

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF SCIENCE IN NURSING (UPGRADING)

NURU 132:

STREAMS: BSC NURSING

TIME: 2 HOURS

DAY/DATE: MONDAY 4/12/2017

8.30 A.M – 10.30 A.M

INSTRUCTIONS:

- **Do not write on the question paper.**
- **Mobile phones and any other reference materials are not allowed in the examination room**
- **The paper has three sections. Answer all questions in section I and II and one question in section III**
- **All your answers for section I (MCQs) should be on one page.**
- **Number all your answers and indicate the order of appearance in the space provided in the cover page of the examination answer booklet.**

SECTION A: MULTIPLE CHOICE QUESTIONS (20MARKS)

1. Which therapeutic communication technique is being used in this nurse client interaction?
 - (a) Encourage comparison
 - (b) Exploring
 - (c) Formulating a plan of action
 - (d) Making observations

2. Which therapeutic communication techniques is being used in this nurse client interaction?

Client : 'my father spanked me often.'

Nurse : ' your father was a harsh disciplinarian.'

- (a) Restatement
 - (b) Offering general leads
 - (c) Focusing
 - (d) Accepting
3. Which therapeutic communication technique is being used in this nurse-client interaction?
- Client ; When I am anxious, the only thing that calms me down is alcohol.'
- Nurse: Other than drinking, what alternatives have you explored to decrease anxiety?'
- (a) Reflecting
 - (b) Making observation
 - (c) Formulating a plan of action
 - (d) Giving recognition
4. Nurse Patrick is interviewing a newly admitted psychiatric client. Which nursing statement is an example of offering a 'general lead'?
- (a) "Do you know why you are here"?
 - (b) "Are you feeling depressed or anxious"?
 - (c) "Yes, I see . Go on."
 - (d) "Can you chronologically order the events that led to your admission?"
5. A nurse states to a client , "things will look better tomorrow after a good night's sleep." This is an example of which communication technique?
- (a) The therapeutic technique of "giving advice"
 - (b) The therapeutic technique of "defending"
 - (c) The non therapeutic technique of "presenting reality"
 - (d) The non therapeutic technique of "giving false reassurance"

6. A client diagnosed with post traumatic stress disorder is admitted to an inpatient psychiatric unit for evaluation and medication stabilization. Which therapeutic communication technique used by the nurse is an example of a broad opening?
- (a) What occurred prior to the rape, and when did you go on the emergency department?
 - (b) “What would you like to talk about?”
 - (c) “ I notice you seem uncomfortable discussing this”
 - (d) “How can we help you feel safe during your stay here?”
7. A nurse is assessing a client diagnosed with schizophrenia for the presence of hallucinations. Which therapeutic communication technique used by the nurse is an example of making observations?
- (a) “You appear to be talking to someone I do not see.”
 - (b) “Please describe what you are seeing.”
 - (c) “Why do you continually look in the corner of this room”?
 - (d) “If you hum a tune the voices may not be so distracting.”
8. A nurse maintains an uncrossed arm and leg posture. This non verbal behavior is reflective of which letter of the SLER acronym for active listening?
- (a) S
 - (b) O
 - (c) L
 - (d) E
 - (e) R
9. An instructor is correcting a nursing student’s clinical worksheet. Which instructor statement is the best example of effective feedback?
- (a) “Why did you use the client’s name on your clinical worksheet?”
 - (b) “You were very careless to refer to your client by name on your clinical worksheet.”
 - (c) “Surely you didn’t do this deliberately, but you breached confidentiality by using the client’s name.”

- (d) "It is disappointing that after being told, you're still using client names on your worksheet."
10. After assertiveness training, a formerly passive client appropriately confronts a peer in group therapy. The group leader states, "I'm so proud of you for being assertive. You are so good!" Which communication technique has the leader employed?
- (a) The non therapeutic technique of giving approval
 - (b) The non therapeutic technique of interpreting
 - (c) The therapeutic technique of presenting reality
 - (d) The therapeutic technique of making observations
11. What is the purpose of a nurse providing appropriate feedback?
- (a) To give the client good advice
 - (b) To advise the client on appropriate behaviors
 - (c) To evaluate the client's behavior
 - (d) To give the client critical information
12. A client who frequently exhibits angry outbursts is diagnosed with antisocial personality disorder. Which appropriate feedback should a nurse provide when this client experiences an angry outburst?
- (a) "Why do you continue to alienate your peers by your angry outbursts?"
 - (b) "You accomplish nothing when you lose your temper like that."
 - (c) "Showing your anger in that manner is very childish and insensitive."
 - (d) "During group, you raised your voice, yelled at a peer, left, and slammed the door."
13. A client diagnosed with dependent personality disorder states, "Do you think I should move from my parent's house and get a job?" Which nursing response is most appropriate?
- (a) "It would be best to do that in order to increase independence."
 - (b) "Why would you want to leave a secure home?"
 - (c) "Let's discuss and explore all of your options."
 - (d) "I'm afraid you would feel very guilty leaving your parents."

14. When interviewing a client, which nonverbal behavior should a nurse employ?
- (a) Maintaining indirect eye contact with the client
 - (b) Providing space by leaning back away from the client
 - (c) Sitting squarely, facing the client
 - (d) maintaining open posture with arms and legs crossed
15. A MOTHER RESCUES two of her four children from a house fire. In the emergency department, she cries, “ I should have gone back in to get them . I should have died, not them.”
- What is the nurse’s best response?
- (a) “The smoke was too thick. You couldn’t have gone back in.”
 - (b) “you’re feeling guilty because you weren’t able to save your children.”
 - (c) “focus on the fact that you could have lost all four of your children.”
 - (d) “it’s best if you try not to think about what happened. Try to move on.”
16. A newly admitted diagnosed with obsessive-compulsive disorder (OCD) washes hands continually. This behavior prevents unit activity attendance. Which statement best addresses this situation?
- (a) “Everyone diagnosed with OCD needs to control their ritualistic behaviors.”
 - (b) “It is important for you to continue these ritualistic behaviors.”
 - (c) “ Why are you asking for help if you won’t participate in unit therapy?”
 - (d) “Lets figure out a way for you to attend unit activities and still wash your hands.”
17. Which example of a therapeutic communication technique would be effective in the planning phase of the nursing process?
- (a) We’ve discussed past coping skills. Let’s see if these coping skills can be effective now.”
 - (b) “Please tell me in your own words what brought you to the hospital.”
 - (c) “This new approach worked for you. Keep it up.”
 - (d) “I notice that you seem to be responding to voices that I do not hear.”
18. A client tells the nurse, ”I feel bad because my mother does not want me to return home after I leave the hospital. “ Which nursing response is therapeutic?

- (a) "It's quite common for clients to feel that way after a length hospitalization."
 - (b) "Why don't you talk to your mother? You may find out she doesn't feel that way."
 - (c) "Your mother seems like an understanding person. I'll help you approach her."
 - (d) "You feel that your mother does not want you to come back home?"
19. A client's younger daughter is ignoring curfew. The client states, "I'm afraid she will get pregnant." The nurse responds, "Hang in there. Don't you think she has a lot to learn about life?" This is an example of which communication block?
- (a) Requesting an explanation
 - (b) Belittling the client
 - (c) Making stereotyped comments
 - (d) Probing
20. Which nursing statement is a good example of the therapeutic communication technique of giving recognition?
- (a) "You did not attend today. Can we talk about that ?"
 - (b) " I'll sit with you until it is time for your family session."
 - (c) "I notice you are wearing a new dress and you have washed your hair."
 - (d) "I 'm happy that you are now taking your medications. They will really help."

PART B: SHORT ANSWER QUESTIONS (50 MARKS)

- 1. With the aid of a diagram describe the process of communication. [10marks]
 - 2. State five (5) hindrances if effective communication. [5marks]
 - 3. Explain any two types of communication. [6marks]
 - 4. Differentiate between one way and two way communication. [4marks]
 - 5. State five ways of minimizing communication barriers. [5marks]
 - 6. State three components of behavior change communication. [3marks]
 - 7. Describe the process of behavior change communication. [10marks]
 - 8. State five purpose of interpersonal communication. [5marks]
 - 9. State two nurse roles in therapeutic communication. [2marks]
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