

Motacki: Nursing Delegation and Management of Patient Care

Chapter 02: Communication in the Work Environment

Test Bank

MULTIPLE CHOICE

1. The UAP is given ambulation instructions by a staff nurse for a patient 2 days postoperatively. Which of the following ambulation instructions would require further communication to the UAP to ensure the safety of the patient?
 - a. "Ambulate the patient the length of the hallway and get me if there are any problems."
 - b. "Have you ambulated this type of post-op patient before?"
 - c. "Let me know 1 hour before you are ready to ambulate the patient so I can give him his pain medication."
 - d. "This patient has been ambulating with minimal assistance, but I would like you to walk with him to be sure he is stable."

ANS: A

	Feedback
A	Delegation requires thorough communication including specific instructions regarding task ("ambulate the length of the hallway") and information about possible adverse effects and what to do about them.
B	Gives only limited instructions.
C	Gives only limited instructions.
D	Gives only limited instructions.

DIF: Cognitive Level: Application

2. A float nurse is assigned four patients on the day shift. Which of the following reports by the float nurse would require immediate intervention by the charge nurse?
 - a. "Dr. Smith, your patient, Mr. Jones is complaining of a headache."
 - b. "Dr. Smith, this is nurse Sandy from xyz and your patient, Mr. Jones in 222, admitted with hypertension, is complaining of a headache."
 - c. "Dr. Smith, this is nurse Sandy from xyz and your patient, Mr. Jones in 222, admitted with hypertension, is complaining of a headache but has just been started on isosorbide (Isordil). What can I give him to relieve his headache?"
 - d. "Dr. Smith, this is nurse Sandy from xyz and your patient, Mr. Jones in 222, is complaining of a headache but has just been started on isosorbide (Isordil). What can I give him to relieve his headache?"

ANS: A

	Feedback
A	This answer gives no information to the physician about the patient or his condition and thus would require further teaching.

B	Gives a different level of information, which is better and more informative than answer A and therefore does not require further teaching.
C	Gives a different level of information, which is better and more informative than answer A and therefore does not require further teaching.
D	Gives a different level of information, which is better and more informative than answer A and therefore does not require further teaching.

DIF: Cognitive Level: Application

3. A surgeon approaches the charge nurse in an angry manner after his patient fell out of bed, requiring further surgery. Which of the following approaches is most appropriate for the charge nurse to use?
- “Can you step over here out of the hearing of the patients and family members?”
 - “I’m sorry, you should have ordered restraints for the patient.”
 - “We will accept all liability.”
 - “My nurses are all new on the night shift. They didn’t know how to handle him.”

ANS: A

	Feedback
A	It is always the best practice to remove the angry person from the audience. Usually, when removed, the person settles down and becomes more reasonable.
B	Not appropriate to the situation and could antagonize the angry physician.
C	Not appropriate to the situation and could antagonize the angry physician.
D	Not appropriate to the situation and could antagonize the angry physician.

DIF: Cognitive Level: Application

4. To avoid transcription errors, the current trend in hospitals is to use the Computerized Physician Order Entry (CPOE). Further instructions should be given to the nurses when which statement is made?
- “I don’t need to review the new orders for accuracy.”
 - “The orders will go directly to the appropriate departments.”
 - “The risk for transcription errors is less.”
 - “I am still responsible for communicating the changes to the appropriate caregivers.”

ANS: A

	Feedback
A	Orders entered into the CPOE still require the nurse to review and therefore would need further instructions.
B	This is a correct statement and therefore does not require further instructions.
C	This is a correct statement and therefore does not require further instructions.
D	This is a correct statement and therefore does not require further instructions.

DIF: Cognitive Level: Analysis

5. The end of shift report is vital for the coordination of patient care. Which of these statements would require an intervention if overheard by the charge nurse during report?
- “Mr. Smith is quite afraid of the outcome of his procedure today. I had to give him an anti-anxiety medication.”
 - “Mr. Smith is quite afraid of the outcome of his procedure today. I called his wife to come in early.”
 - “Mr. Smith is quite afraid of the outcome of his procedure today. I called the chaplain to see him and his wife today.”
 - “Mr. Smith is quite afraid of the outcome of his procedure today. I was in the room most of the day.”

ANS: D

	Feedback
A	Appropriate communication regarding a patient and his anxiety and therefore does not require intervention.
B	Appropriate communication regarding a patient and his anxiety and therefore does not require intervention.
C	Appropriate communication regarding a patient and his anxiety and therefore does not require intervention.
D	It illustrates the nurse making an inappropriate judgment regarding this patient's anxiety and therefore would require intervention.

DIF: Cognitive Level: Analysis

6. Which of the following is an essential part of the shift report?
- Patient's ECG rhythm
 - Patient's marital status
 - Patient's occupation
 - Patient's insurance status

ANS: A

	Feedback
A	The patient's ECG rhythm is an essential part of the shift report.
B	May not always be appropriate to the shift report.
C	May not always be appropriate to the shift report.
D	May not always be appropriate to the shift report.

DIF: Cognitive Level: Application

7. Patients are complaining that they are not receiving pain medications on the night shift. The night nurse has charted that they were given. What is the most appropriate action by the charge nurse?
- Notify the nurse manager.
 - Confront the nurse about the problem.
 - Ask other nurses what they think.
 - Report the suspicion to the State Board of Nursing.

ANS: A

	Feedback
A	This question illustrates the concern for illegal charting of pain medications and substance abuse in nurses. It is essential for the nurse identifying this issue to report it to her nurse supervisor (chain of command).
B	Not an appropriate response to the implied illegalities in this question.
C	Not an appropriate response to the implied illegalities in this question.
D	Not an appropriate response to the implied illegalities in this question.

DIF: Cognitive Level: Application

8. A staff nurse complains to the nurse manager about an employee of another department constantly asking her out on a date even though she has told him she is not interested. Which action by the nurse manager is most appropriate?
- Confront the employee and ask him to stay away from the staff nurse.
 - Observe future interaction to confirm the reported harassment.
 - Contact the supervisor to decide on the next step.
 - Review the personnel manual to decide on the next step.

ANS: D

	Feedback
A	Not an appropriate action in this case.
B	Not an appropriate action in this case.
C	Not an appropriate action in this case.
D	If unfamiliar with the approved actions in a sexual harassment situation, the nurse manager should refer to the official references for action.

DIF: Cognitive Level: Application

9. A nurse takes a telephone order from a physician. Which procedure is best for the nurse to use to avoid errors?
- Ask another nurse to listen to the conversation on another telephone.
 - Repeat the order, write the order verbatim, and read the order back to the physician.
 - Ask the physician to come to the unit to write the order.
 - Hold implementation of the order until the order is written by the physician.

ANS: B

	Feedback
A	Not a practical method to use to avoid errors.
B	Following this procedure will reduce errors in communication between the health care provider and the nurse.
C	Not a practical method to use to avoid errors.
D	Not a practical method to use to avoid errors.

DIF: Cognitive Level: Application

10. Which of the following patients should be seen by the nurse first based on the information provided during the shift report?
- A patient admitted with hypertension complaining of back pain.
 - A patient admitted with mental status changes.
 - A patient complaining of incisional pain postoperatively.
 - A patient asking for assistance in getting back to bed.

ANS: A

	Feedback
A	This patient may be experiencing angina.
B	This patient does not require an urgent assessment.
C	This patient does not require an urgent assessment.
D	This patient does not require an urgent assessment.

DIF: Cognitive Level: Analysis

11. Which response by the patient following discharge teaching would require further teaching?
- "I should weigh myself daily since I started on Lasix (furosemide) for my heart failure."
 - "I need to check my blood glucose after eating."
 - "I should take my Lanoxin (digoxin) with my morning medications."
 - "I need my blood checked frequently now that I am on Coumadin (warfarin)."

ANS: B

	Feedback
A	This is a correct statement and therefore does not require further teaching.
B	This statement is not correct and therefore requires further teaching.
C	This is a correct statement and therefore does not require further teaching.
D	This is a correct statement and therefore does not require further teaching.

DIF: Cognitive Level: Analysis

12. Which exchange between the RN and the UAP requires intervention by the charge nurse?
- "Take the patient's blood pressure every 15 minutes and inform me of the results."
 - "Check the patient's blood glucose before breakfast and lunch and inform me of the results."
 - "Ambulate the patient in 2210 as far as he can walk."
 - "Shave the patient in 2210. His beard is long."

ANS: C

	Feedback
A	This is an appropriate communication and therefore does not require

	intervention.
B	This is an appropriate communication and therefore does not require intervention.
C	This communication is inadequate because it does not provide enough information to the UAP and requires intervention.
D	This is an appropriate communication and therefore does not require intervention.

DIF: Cognitive Level: Application

13. Which patient should the charge nurse direct the RN to see immediately after the shift report?
- Patient with a blood sugar of 240 mg/dL
 - Patient complaining of burning on urination
 - Patient in a Posey vest who is trying to get out of bed
 - Patient with a temperature of 38°C who is scheduled for surgery later that day

ANS: D

	Feedback
A	This assessment can be delayed.
B	This assessment can be delayed.
C	This assessment can be delayed.
D	This patient is unstable and requires urgent assessment.

DIF: Cognitive Level: Analysis

14. A UAP becomes sick at work and asks to leave. Which response by the charge nurse is most appropriate?
- “You can’t leave until all the baths are completed.”
 - “Write down what needs to be completed.”
 - “Tell me what responsibilities still need to be completed.”
 - “Be sure to call by 5 AM if you are still sick tomorrow.”

ANS: C

	Feedback
A	Not appropriate for determining continuity of care.
B	Not the most effective means of communication and does not allow for questions and feedback.
C	Direct communication is the best method to avoid errors and allow for questions regarding remaining tasks.
D	Not appropriate for determining continuity of care.

DIF: Cognitive Level: Analysis

15. The nurse is admitting a patient who speaks very little English. What is the most appropriate method to use to ensure the patient understands the instructions?

- a. Obtain a hospital interpreter.
- b. Ask a family member to interpret.
- c. Ask other staff for help.
- d. Incorporate sign language.

ANS: A

	Feedback
A	The most appropriate means for interacting with a patient whose language is not English is to obtain an interpreter.
B	Not an appropriate alternative.
C	Not an appropriate alternative.
D	Not an appropriate alternative.

DIF: Cognitive Level: Application

16. A patient is inappropriate when speaking to a UAP. What is the most appropriate action by the nurse?
- a. Change the assignment.
 - b. Ask the UAP what they did to precipitate this.
 - c. Explain to the patient how what they say is being interpreted.
 - d. Complain to the physician.

ANS: C

	Feedback
A	Does not address the underlying problem of inappropriate communication.
B	Does not address the underlying problem of inappropriate communication.
C	Sometimes patients are not aware of how their comments are interpreted by staff. Informing them may correct the situation.
D	Does not address the underlying problem of inappropriate communication.

DIF: Cognitive Level: Application

MULTIPLE RESPONSE

1. A staff nurse must leave work for an emergency. The nurse tells the charge nurse that her patients are fine and received all their AM medications. As the day progresses, it becomes apparent to the responsible RN that some things were not completed, especially some necessary AM medications. Which communication principle was not followed in this situation? Select all that apply.
- a. Interaction
 - b. Clarity
 - c. Simple exact language
 - d. Feedback
 - e. Credibility
 - f. Direct communication

ANS: A, B, D, F

	Feedback
Correct	In this scenario, the staff nurse leaving the unit does not interact directly with the RN who will now become responsible for the care of the patients and thus no questions could be asked and feedback could not be obtained. In this scenario, the staff nurse leaving the unit does not interact directly with the RN who will now become responsible for the care of the patients and thus no questions could be asked and feedback could not be obtained. In this scenario, the staff nurse leaving the unit does not interact directly with the RN who will now become responsible for the care of the patients and thus no questions could be asked and feedback could not be obtained. In this scenario, the staff nurse leaving the unit does not interact directly with the RN who will now become responsible for the care of the patients and thus no questions could be asked and feedback could not be obtained.
Incorrect	Does not apply to this situation. Does not apply to this situation.

DIF: Cognitive Level: Application

2. It is vital to communicate changes in patient condition to the physician. When using the SBAR process, the nurse knows that what should be included when communicating patient condition? Select all that apply.
 - a. Problem
 - b. Current medications
 - c. Assessment
 - d. Diagnosis
 - e. Documentation
 - f. Lab data

ANS: A, C, D, F

	Feedback
Correct	This element should be provided to any health care provider when reporting changes in patient conditions and obtaining new orders. This element should be provided to any health care provider when reporting changes in patient conditions and obtaining new orders. This element should be provided to any health care provider when reporting changes in patient conditions and obtaining new orders. This element should be provided to any health care provider when reporting changes in patient conditions and obtaining new orders.
Incorrect	This element may not be required in all circumstances. This element may not be required in all circumstances.

DIF: Cognitive Level: Application

3. SBAR is a convenient tool to use when notifying physicians of a change in patient condition. In which of the following situations could it also be appropriately used?

- a. Communication with radiology scheduling
- b. Communication with case manager
- c. Transferring patient
- d. Change of shift report
- e. Rapid response team (RRT)

ANS: C, D, E

	Feedback
Correct	This is a circumstance in which the SBAR tool of communication can be used effectively. This is a circumstance in which the SBAR tool of communication can be used effectively. This is a circumstance in which the SBAR tool of communication can be used effectively.
Incorrect	Not necessarily appropriate circumstance for the use of SBAR. Not necessarily appropriate circumstance for the use of SBAR.

DIF: Cognitive Level: Analysis

4. In the change of shift report, what should be included? Select all that apply
- a. Family contact telephone numbers
 - b. Current assessment
 - c. Plan of care
 - d. Change in condition
 - e. Discharge plan
 - f. Personal comments

ANS: B, C, D, E

	Feedback
Correct	Only pertinent information required for delivery of care should be transmitted during the change of shift report. Only pertinent information required for delivery of care should be transmitted during the change of shift report. Only pertinent information required for delivery of care should be transmitted during the change of shift report. Only pertinent information required for delivery of care should be transmitted during the change of shift report.
Incorrect	May, at times, be pertinent but not as a routine. Almost never appropriate.

DIF: Cognitive Level: Application

5. Formal communication in health care is used to properly inform staff of (select all that apply):
- a. Changes in CPR certification dates.
 - b. Christmas party celebration.

- c. Patient survey results.
- d. Girl Scout cookie order pick-up.
- e. Termination of an employee.

ANS: A, C

	Feedback
Correct	Formal communication would be used to distribute information regarding institutional policy changes. Formal communication would be used to distribute information regarding institutional policy changes.
Incorrect	An example of informal communication. An example of informal communication. An example of informal communication.

DIF: Cognitive Level: Application

6. Informal (“grapevine”) communication in health care is used to properly inform staff of (select all that apply):
- a. Changes in practice.
 - b. Christmas party celebration.
 - c. Patient survey results.
 - d. Girl Scout cookie order pick-up.
 - e. Termination of an employee.

ANS: B, D, E

	Feedback
Correct	These are examples of informal communication and are more closely aligned with gossip. These are not formal communication methods in an institutional environment. These are examples of informal communication and are more closely aligned with gossip. These are not formal communication methods in an institutional environment. These are examples of informal communication and are more closely aligned with gossip. These are not formal communication methods in an institutional environment.
Incorrect	An example of formal communication. An example of formal communication.

DIF: Cognitive Level: Application

7. Which of the following are true when communication is effective? Select all that apply.
- a. The sender is credible.
 - b. There is clarity.
 - c. Simple, exact language is used.
 - d. Slang is used.
 - e. The receiver rolls her eyes when asked to complete a task.

ANS: A, B, C

	Feedback
Correct	This is a principle of effective communication. This is a principle of effective communication. This is a principle of effective communication.
Incorrect	An example of inappropriate communication and even resistance to what is being communicated. An example of inappropriate communication and even resistance to what is being communicated.

DIF: Cognitive Level: Application

8. The end of shift report is the appropriate time to communicate (select all that apply):
- The frequency of which the call light was used.
 - Patient's relationship to a staff member.
 - New patient orders.
 - Impending procedures.
 - Evaluation of medication response.

ANS: C, D, E

	Feedback
Correct	Only information directly related to the care of the patient should be transmitted during the shift change report. Only information directly related to the care of the patient should be transmitted during the shift change report. Only information directly related to the care of the patient should be transmitted during the shift change report.
Incorrect	Not usually pertinent to care of the patient. Not usually pertinent to care of the patient.

DIF: Cognitive Level: Application

9. Walking rounds are currently being implemented to avoid errors or omissions in shift reports. Which observations made during walking rounds would be seen as an advantage to the shift report? Select all that apply.
- Foley bag is not emptied on a patient on strict I&O.
 - Patient needs assistance to bathroom.
 - IV infusion bag is nearly dry.
 - Patient with a PCA requests instructions to avoid increased pain.
 - Patient's family member is caught smoking in the bathroom.
 - IV line is not infusing what is currently ordered.

ANS: A, C, F

	Feedback
Correct	Inaccuracies of shift reports can be eliminated by using walking rounds.

	Inaccuracies of shift reports can be eliminated by using walking rounds. Inaccuracies of shift reports can be eliminated by using walking rounds.
Incorrect	Would cause interruptions in the report and lead to walking rounds. Would cause interruptions in the report and lead to walking rounds. Would cause interruptions in the report and lead to walking rounds.

DIF: Cognitive Level: Application