



**AMREF INTERNATIONAL UNIVERSITY
SCHOOL OF MEDICAL SCIENCES
DEPARTMENT OF NURSING & MIDWIFERY SCIENCES
END OF SEMESTER DECEMBER 2022 EXAMINATIONS**

COURSE CODE AND TITLE: DOP 114 COMMUNICATION AND COUNSELLING SKILLS IN ONCOLOGY.

DATE: 30TH NOVEMBER 2022

Duration: 2 HOURS

Start: 2:00 P.M.

Finish: 4:00 P.M.

INSTRUCTIONS

1. This exam is out of 70 marks
2. The Section A is compulsory with a Total of 20 Marks, Section B Short Answer Question 30 Marks and Section C Long Answer Question
3. Answer any ALL questions in Section B with a total of 30 marks
4. The Long Answer question in section C is compulsory with 20 marks

SECTION A: MULTIPLE CHOICE QUESTIONS

(20 MARKS)

1. The following is true about "JARGON": -
 - A. It is a common place terminology unique to people within a specific type of work that should be avoided when talking to clients or patients.
 - B. Health care workers are expected to learn Jargon and use it daily.
 - C. It is scientific terminology that is exact and should be used with patients.
 - D. Jargon is indicative of highly qualified and professional workers.

2. A postoperative patient obtained more than 13 points in a Glasgow-Coma scale test. After the test, he was tired and partially lethargic. The following elements of communication could be the most effective to convey a message: -
 - A. Eye contact
 - B. Gesture
 - C. Voice
 - D. Silence

3. The following counselor skills apply to individual as well as group counseling: -
 - A. summarizing
 - B. consensus taking
 - C. moderating
 - D. linking

4. _____ is considered nonverbal cues:-
 - A. Tone and rate of voice
 - B. Eye contact and physical appearance
 - C. Jargon
 - D. Use of touch

5. _____ may mean an intention to interact.
 - A. Eye contact
 - B. When we say "aha."
 - C. A handshake
 - D. Silence

6. The counselling profession is based upon some general philosophical propositions EXCEPT: -
 - A. counseling aims to promote human growth and development
 - B. counseling considers physical as well as psychosocial environment.
 - C. counseling facilitates person-environment fit.
 - D. counseling is a clearly defined helping relationship.

7. When is a nurse suffering from laryngitis, which of the following nonverbal cues could be the most effective in communicating with a patient?
 - A. A soft voice and physical appearance
 - B. Gestures and eye contact
 - C. Write a note and tell the patient you are sick
 - D. Posture and hand movements

8. Counselors who choose their approach and techniques according to the needs and capacity of each individual client are said to be: -
 - A. humanistic
 - B. affective
 - C. cognitive
 - D. eclectic

9. A practical nurse with a BMI of 35 teaches a patient about Cardiac diet. Besides being a nurse, she is also a nutritionist. However, the patient has doubts about what she is teaching. What could be the reason?
- Use of Jargon
 - Physical Appearance
 - Too academic
 - The nurse has an accent
10. You find out that the CEO of the hospital has just been admitted and happens to be your patient. Since you have worked with him before, you know that he is very authoritative and does not mingle much with others. Which of the following nonverbal cues would he expect that you observe?
- Use of gestures
 - Open posture
 - Extended eye contact
 - Closed posture
11. _____ is a group counsellor who views people as basically positive and moving toward actualization: -
- behavioural
 - group centered
 - adlerian
 - psychoanalytic
12. Open posturing can be demonstrated by: -
- Smile and direct eye contact
 - Sitting down near the bedside
 - The slight shift of body position towards individual
 - Using the word "Sir" or "Mom" even when the patient tells you not to.
13. Oral or written behavioural agreements in groups counselling are referred to as: -
- trust
 - issue
 - contracts
 - conclusions
14. Confidentiality may be breached by a counsellor: -
- when ordered by the court
 - when a member is no longer part of the group
 - to the parents or spouse of the group members
 - under no circumstances
15. According to Ivey, a counselor's response that includes congruent ideas and feelings from another frame of reference to facilitate client exploration is referred to as: -
- basic empathy
 - reflection of meaning
 - additive empathy
 - skill integration
16. The most effective way to discuss pain is expressed through which nonverbal cue?
- Eye contact
 - Gestures
 - Sound
 - Posture

17. Counselors who consistently behave in accordance with their own values and perceptions exhibit _____ trait: -
- A. empathy
 - B. transference
 - C. intimacy
 - D. the genuineness
18. Counselors who fear rejection or fear closeness and affection may have difficulty developing _____ in the helping relationship.
- A. attending
 - B. intimacy
 - C. transference
 - D. positive regard
19. The following statements are true about verbal and nonverbal communication: -
- A. When they are not consistent or incongruent, the nonverbal message will most likely be the one received.
 - B. When they are not consistent or incongruent, the verbal message will most likely be the one received.
 - C. Nonverbal communication is as powerful as verbal communication.
 - D. Nonverbal communication is not as powerful as verbal communication.
20. Impaired verbal communication refers to: -
- A. Expressive or receptive aphasia
 - B. Hearing disability
 - C. Decreased, delayed, or absent ability to process and use a system of symbols.
 - D. Mental retardation

SECTION B: SHORT ANSWER QUESTIONS (30 MARKS)

1. State five (5) characteristics of an effective counsellor (5 marks)
2. Outline three (3) factors you should consider before terminating counselling sessions in palliative patients (3 marks)
3. State five (5) principles of communication (5 Marks)
4. Explain application of Egan 3 stage model of counselling in palliative care (6 marks)
5. State two (2) factors to consider when communicating to children in palliative care (2 Marks)
6. State five (5) contributors to effective communication (5Marks)

SECTION C: LONG ANSWER QUESTION – (20 MARKS)

1. Ms. S is a 65-year-old grandmother of 6 children aged between 6-20yrs. She is left to care for her grandchildren because her daughter Patricia died of colon cancer just a month after her youngest son was born. The youngest child has asthma and is on an inhaler. Sue and her 4 grandchildren live in Mathare slums in Nairobi. Three months ago she was diagnosed with breast cancer. Sue is devastated by her health and that of her grandchild. In your conversation with her she keeps saying “I don’t know what to do, I wish to die”

- a) Outline two (2) factors to consider in your communication skills while interviewing Ms. S (2 marks)
- b) Illustrate three (3) skills that would be most appropriate while counselling Ms. S (6 marks)
- c) Discuss two (2) aims of counselling (4 marks)
- d) Describe four (4) barriers in communication and counselling (8 marks)

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