

## Touhy: Ebersole and Hess' Gerontological Nursing & Healthy Aging, 1st Canadian Edition

### Test Bank

### Chapter 3: Communicating with Older Adults

#### MULTIPLE CHOICE

1. Which of the following is a true statement concerning communication with an older person who has aphasia?
  - a. Communication should be simplified, using very basic words.
  - b. The older person should be exposed to a variety of different staff members to stimulate rehabilitation.
  - c. A nurse should pay attention to what speech and word recognition patterns the patient uses.
  - d. Alternative or augmentative tools exist for only a few types of aphasia.

ANS: C

	Feedback
<b>A</b>	Incorrect. In most cases of aphasia, the person retains normal intellectual ability and could easily understand complex language.
<b>B</b>	Incorrect. Having a small number of staff members consistently care for the patient is most helpful, so that they can learn to understand how the person is attempting to communicate.
<b>C</b>	Correct. Nurses are responsible for accurately observing and recording the speech and word recognition patterns of the client and for implementing the speech pathologist's recommendations.
<b>D</b>	Incorrect. Tools exist for every imaginable type of language disorder.

DIF: Knowledge REF: 36–37 OBJ: 6

TOP: CRNE: NCP (Nurse–Client Partnership)

2. Dysarthria is defined by which of the following descriptions?
  - a. Dysarthria is difficulty in coming up with the correct word.
  - b. Dysarthria is difficulty in physically producing the sounds of speech.
  - c. Dysarthria is difficulty in speaking when the person is thinking about what to say.
  - d. Dysarthria is difficulty in understanding speech.

ANS: B

	Feedback
<b>A</b>	Incorrect. Difficulty in coming up with the correct word is anomia or anomic aphasia.
<b>B</b>	Correct. Dysarthria is caused by a weakness or incoordination of the speech

	muscles, interfering with the clarity of speech and pronunciation.
<b>C</b>	Incorrect. Difficulty in speaking when one is thinking about what to say is usually a result of verbal apraxia, which does not interfere when the older person is not thinking about the words.
<b>D</b>	Incorrect. Dysarthria interferes only with the production of speech sounds. Difficulty in understanding speech is encountered in fluent or global aphasia.

DIF: Knowledge REF: 37 OBJ: 6  
 TOP: CRNE: CH (Changes in Health)

3. Which of the following strategies is most useful for communicating with an older person who is experiencing cognitive impairment?
- Speak normally, because the older person can understand what you are saying.
  - Communicate infrequently with the older person, to diminish frustration.
  - Correct the older person and repeat until you are understood.
  - Use multiple ways of communicating, such as by gesture and touch, as well as speech.

ANS: D

	Feedback
<b>A</b>	Incorrect. Speaking slowly and allowing time for response are useful strategies for simplifying the communication.
<b>B</b>	Incorrect. Communicate frequently with the older person to diminish frustration and provide reassurance.
<b>C</b>	Incorrect. The implementation of correction is not a useful strategy for encouraging communication and supporting a sense of personhood.
<b>D</b>	Correct. Gesture and touch play an important role in communicating in an encouraging manner.

DIF: Knowledge REF: 39–40 OBJ: 6  
 TOP: CRNE: NCP (Nurse–Client Partnership)

4. A patient says, “Peace wing we uh meng meng.” What is your response?
- “I’m sorry, that doesn’t make any sense.”
  - “Please try to speak more clearly.”
  - “Excuse me, I didn’t understand that.”
  - “What would you like me to bring you?”

ANS: D

	Feedback
<b>A</b>	Incorrect. The nurse must believe that the patient is trying to communicate something important enough for the nurse to make the effort to understand it.

<b>B</b>	Incorrect. The patient is speaking as clearly as he or she can.
<b>C</b>	Incorrect. An open-ended reply is likely to frustrate the patient, who will probably answer by simply repeating the original utterance, no more comprehensibly.
<b>D</b>	Correct. The patient is most likely saying “Please bring me a...” This response focuses on the one part of the sentence that you did not understand.

DIF: Application REF: 38 OBJ: 6  
 TOP: CRNE: NCP (Nurse–Client Partnership)

5. Which of the following statements is true about forming a group with older persons?
- Leaders must be prepared for members to fail to show up as a result of illness, death, or other reasons.
  - Groups should include persons with diverse levels of cognitive ability.
  - A group leader who is prone to depression will be better able to empathize with the depression and losses suffered by group members.
  - The evening is a good time for a group to meet.

ANS: A

	<b>Feedback</b>
<b>A</b>	Correct. There must be a clear plan for recognition of absent members; an absence does not by itself mean that a member has died.
<b>B</b>	Incorrect. Mixing very different levels of ability can lead to anxiety in both the more impaired and the less impaired members, for different reasons.
<b>C</b>	Incorrect. The leader should be able to discuss the sadness and losses of the other group members without falling into depression.
<b>D</b>	Incorrect. Some older people may be tired by the evening, and people living outside the facility may have transportation difficulties at that time of day.

DIF: Knowledge REF: 44 OBJ: 1  
 TOP: CRNE: NCP (Nurse–Client Partnership)

6. Which of the following is a good strategy to use for teaching older adult learners?
- Use printed materials in soft colours.
  - Provide extra time for the learner to respond.
  - Use a pleasant soprano voice in audio materials.
  - Cover a diverse range of topics in each session.

ANS: B

	<b>Feedback</b>
<b>A</b>	Incorrect. Visual materials should have high contrast, such as black on white, and frequently use techniques other than printed text.

<b>B</b>	Correct. An older adult's reaction time may be longer than a younger person's.
<b>C</b>	Incorrect. Older adults commonly have more difficulty hearing higher pitches.
<b>D</b>	Incorrect. Focusing on a single topic helps the learner concentrate.

DIF: Knowledge REF: 41, Box 3-10

OBJ: 3

TOP: CRNE: NCP (Nurse–Client Partnership)

7. An older person living in long-term care begins to forget where activities occur, so the nurse engages her in reminiscence. Which goal of reminiscence is the most relevant to improve the nurse's communication with this older person?
- Reminiscence provides cognitive stimulation.
  - Reminiscence helps to obtain information about fears.
  - Reminiscence offers a pleasurable experience.
  - Reminiscence can improve depressive symptoms.

ANS: A

	Feedback
<b>A</b>	Correct. The nurse uses reminiscence to provide cognitive stimulation, which functions to slow or prevent further deterioration in the older person's cognitive functioning and restore and maintain the optimal level of communication for her enjoyment, safety, and self-esteem.
<b>B</b>	Incorrect. This is a reasonable goal for using reminiscence; however, older persons' fears are not relevant to this resident.
<b>C</b>	Incorrect. Reminiscence is usually a pleasant experience for older persons, but this nurse hopes to use it to stimulate cognitive functioning because the resident is forgetting the location of activities.
<b>D</b>	Incorrect. Relieving depressive symptoms is not relevant to this older person.

DIF: Application REF: 44–45 OBJ: 5

TOP: CRNE: NCP (Nurse–Client Partnership)

8. The nurse has to teach an 85-year-old male and his family about a new medication. Which of the following interventions should the nurse implement to enhance patient teaching?
- Display the medication close to the family while teaching.
  - Tell the family members they will need to administer the medication.
  - Speak slowly, use repetition, and paraphrase for the patient.
  - Face the patient directly and speak clearly in a quiet place.

ANS: D

	Feedback
<b>A</b>	Incorrect. The nurse should avoid using elderspeak and thus holds the medication closest to the patient. The family can view the medication after the

	patient does.
<b>B</b>	Incorrect. The patient should receive the teaching while the family observes. Speaking to the family conveys disrespect for the older person and, in this case, implies the older person is incompetent.
<b>C</b>	Incorrect. These are aspects of elderspeak that the nurse should avoid in teaching an older person.
<b>D</b>	Correct. The nurse demonstrates respect and concern for the patient by addressing him directly; the best way to communicate with an older person is to face him directly, in a quiet place so ambient noise does not interfere with communication.

DIF: Application REF: 29 OBJ: 3  
 TOP: CRNE: NCP (Nurse–Client Partnership)

9. The nurse asks an older female adult, “Which countries were your favourite travelling destinations?” Which strategy is the most important for the nurse to incorporate into communicating with this older person?
- Maintain a sharp focus on the older person.
  - Allocate more time for answering.
  - Seek validation of understanding.
  - Avoid judgement of the responses.

ANS: B

	Feedback
<b>A</b>	Incorrect. This is a reasonable strategy to use during communication but not the most important for this older person.
<b>B</b>	Correct. Because the nurse asked the older person an open-ended question, this is the most important strategy for the nurse to employ; it can take older persons more time to scan their lives and gather thoughts.
<b>C</b>	Incorrect. Seeking validation demonstrates interest in what the older person says; however, this is not the most important strategy.
<b>D</b>	Incorrect. This is a reasonable strategy to employ in some situations, but because the nurse asked an open-ended question, the most important strategy is to allow more time for answering.

DIF: Analysis REF: 29 OBJ: 5  
 TOP: CRNE: NCP (Nurse–Client Partnership)

10. The nurse needs to obtain information from an older person who has dysarthria. If the nurse experiences difficulty in understanding the older person, which one of the following actions would be the nurse’s best response?
- Allow for several brief conversations.
  - Repeat a part that is not understood.

- c. Ask questions using very simple terms.
- d. Provide a questionnaire with large type.

ANS: B

	Feedback
<b>A</b>	Incorrect. The nurse allows more time for conversations and does not need to break up the conversation.
<b>B</b>	Correct. The nurse repeats the part of the message that is not understood so the older person does not have to repeat the whole statement.
<b>C</b>	Incorrect. Dysarthria does not affect an older person's intelligence.
<b>D</b>	Incorrect. Large type will not facilitate communication with an older person who has dysarthria because vision impairment is not the issue.

DIF: Application REF: 29 OBJ: 3  
TOP: CRNE: NCP (Nurse–Client Partnership)

11. Which chronic condition is the third most prevalent among older persons in Canada?
- a. Hearing loss
  - b. Hypertension
  - c. Visual impairment
  - d. Type 2 diabetes mellitus

ANS: A

	Feedback
<b>A</b>	Correct. The third most common chronic condition and the most common communication disorder among older persons in Canada is hearing loss.
<b>B</b>	Incorrect. Hypertension is not the third most common chronic condition of older persons in Canada.
<b>C</b>	Incorrect. Visual impairment is not the third most common chronic condition of older persons in Canada.
<b>D</b>	Incorrect. Type 2 diabetes mellitus, although increasing in prevalence, is not the third most common chronic condition of older persons in Canada.

DIF: Knowledge REF: 6 OBJ: 6  
TOP: CRNE: CH (Changes in Health)

12. Which type of question should the nurse avoid when communicating with an older person who has aphasia?
- a. The nurse should avoid questions that validate understanding.
  - b. The nurse should avoid questions that have open-ended answers.
  - c. The nurse should avoid questions that require a yes or no answer.
  - d. The nurse should avoid asking several questions in a series.

ANS: B

	Feedback
<b>A</b>	Incorrect. The nurse validates the part of the message that is misunderstood for understanding.
<b>B</b>	Correct. The nurse complicates communication with an older person who has aphasia by asking open-ended questions, because they can require a lengthy response that can be difficult for the older person to formulate.
<b>C</b>	Incorrect. The nurse facilitates effective communication by presenting yes or no or single-word response questions to the older person, because it makes the older person's response easier to formulate.
<b>D</b>	Incorrect. The nurse simplifies communication with an older person by asking one question at a time, waiting for a response, and asking additional questions as needed.

DIF: Comprehension

REF: 38, Box 3-7 OBJ: 3

TOP: CRNE: NCP (Nurse-Client Partnership)

13. An older male adult who wears a hearing aid waits in the radiology department. The department is busy and noisy, so the nurse asks the patient if he wants to wait or reschedule the appointment. Which of the following is the most important strategy for the nurse to implement for effective communication with this man?
- Face the man while sitting at his level.
  - Speak with him in a private, quiet setting.
  - Verify that the information is understood.
  - Ask if hearing is better in one ear or another.

ANS: B

	Feedback
<b>A</b>	Incorrect. This is a reasonable strategy to use and should facilitate communication with this man; however, the nurse's position can be irrelevant if the noise level is too high and the message is difficult to hear.
<b>B</b>	Correct. Although the older adult wears a hearing aid, the nurse needs to speak with him in a quiet location. Reducing ambient noise facilitates communication because it can interfere with the hearing of a person with a hearing loss. In addition, some hearing aids function poorly with high levels of ambient noise.
<b>C</b>	Incorrect. Verifying information is a reasonable strategy for a person with a hearing impairment, but if the older adult simply cannot hear the message, the nurse fails in communicating effectively.
<b>D</b>	Incorrect. This is also a reasonable strategy for an older adult with a hearing impairment, but not the most important one for this person.

DIF: Analysis

REF: 33, Box 3-4 OBJ: 3

TOP: CRNE: NCP (Nurse–Client Partnership)

14. The vision of a female patient is deteriorating, and she is depressed about her condition. Which of the following nursing interventions is most likely to address both conditions?
- Provide adequate lighting without glare.
  - Maintain a consistent room arrangement.
  - Train her with low-vision assistive devices.
  - Offer your arm when ambulating in the hall.

ANS: C

	Feedback
A	Incorrect. This intervention addresses only the visual impairment.
B	Incorrect. This intervention addresses only the visual impairment.
C	Correct. Training the patient to use low-vision assistive devices can help to boost her self-esteem and promote self-confidence and independence. In addition, low-vision assistive devices can relieve boredom and provide needed diversions.
D	Incorrect. This intervention only addresses the visual impairment.

DIF: Application REF: 35 OBJ: 3

TOP: CRNE: CH (Changes in Health)

15. An older person receives speech therapy for dysarthria. Which advice should the nurse offer the older person to enhance the speech therapist's work?
- Speak quietly in a quiet location.
  - Articulate several words in a row.
  - Practise facial exercises regularly.
  - Restrict the mouth from opening too far.

ANS: C

	Feedback
A	Incorrect. The nurse encourages the older person to speak loudly and slowly in a quiet place.
B	Incorrect. The nurse encourages the older person to focus on articulating one word at a time.
C	Correct. The nurse encourages approved facial exercises to strengthen speaking muscles.
D	Incorrect. The nurse encourages the older person to open the mouth widely and to exaggerate tongue movement to facilitate speaking.

DIF: Application REF: 39, Box 3-8 OBJ: 3

TOP: CRNE: CH (Changes in Health)