

TEST BANK

Interpersonal Relationships

Professional Communication Skills for Nurses

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6th Edition

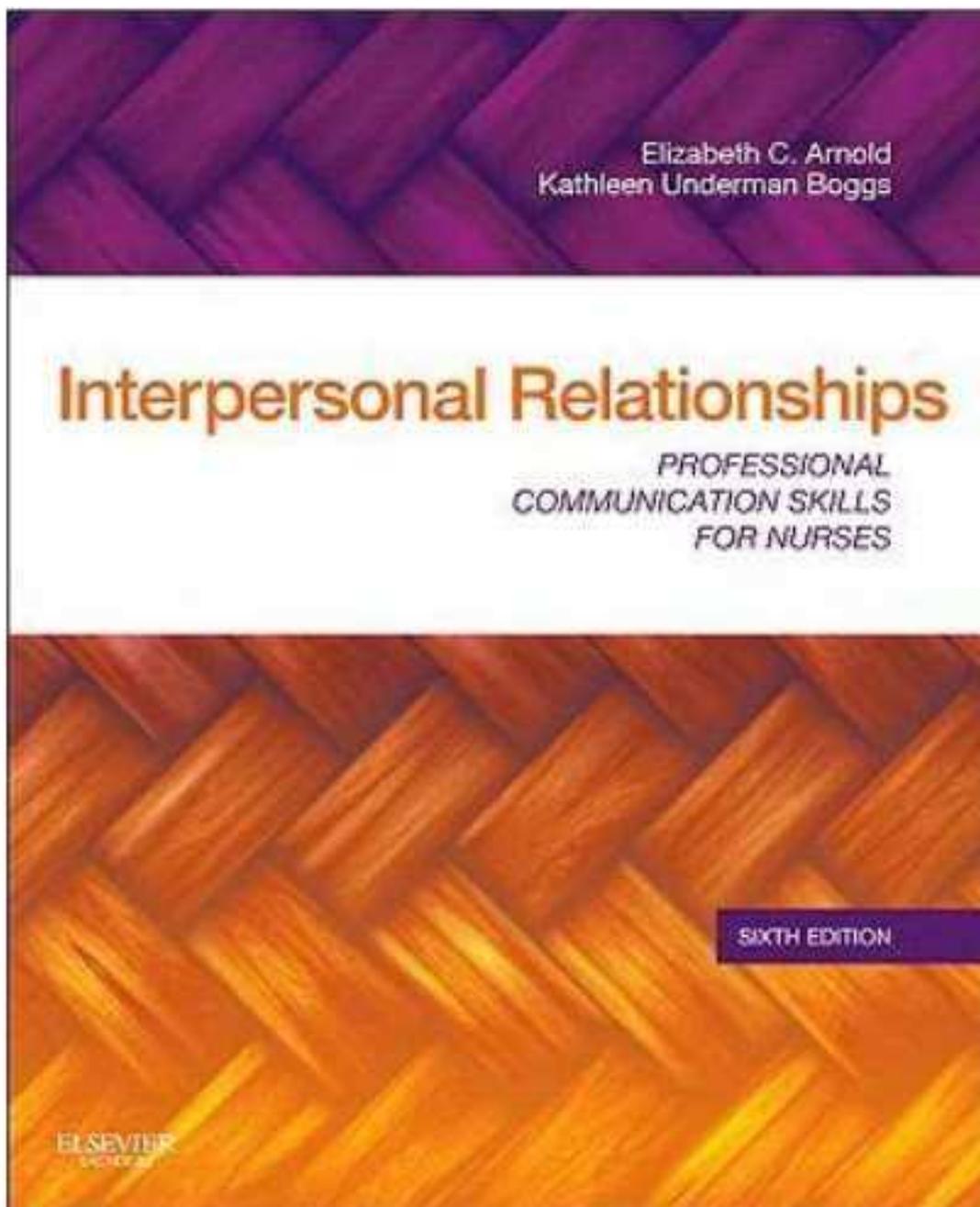


Table of Contents

Pt. I Conceptual Foundations of Nurse-Client Relationships

1. Theoretical Perspectives and Contemporary Issues
2. Professional Guides to Action in Interpersonal Relationships
3. Clinical Judgment: Applying Critical Thinking and Ethical Decision Making
4. Self-Concept in the Nurse-Client Relationship

Pt. II The Nurse-Client Relationship

5. Structuring the Relationship
6. Bridges and Barriers in the Therapeutic Relationship
7. Role Relationship Patterns
8. The Grief Experience: Life's Losses and Endings

Pt. III Therapeutic Communication

9. Communication Styles
10. Developing Therapeutic Communication Skills in the Nurse-Client Relationship
11. Intercultural Communication
12. Communicating in Groups
13. Communicating with Families
14. Resolving Conflict Between Nurse and Client
15. Health Promotion and Client Learning Needs
16. Health Teaching in the Nurse-Client Relationship

Pt. IV Responding to Special Needs

17. Communicating with Clients Experiencing Communication Deficits
18. Communicating with Children
19. Communicating with Older Adults
20. Communicating with Clients in Stressful Situations
21. Communicating with Clients in Crisis

Pt. V Professional Issues

22. Communicating with Other Health Professionals
23. Documentation in the Age of Computers

Chapter 1: Theoretical Perspectives and Contemporary Issues

MULTIPLE CHOICE

1. Which of the following best describes the role of theory in the nurse-client relationship?

- a. Theory provides a common language.
- b. Theory is the essence of the nurse-client relationship.
- c. Theory varies with changes in health care delivery.
- d. Theory guides nursing practice.

ANS: D

Theory provides nurses with a systematic way to view client situations and a logical way to organize and interpret data. *Incorrect answers:* 1. Theory does provide a common language for nurses, but this question asks what best describes the role of theory in the nurse-client relationship. 2. Theory acts as a framework or guide; it is not the essence of the relationship. 3. Theory provides a common framework for describing practice.

DIF: Cognitive Level: Comprehension REF: Text Page Reference: p. 3

TOP: Step of the Nursing Process: All phases

MSC: Client Needs: Safe, Effective Care Environment: Management of Care

2. Nurse Jones demonstrates the application of *modern nursing theory* when she:

- a. Administers insulin to a client with diabetes
- b. Assists a physician with a pelvic examination
- c. Teaches a client techniques of self breast examination
- d. Makes up a client's bed

ANS: C

Modern nursing theory has broadened the definition of health with a strong emphasis on disease prevention and health promotion. *Incorrect answers:* 1,2,4. These are all nursing tasks, and *modern nursing theory* puts less emphasis on tasks and systems.

DIF: Cognitive Level: Application REF: Text Page Reference: p. 22 TOP: Step of the Nursing Process: Implementation

MSC: Client Needs: Health Promotion and Maintenance

3. Nursing theory originated with which of the following nursing leaders?

- a. Virginia Henderson
- b. Martha Rogers
- c. Dorothea Orem
- d. Florence Nightingale

ANS: D

Theory development began when Florence Nightingale published her notes on nursing in 1859. *Incorrect answers:* 1,2,3. These nursing theorists began their theory development from the 1940s onward.

DIF: Cognitive Level: Knowledge REF: Text Page Reference: p. 3

TOP: Step of the Nursing Process: All phases

MSC: Client Needs: Management of Care

4. Virginia Henderson, Sister Callista Roy, Jean Watson, Dorothea Orem, and Rosemary Parse are best known for:

- a. Developing nursing theories
- b. Linking theory to practice
- c. Validating existing theory
- d. Measuring clinical outcomes

ANS: A

These are some of the nursing leaders who developed the original theories of nursing. *Incorrect answers:* 2,3,4. Linking theory to practice, validating existing theory, and measuring clinical outcomes are modern practice based theories.

DIF: Cognitive Level: Comprehension REF: Text Page Reference: p. 3

TOP: Step of the Nursing Process: All phases

MSC: Client Needs: Management of Care

5. Nursing's metaparadigm:

- a. Helps bind nursing to other professions
- b. Consists of three elements—person, health, and nursing
- c. Makes nursing's functions unique
- d. Is a view of the immediate environment

ANS: C

Nursing's metaparadigm is a worldwide view that makes its functions unique. *Incorrect answers:* 1. Nursing's metaparadigm distinguishes nursing from other professions. 2. Nursing's metaparadigm consists of four elements: person, environment, health, and nursing. 4. It is a worldview.

DIF: Cognitive Level: Knowledge REF: Text Page Reference: p. 4

TOP: Step of the Nursing Process: All phases

MSC: Client Needs: Management of Care

6. Nurse Green, when admitting Mr. Brown to the medical-surgical unit, asks him about *cultural* issues. By doing this, Nurse Green is demonstrating use of the *concept* of:

- a. Person
- b. Environment
- c. Health
- d. Nursing

ANS: B

The concept of environment includes cultural and religious beliefs. *Incorrect answers:* 1. Person is the recipient of care. 3. Health emphasizes well-being. 4. Nursing empowers clients to achieve health.

DIF: Cognitive Level: Application REF: Text Page Reference: p. 5 TOP: Step

of the Nursing Process: Assessment

MSC: Client Needs: Psychosocial Integrity

7. Mary, a young mother, tells you "I'm worried because my son needs a blood transfusion. I don't know what to do, because blood transfusions cause AIDS." Which central nursing concept is represented in this situation?

- a. Environment
- b. Caring
- c. Health
- d. Person

ANS: D

With the concept of person, nurses provide educational and emotional support to families. *Incorrect answers:* 1. Environment refers to the internal and external context of the client. 2. Caring is an essential characteristic of the practice of nursing. 3. Health emphasizes the equilibrium of all elements.

DIF: Cognitive Level: Application REF: Text Page Reference: p. 4 TOP: Step

of the Nursing Process: Implementation

MSC: Client Needs: Psychosocial Integrity

8. Performing a dressing change using sterile technique is an example of which pattern of knowledge?
- Empirical
 - Personal
 - Aesthetic
 - Ethical

ANS: A

Empirical knowledge is the scientific rationale for skilled nursing interventions. *Incorrect answers:* 2. Personal ways of knowing allow the nurse to understand and treat each individual as a unique person. 3. Aesthetic ways of knowing allow the nurse to connect in different and more meaningful ways. 4. Ethical ways of knowing refer to the moral aspects of nursing.

DIF: Cognitive Level: Comprehension REF: Text Page Reference: p. 7

TOP: Step of the Nursing Process: Implementation

MSC: Client Needs: Management of Care

9. The nurse-client relationship as described by Peplau:
- Would not be useful in a short-stay unit
 - Allows personal and social growth to occur only for the client
 - Leaves the client with a greater sense of well-being
 - Describes phases of the relationship that are mutually exclusive

ANS: C

An important aspect of the nurse-client relationship is to leave the client with a greater sense of well-being than before the encounter. *Incorrect answers:* 1. The nurse-client relationship can be effective in even short interactions. 2. Growth occurs for both client and nurse. 4. Phases can overlap and build on one another.

DIF: Cognitive Level: Knowledge REF: Text Page Reference: p. 9

TOP: Step of the Nursing Process: All phases

MSC: Client Needs: Psychosocial Integrity

10. Which of the following is the purpose of the nurse-client relationship?
- Foster spiritual well-being of the client
 - Foster understanding of the client's health problem
 - Foster physical health of the client
 - Foster a partnership with the client

ANS: D

The purpose of the nurse-client relationship is to have a meaningful shared experience in which personal/social growth occurs for both nurse and client. *Incorrect answers:* 1. Spiritual well-being can result from a nurse-client relationship, but is not the purpose. 2. This also can result from a successful nurse-client relationship, but it also is not the purpose. 3. The nurse-client relationship can foster changes in health status and wellbeing, but it is not the purpose.

DIF: Cognitive Level: Knowledge REF: Text Page Reference: p. 9

TOP: Step of the Nursing Process: All phases

MSC: Client Needs: Psychosocial Integrity

11. According to Peplau, which of the following represents “exploitation,” the third phase of the nurse-client relationship?
- John Adams, RN, meets with the client, Mr. Jones, to obtain data
 - John Adams, RN, develops the nursing diagnosis, Anxiety about upcoming surgery
 - John Adams, RN, develops the goal to decrease Mr. Jones’ anxiety within two sessions
 - John Adams, RN, teaches Mr. Jones to perform relaxation techniques

ANS: D

The exploitation phase uses resources to help the client resolve issues and learn new coping strategies. *Incorrect answers:* 1. This is the orientation phase. 2. This is the working phase. 3. This is the working phase.

DIF: Cognitive Level: Application REF: Text Page Reference: p. 9 TOP: Step of the Nursing Process: Implementation

MSC: Client Needs: Management of Care

12. The identification phase of the nurse-client relationship:
- Sets the stage for the rest of the relationship
 - Correlates with the assessment phase of the nursing process
 - Focuses on mutual clarification of ideas and expectations
 - Uses community resources to help resolve health care issues

ANS: C

The identification component of the working phase focuses on mutual clarification. *Incorrect answers:* 1. The orientation phase sets the stage for the rest of the relationship. 2. The orientation phase correlates with the assessment phase. 4. This is the termination phase.

DIF: Cognitive Level: Knowledge REF: Text Page Reference: p. 9

TOP: Step of the Nursing Process: Planning

MSC: Client Needs: Management of Care

13. Anger directed at the nurse by the family of a client newly diagnosed with cancer can best be understood in the context of:

- a. Martin Buber's I-Thou relationship
- b. Abraham Maslow's hierarchy of needs
- c. Carl Jung's concepts of adult development
- d. Sigmund Freud's ego defense mechanisms

ANS: D

Freud identified ego defense mechanisms that a person uses to protect the self from anxiety. One of these is the projection of anger. *Incorrect answers:* 1. In an I-Thou relationship individuals respond in a mutually respectful manner. 2. Maslow describes categories of needs that must be satisfied according to a hierarchy. 3. Jung's concepts of adult development help nurses understand changes in values that are important to older adults.

DIF: Cognitive Level: Application REF: Text Page Reference: p. 10 TOP: Step of the Nursing Process: Implementation

MSC: Client Needs: Psychosocial Integrity

14. Which of the following theorists viewed the professional's relationship with the client as a means to help the client grow and change?

- a. Maslow
- b. Rogers
- c. Erikson
- d. Beck

ANS: B

According to Carl Rogers, if the professional could provide a certain type of relationship, the client would find the capacity to grow and change. *Incorrect answers:* 1. Maslow focused on a hierarchy of needs. 3. Erickson talked about developmental stages. 4. Beck focuses on cognitive distortions.

DIF: Cognitive Level: Knowledge REF: Text Page Reference: p. 11

TOP: Step of the Nursing Process: All phases

MSC: Client Needs: Psychosocial Integrity

15. Nurse Smith wants to provide medication education to a group of clients diagnosed with schizophrenia. It would be most helpful for nurse Smith to keep in mind the concepts of:

- a. Freud's transference and counter-transference
- b. Rogers' person-centered relationship
- c. Maslow's self-actualization
- d. Erikson's principles of personality development

ANS: B

Rogers' concepts are applicable for nurse-client teaching formats. *Incorrect answers:* 1. Transference and counter-transference may occur, but in providing education the most helpful concepts are those of Rogers. 3. Self-actualization is the highest level of need satisfaction; it would not be useful in providing medication education. 4. Erikson describes four stages of the life cycle to help the person develop identity. These would not be useful in providing psychoeducation.

DIF: Cognitive Level: Analysis REF: Text Page Reference: p. 12
TOP: Step of the Nursing Process: Planning
MSC: Client Needs: Health Promotion and Maintenance

16. Which of the following statements about communication theory is true?
- a. Primates are able to learn new languages to share ideas and feelings
 - b. Concepts include only verbal communication
 - c. Perceptions are clarified through feedback
 - d. Past experience does not influence communication

ANS: C

Feedback is necessary to confirm that participants have the same understanding of the message. *Incorrect answers:* 1. Only humans are capable of learning new languages to share ideas and feelings. 2. Both verbal and nonverbal concepts are important. 4. Past experiences do influence communication.

DIF: Cognitive Level: Knowledge REF: Text Page Reference: p. 17
TOP: Step of the Nursing Process: All phases
MSC: Client Needs: Psychosocial Integrity

17. In the circular transactional model of communication:
- a. Systems theory concepts are included
 - b. People take only complementary roles in the communication
 - c. The context of the communication is unimportant
 - d. The purpose of communication is to influence the receiver

ANS: A

Systems theory concepts of feedback and validation are included. *Incorrect answers:* 2. People take either symmetrical or complementary roles. 3. The context is very important. 4. This is the purpose in the linear model of communication.

DIF: Cognitive Level: Comprehension REF: Text Page Reference: p. 17

TOP: Step of the Nursing Process: All phases

MSC: Client Needs: Psychosocial Integrity

18. Feedback:

- a. Occurs in some interactions
- b. Involves only verbal responses
- c. Does not include validation
- d. Can focus on the feelings generated

ANS: D

Feedback can focus on content, relationship, feelings, or events. *Incorrect answers:* 1. Feedback always occurs. 2. Feedback involves both verbal and nonverbal responses. 3. Validation is a form of feedback.

DIF: Cognitive Level: Knowledge REF: Text Page Reference: p. 17

TOP: Step of the Nursing Process: All phases

MSC: Client Needs: Psychosocial Integrity

19. As a nursing student you are expected to engage in therapeutic communication with clients. Which of the following statements represents therapeutic communication when a student discovers a client crying in bed?
- a. "Hi, Joe; I am the nurse who will be doing your treatments today."
 - b. "Hi, Joe; will you listen to me so I can help you get better?"
 - c. "Hi, Joe; this is what is going to happen during surgery."
 - d. "Hi, Joe; can we talk about what seems to be bothering you?"

ANS: D

This statement is goal-directed. Its purpose is to promote client well-being. *Incorrect answers:* 1. This communication is a statement of fact and it ignores the client's emotional needs. 2. This is not goal-directed and does not involve mutuality. 3. This communication is simply one-way. It does not engage the client in a therapeutic manner.

DIF: Cognitive Level: Application REF: Text Page Reference: p. 18 TOP: Step of the Nursing Process: Assessment