclear. For example, the nurse states, "Tell me what you mean by _____?" Another way to clarify is to ask, "What happens when you _____?" Such questions prompt patients to identify other symptoms or give more information, so that the nurse better

understands. The nurse also can use clarification when the patient's history of illness is confusing. This is superior to guessing or asking the patient where he or she heard the expression.

5. The patient tells the nurse that he is sorry he fell off the roof and broke his leg. The nurse responds by saying, "Oh, you poor thing! I've had injuries too, so I know how you're feeling." What type of response is this?
A) Empathetic
B) Therapeutic
C) Sympathetic
D) Supportive

Ans: C
Age Group: All Age Groups
Chapter: 2
Client Type: Individual
Competency Category: Nurse-Client Partnership
Difficulty: Difficult
Objective: 3
Page and Header: 25, Sympathy
Taxonomic Level: Analysis
Feedback: Sympathy is feeling what a patient feels from the viewpoint of the nurse. When the nurse is being sympathetic, he or she is not being therapeutic, because the nurse is interpreting the situation as he or she perceives it. Because this response is nontherapeutic, it is also nonsupportive.

6. A nursing instructor is discussing therapeutic versus nontherapeutic responses with nursing students. Which of the following would the nurse identify as nontherapeutic?
A) Clarification
B) Using technical language
C) Summarizing
D) Focusing

Ans: B
Age Group: All Age Groups
Chapter: 2
Client Type: Individual
Competency Category: Nurse-Client Partnership
Difficulty: Moderate
Objective: 3
Page and Header: 6, Technical or Overwhelming Language
Taxonomic Level: Comprehension
Feedback: Using technical language often contributes to nontherapeutic communication. The other given options are therapeutic responses.

7. A nurse is preparing to admit a new patient to the unit and is reviewing the patient's record chronologically. In what phase of the interview process are the nurse and the patient?
A) Preinteraction
B) Beginning
C) Working
D) Ending

Ans: A
Age Group: All Age Groups
Chapter: 2
Client Type: Individual
Competency Category: Nurse-Client Partnership
Difficulty: Easy
Objective: 4
Page and Header: 27, Preinteraction Phase
Taxonomic Level: Analysis
Feedback: In the preinteraction phase, the nurse reviews the record chronologically to detect patterns of illness, such as declining functional status, and to identify how things fit together. This precedes the other listed phases.

8. During the interview process, the nurse uses both open-ended and closed-ended questions. During what phase of the interview process does the nurse use these specific types of questions?
A) Preinteraction
B) Beginning
C) Working
D) Ending

Ans: C
Age Group: All Age Groups
Chapter: 2
Client Type: Individual
Competency Category: Nurse-Client Partnership
Difficulty: Moderate
Objective: 4
Page and Header: 28, Working Phase
Taxonomic Level: Comprehension
Feedback: During the working phase, the nurse collects data by asking specific questions. Two types of questions are closed-ended and open-ended questions. Each type has a purpose; the nurse chooses which type will help solicit the appropriate information.

9. The nurse is interviewing a patient from a culture different from that of the nurse. The nurse works to preserve the code of conduct that shows respect for others. What

is this code of conduct called?
A) Good manners
B) Direct communication
C) Nonverbal communication
D) Communication etiquette

Ans: D
Age Group: All Age Groups
Chapter: 2
Client Type: Individual
Competency Category: Nurse-Client Partnership
Difficulty: Moderate
Objective: 5
Page and Header: 28, Intercultural Communication
Taxonomic Level: Comprehension
Feedback: Communication etiquette refers to the code of conduct and good manners that show respect for others. Such etiquette varies between and within cultures. Options A, B, and C are incorrect.

10. A patient who only speaks Mandarin is admitted to the unit. The patient's sister, who speaks English, is in the room when the English-speaking nurse starts the admission assessment. Why would it be inappropriate to use the sister as an interpreter for this patient?
A) The sister may not tell the patient exactly what the nurse says.
B) The patient's sister may not understand medical terminology.
C) The sister may not be there every time the nurse needs to talk to the patient.
D) The patient may not want her sister to know her private information.

Ans: D
Age Group: Adult
Chapter: 2
Client Type: Family
Competency Category: Nurse-Client Partnership
Difficulty: Moderate
Objective: 5
Page and Header: 30, Working with an Interpreter
Taxonomic Level: Evaluation
Feedback: Using children in the family, other relatives, or close friends as interpreters violates privacy laws, because patients may not want to share personal information with others. Comprehension and access are not the central problems with using family members to interpret.

11. A nurse is performing an admission assessment on a patient new to the unit. What would be the best way to phrase a question about the patient's marital status?
A) “Is your spouse living with you?”
B) “Are you living with your spouse?”

C) "Do you live alone or with someone?"
D) "Are you married, divorced, or widowed?"

Ans: C
Age Group: Adult
Chapter: 2
Client Type: Individual
Competency Category: Nurse-Client Partnership
Difficulty: Moderate
Objective: 5
Page and Header: 30, Gender and Sexual Orientation Issues
Taxonomic Level: Synthesis
Feedback: An inclusive, sensitive, and ultimately better question by which to determine the patient's marital status is, "Do you live alone or with someone?" This phrasing provides a more direct avenue for finding out about support at home and better reflects diversity and inclusiveness.

12. A pediatric nurse is working in a community health clinic and seeing a 6-year-old boy. What is the most appropriate way to address this child and his parents?
A) Call the child by his legal name and refer to the parents as Mr. and Mrs.
B) Call the child by his first name and ask the parents how they prefer to be addressed.
C) Call the child by his first name and refer to the parents as Mr. and Mrs.
D) Call the child by his full name and refer to the parents as "mom" and "dad."

Ans: B
Age Group: Adult
Chapter: 2
Client Type: Family
Competency Category: Nurse-Client Partnership
Difficulty: Moderate
Objective: 6
Page and Header: 31, Lifespan Issues
Taxonomic Level: Application
Feedback: The nurse should refer to children by their first names and ask parents what name they prefer for address. He or she avoids calling parents "mom" or "dad" to maintain professional communication.

13. A clinic nurse is caring for a newborn and her parents. Observing parental behaviour is an important nursing function during this child's well-baby visit. What would the nurse expect during observation?
A) Parents encouraging the baby's happy behaviours.
B) Parents feeding the baby every time she appears upset or cries.
C) Parents ignoring the infant's fussy behaviour.
D) Parents playing with an irritable infant.

Ans: A
Age Group: Infant
Chapter: 2
Client Type: Family
Competency Category: Health and Wellness
Difficulty: Moderate
Objective: 6
Page and Header: 31, Newborns and Infants
Taxonomic Level: Analysis
Feedback: The nurse observes parents as they speak to their infants for encouragement of happy behaviours and comfort for crying. Parental behaviour should be appropriate for the situation; a detached or irritable parent is cause for concern. The nurse would not expect to see the parent attempt to solve all problems by feeding the infant.

14. A nurse is interviewing a 76-year-old man who has come to the clinic for the first time. The nurse ensures that every question is absolutely necessary because
A) older adults know which subjects are most important.
B) older adults have longer health histories.
C) older adults take more medications.
D) older adults tire more easily.

Ans: D
Age Group: Older adult
Chapter: 2
Client Type: Individual
Competency Category: Nurse-Client Partnership
Difficulty: Moderate
Objective: 6
Page and Header: 32, Older Adults
Taxonomic Level: Comprehension
Feedback: It may be necessary to prioritize questions because older adults become tired more easily than younger people. The prioritization of questions asked of an older adult is not indicated by older adults knowing which subjects are more important, having longer health histories, or taking more medications.

15. When dealing with a patient who has impaired hearing, where would the nurse sit to facilitate lip reading?
A) Halfway across the room from the patient
B) Next to patient on the side from which he or she hears best
C) Closer to the patient than the nurse normally would
D) Knee to knee directly in front of the patient

Ans: C
Age Group: All Age Groups
Chapter: 2

Client Type: Individual
Competency Category: Nurse-Client Partnership
Difficulty: Difficult
Objective: 7
Page and Header: 32, Patients with Hearing Impairment
Taxonomic Level: Application
Feedback: The nurse sits closer to patients with hearing impairment to facilitate a setting for lip reading. He or she uses regular speech volume and lip movement but may speak slightly more slowly. If a patient does not understand, the nurse uses other wording because the sounds involved may be better decoded.

16. Patients in health care settings often are anxious. What behaviour would lead a nurse to believe that a patient may be anxious?
A) Short, precise answers
B) Constant eye contact
C) Defensive tone
D) Quiet voice

Ans: C
Age Group: All Age Groups
Chapter: 2
Client Type: Individual
Competency Category: Nurse-Client Partnership
Difficulty: Difficult
Objective: 7
Page and Header: 33, Patients with Anxiety
Taxonomic Level: Analysis
Feedback: Behaviours that indicate anxiety are nail-biting, foot-tapping, sweating, and pacing. The patient's voice may quiver, speech may be rapid, and language or tone may be defensive. These behaviours may be an attempt to relieve anxious feelings. Short answers, eye contact, and a quiet voice are not necessarily indications of anxiety.

17. Nurses weave the individualization of the patient interview through all aspects of the encounter. Consequently, the nurse should avoid assuming that patients follow particular cultural beliefs. In place of making this assumption, what should a nurse do?
A) Assess the degree to which the patient perceives his or her cultural beliefs
B) Assess how acculturated the patient is
C) Know the mores of the dominant culture
D) Know his or her own cultural beliefs

Ans: A
Age Group: All Age Groups
Chapter: 2
Client Type: Individual

Competency Category: Nurse-Client Partnership
Difficulty: Difficult
Objective: 8
Page and Header: 28, Intercultural Communication
Taxonomic Level: Application
Feedback: The nurse should avoid assuming that patients follow cultural beliefs and assess the degree to which each individual perceives those beliefs. Assessment of acculturation and knowledge of the nurse's own cultural beliefs do not necessarily achieve this.

18. When a nurse conducts an interview with a patient, what is the primary underlying purpose?
A) To provide therapeutic communication when indicated
B) To prioritize the patient's medical issues
C) To assess the patient's functional status
D) To identify the patient's diagnoses

Ans: A
Age Group: All Age Groups
Chapter: 2
Client Type: Individual
Competency Category: Nurse-Client Partnership
Difficulty: Moderate
Objective: 8
Page and Header: 27, Professional Communication
Taxonomic Level: Application
Feedback: The nurse's role related to interviewing is to gather information to assess the patient's health status and to provide therapeutic communication when indicated. The other options are incorrect as they are not the purpose of the nursing interview.

19. When a patient responds to a question with a "yes" or "no" answer, what appropriate responses by the nurse encourage the patient to elaborate?
A) "Go on"
B) "I see"
C) "Okay"
D) "That's interesting"

Ans: A
Age Group: All Age Groups
Chapter: 2
Client Type: Individual
Competency Category: Nurse-Client Partnership
Difficulty: Moderate
Objective: 2
Page and Header: 24, Encouraging Elaboration (Facilitation)
Taxonomic Level: Application

Feedback: These responses encourage patients to say more and continue the conversation. They show patients that the nurse is interested. The nurse may nod the head or say "Um hum," "Yes," or "Go on" to cue patients to keep talking. Responses of "I see", "That's interesting," and "Okay" do not encourage elaboration by the patient and are therefore incorrect.

20. A nurse risks indicating to patients that their concerns are not worth discussing by
A) being empathetic.
B) providing false reassurance.
C) being sympathetic.
D) giving advice.

Ans: B
Age Group: All Age Groups
Chapter: 2
Client Type: Individual
Competency Category: Nurse-Client Partnership
Difficulty: Easy
Objective: 3
Page and Header: 24, False Reassurance
Taxonomic Level: Comprehension
Feedback: By providing false reassurance, the nurse unconsciously indicates to patients that their concerns are not worth discussing. Empathy is a therapeutic response to a patient and is a positive interaction. Being sympathetic does not tend to imply that the patient's concerns are not worth discussing. Not all advice is nontherapeutic.