

Chapter 3—Communicating with Clients with Personal and Family Issues

MULTIPLE CHOICE

1. One vital skill in coping with health and other life crises is:
- a. passive listening
 - b. conflict avoidance
 - c. good communication
 - d. suppressing emotion

ANS: C

One vital skill in coping with health and other life crises is good communication.

PTS: 1

DIF: Comprehension

REF: White (2013)

2. A client presented for a pre-op appointment. At the appointment, the wife states that the husband has been giving her the cold shoulder ever since the surgery was scheduled. The nurse knows this behavior to be:
- a. denial
 - b. defensive
 - c. passive-aggressive
 - d. hidden agenda

ANS: C

Passive-aggressive tendencies are negative or aggressive feelings expressed indirectly or displayed by an unwillingness to cooperate. Some behaviors seen in passive aggressive individuals are pouting, giving the cold shoulder, giving the silent treatment, stubbornness, intentional forgetfulness, or tardiness.

PTS: 1

DIF: Application

REF: White (2013)

3. A nurse has entered a client's room and overhears a mother and daughter arguing about the mother's discharge plan. The mother really wants to go to a rehab center and the daughter really wants the mother to go to a nursing home. Their argument is an example of:
- a. defensiveness
 - b. a power struggle
 - c. conflict avoidance
 - d. a lack of trust

ANS: B

Power struggles involves individuals with different points of view. One individual is attempting to override the other individual's feeling or opinion.

PTS: 1

DIF: Application

REF: White (2013)

4. Therapeutic communication involves which of the following?
- a. passive listening
 - b. active listening
 - c. disregard of body language
 - d. conflict avoidance

ANS: B

Active listening is really listening to what the client is saying and attempting to understand the situation from the client's perspective. It is important to take in the voice tone, pitch, and inflection as well as watching to see if the body language corresponds to what the client is saying.

PTS: 1

DIF: Comprehension

REF: White (2013)

5. When communicating with a client, the nurse finds that she is not able to offer a solution or answer to the client who has concerns. The nurse should:
- a. ignore the client's concerns
 - b. generate a very specific solution
 - c. tell the client of worse experience
 - d. validate the client's concerns

ANS: D

When it is not possible to offer an answer or solution to a client communicating a concern, validation may help. Assure the client that it is normal for the client to be both experiencing stress and desiring to talk about whatever personal or family issues are occurring. The nurse should validate the client's unique experience.

PTS: 1

DIF: Comprehension

REF: White (2013)

6. A nurse who is able to imagine one's self in circumstances similar to what the client is experiencing is able to convey which feeling?
- a. empathy
 - b. sympathy
 - c. trust
 - d. discernment

ANS: A

Empathy is the ability to imagine one's self in a similar circumstance or situation.

PTS: 1

DIF: Comprehension

REF: White (2013)

7. Which of the following statements made to a client conveys empathy?
- a. "I wouldn't worry; I once had a patient who had a worse condition."
 - b. "You'll get over it in no time!"
 - c. "I am sorry for your loss."
 - d. "What you've experienced is horrible and I can't even imagine suffering through that!"

ANS: C

Often, offering sympathy may hinder therapeutic communication. This can also make a client feel isolated and alone. Careful expressions of sympathy can result in therapeutic communication.

PTS: 1

DIF: Application

REF: White (2013)

8. What must occur in order for significant meaningful communication to occur between a client and a nurse?
- a. Be the same approximate age.
 - b. Share a similar diagnosis.
 - c. Client and nurse should be friends.
 - d. The client must feel that a genuine relationship exists.

ANS: D

Generally, in order for a significant meaningful communication to occur between the client and a nurse, the client must feel that a warm and genuine relationship between the two parties exists.

PTS: 1

DIF: Comprehension

REF: White (2013)

9. A client has just shared some serious concerns about performing colostomy care independently upon discharge. The nurse responds to the client saying "Everything will be alright." This has made the client feel unheard. This is an example of:
- a. empathy
 - b. a cliché
 - c. sympathy
 - d. caring

ANS: B

The use of a trite or frequently used phrase, like a cliché, results in the client feeling unheard. Clichés are often perceived as a signal that no further discussion is warranted.

PTS: 1

DIF: Application

REF: White (2013)

10. Hospitalized clients, or clients under stress, have which type of response?
- They have similar reactions and emotions.
 - They move through two phases: anger and fear.
 - They mimic the behavior of their fellow clients.
 - They have unique and varied as the clients themselves.

ANS: D

It is important to remember that the responses to the stressors associated with health related issues can be as unique and varied as the individuals themselves.

PTS: 1

DIF: Comprehension

REF: White (2013)

11. In which order should the nurse focus on a client's concerns?
- all at the same time
 - only one concern per conversation
 - focus on most pressing worry first
 - focus on minor concerns then major

ANS: C

It is important for the nurse to remember to focus on the client's most pressing worries before moving on to other topics that need to be addressed. As long as a client is worried about his problem, the client may not hear the suggestions or other topics discussed.

PTS: 1

DIF: Comprehension

REF: White (2013)

12. In communicating with a family who has experienced divorce, what is an important concept to remember?
- Information should be shared with all family members.
 - Determine first how the family interacts and communicates.
 - Speak only with the females in the family.
 - Exclude children from all healthcare information and communication.

ANS: B

Divorce is a major life crisis that brings challenges to families, especially in the area of communication. Determining an understanding of how those in the family interact with each other is an important first step in communicating with the family.

PTS: 1

DIF: Comprehension

REF: White (2013)

13. While working at a wound care clinic, the nurse noticed that a client is not changing his lower extremity dressings per the physician's orders. The nurse approaches the client in a respectful, tactful and non-threatening manner regarding the dressing change schedule. This is an example of:
- gentle confrontation
 - soft inquiry
 - productive confrontation
 - compliance confrontation

ANS: C

Productive confrontation can be an important part of the communication process between the nurse and the client if this technique is used in a respectful, tactful and non-threatening manner. Doing this can help to facilitate the client's move toward self-examination and opportunities for growth.

PTS: 1

DIF: Application

REF: White (2013)

14. When meeting with a client to make a health related decision, the nurse should:
- assemble the whole family to assist the client
 - allow only one other individual to assist the client
 - meet with the client alone

d. determine with the client who they wish to be involved in the discussion

ANS: D

In many families, the entire family is involved in making health related decisions. It is important to determine with the client who they wish to be involved when discussing health matters. While the nurse may be used to interacting with only a client's spouse, some families choose several members to be involved.

PTS: 1

DIF: Comprehension

REF: White (2013)

15. When a person quickly assumes that others are blaming or confronting them, this is called:
- a. denial
 - b. defensiveness
 - c. passive-aggressive behavior
 - d. lack of trust

ANS: B

Defensiveness is a behavior when an individual quickly assumes others are blaming or confronting them.

PTS: 1

DIF: Comprehension

REF: White (2013)

16. The intentional evasion of potentially uncomfortable confrontations or disagreements is called:
- a. therapeutic avoidance
 - b. conflict avoidance
 - c. suppression of emotion
 - d. passive confrontation

ANS: B

Conflict avoidance is the intentional evasion of potentially uncomfortable confrontations or disagreements.

PTS: 1

DIF: Comprehension

REF: White (2013)

17. A client has presented at the Emergency Department reporting that she has been a victim of domestic abuse. After a physical exam, the next step the nurse should take is to:
- a. do nothing
 - b. share her personal experience of domestic violence
 - c. counsel the victim on next steps
 - d. ask the ED social worker to meet with the client to offer support and resources

ANS: D

When presented with the harsh reality of domestic abuse, nurses may inadvertently pull back from the client with domestic abuse. While at first the nurse may be unsure how to best help a client in an abusive relationship, doing nothing is not an option. In such complex situations, a team of healthcare providers may need to explore how best to help the client.

PTS: 1

DIF: Comprehension

REF: White (2013)

18. A negative family dynamic where feelings are not allowed to be shared is called:
- a. lack of trust
 - b. suppression of emotions
 - c. negativity
 - d. hidden agenda

ANS: B

Suppression of emotions is a family and/or individual dynamic where feelings and emotions are not shared. This communication pattern does not lead to therapeutic communication.

PTS: 1

DIF: Comprehension

REF: White (2013)

MULTIPLE RESPONSE

1. In healthy families, members can use communication to help meet the individual needs of all members. In addition, communication can provide support to others. Which of the following are traits and tendencies common to health functioning families?
 - a. passive listening
 - b. honest, forthright communication
 - c. flexibility
 - d. active listening
 - e. openness
 - f. respect for elders only
 - g. sense of fairness
 - h. sense of trust

ANS: B, C, D, E, G, H

The following are traits and tendencies common to health functioning families: use of active listening, honest, forthright communication, members feel sense of security and acceptance, flexibility, openness, encourages other family members, sense of fairness (a give and take approach), sense of trust, feelings of love and kindness are easily displayed and respect is given for all members.

PTS: 1 DIF: Application REF: White (2013)

2. Verbal communication is extremely important in caring for clients. Listening to clients is just as important. Which of the following are keys to effective listening?
 - a. giving full attention
 - b. avoiding interruptions
 - c. providing premature interpretations
 - d. summarizing what client has said
 - e. validating client's concerns

ANS: A, B, D, E

Keys to effective listening include: provide full attention avoiding interruptions and premature interpretations. Give evidence of understanding through restating or summarize what you heard. Just as important is recognizing when your client is not ready to have you communicate information to them. Bad news may need to be delivered in small chunks to allow the client to process the information. If multiple stressors are present some may need to be resolved before more bad news can be processed

PTS: 1 DIF: Application REF: White (2013)