



**AMREF INTERNATIONAL UNIVERSITY
SCHOOL OF MEDICAL SCIENCES
DEPARTMENT OF NURSING AND MIDWIFERY SCIENCES
KENYA REGISTERED COMMUNITY HEALTH NURSING
END OF SEPTEMBER -DECEMBER TRIMESTER EXAMINATIONS 2022**

DNS 111: COMMUNICATION SKILLS

DATE: 5TH DECEMBER 2022

TIME: 2 Hours Start: 2:00 P.M. Finish: 4:00 P.M

INSTRUCTIONS

1. This exam will be marked **out of 70 Marks**
2. ALL Questions are compulsory.
3. The Examination has Three Sections: Section A- Multiple Choice Questions, Section B: Short Answer Questions, Section C: Long Essay Questions
4. Answer all Questions in the ANSWER BOOKLET provided
5. Do not write on the question paper. Use the back of the answer booklet for any rough work

Section A- 20 Multiple Choice Questions (20 Marks)

1. When planning to interview a client for a health concern the initial action is to:-
 - A. Obtain the client's vital signs.
 - B. Identify the client's chief complaint.
 - C. Provide a private area for the interview
 - D. Inquire about the client's allergies.

2. The **most frequent** threat to technological and information security in a healthcare facility is :-
 - A. Computer hacking by a foreign country
 - B. Computer hacking by a Kenyan citizen for ransom
 - C. Failure of employees to log off computer systems and sharing of passwords with others
 - D. A major electrical failure in the facility

3. The following is **NOT** a component of critical thinking:-
 - A. Reasoned thinking
 - B. Openness to alternatives
 - C. Desire to seek the truth
 - D. Loyalty to traditional approaches

4. The effective strategy for determining and evaluating the effectiveness of the nurse's therapeutic communication is:-
 - A. Performance improvement studies
 - B. ISBAR
 - C. Critical thinking
 - D. Reflection

5. One of the following is **NOT** a form of nonverbal communication that can be viewed differently among members of diverse cultures:-
 - A. A smile
 - B. Eye contact
 - C. Touch
 - D. Bodily posture

6. When communicating with a client who speaks a different language, the nurse should :-
 - A. Speak loudly and slowly
 - B. Stand close to the client and speak in an exaggerated volume
 - C. Arrange for a trained health care interpreter when communicating with the client
 - D. Speak to the client and family together to promote comprehension

7. The following is the appropriate technique for correcting errors in written documentation:-
- A. Draw a line through the error, write the date, time, and reason for the error, and add your initials.
 - B. Use correction tape and write over the error so there is no confusion.
 - C. Write over the error in darker ink.
 - D. Completely black out the error with a black marker.
8. The appropriate nursing response to a terminally ill client who tells the nurse, "I feel no real connection with God," would be:-
- A. Give the patient a hug and tell them that their life still has meaning
 - B. Arrange for a spiritual adviser to visit the patient
 - C. Ask the patient if they would like to talk about their feelings
 - D. Call in a close friend or relative to talk with the patient
9. The appropriate statement to be used on a client who has just received a poor prognosis is:-
- A. "I think you should try having surgery."
 - B. "Don't cry, everything is going to be okay."
 - C. "Do you have any questions for me right now?"
 - D. "My mother has the same thing."
10. The phrase that denotes "focusing" as a therapeutic communication technique when caring for an antenatal client is:-
- A. "You're afraid your baby will be born after your due date. Is that correct?"
 - B. "I've noticed a lot of bruising on your arms."
 - C. "What would you like to talk about during our appointment today?"
 - D. "Earlier you mentioned feeling scared at home. I'd like to talk about that a bit more. What is causing you to feel scared at home?"
11. A shared, learned, and symbolic system of values, beliefs, and attitudes that shape and influence the way people see and behave within the world is defined as:-
- A. Society
 - B. Community
 - C. Spirituality
 - D. Culture
12. The appropriate response to a mother of a child undergoing open heart surgery who has signed informed consent but states to the nurse "I'm not so sure about this. What if my baby dies?" is:-
- A. Explain the procedure to the mother.
 - B. Notify the surgical team and have them come back to speak with the mother again.
 - C. Reassure the mother that everything will go as planned.
 - D. Tell the mother that because she has already signed the consent, she cannot change her mind now.

13. The appropriate response to a young adult client who discloses to the nurse that he was involved in a car accident while intoxicated would be :-
- A. "Why didn't you get someone else to drive you?"
 - B. "Tell me how you feel about the accident."
 - C. "You should know better than to drink and drive."
 - D. "I recommend that you attend an alcoholics rehabilitation Centre."
14. Statements given in support of another statement are called:-
- A. Conclusions
 - B. Premises
 - C. Arguments
 - D. Summaries
15. Automatically rejecting a claim just because it's traditional is:-
- A. Not reasonable
 - B. Deductive reasoning
 - C. Inductive reasoning
 - D. Reasonable
16. Which of the following therapy is based on a learning theory:-
- A. Logotherapy
 - B. Interpersonal therapy
 - C. Psychoanalysis
 - D. Behaviour therapy
17. Whether someone is hypocritical regarding her claim is:-
- A. Irrelevant to her character
 - B. Evidence that the claims are false
 - C. Irrelevant to the truth of the claim
 - D. Relevant only in court
18. A technique that can be used to establish the veracity of a claim when verbal and non-verbal communication are inconsistent is:-
- A. Stating observation
 - B. Asking questions
 - C. Offering medication
 - D. Confronting

19. The following is **not** a physiologic factor influencing communication:-
- A. Impaired hearing
 - B. Pain
 - C. Information overload
 - D. Altered cognition
20. Providing a review of main points covered in an interaction is referred to as:-.
- A. Paraphrasing
 - B. Conclusion
 - C. Summarizing
 - D. Reflecting

SECTION B: SHORT ANSWER QUESTIONS (30 MARKS)

- 1. State five (5) effective communication techniques (5 Marks)
- 2. State five (5) qualities of a professional counselor (5 Marks)
- 3. Outline five (5) barriers to effective communication (5 Marks)
- 4. State five (5) factors influencing communication (5 Marks)
- 5. State Four (4) phases of therapeutic empathizing (4 Marks)
- 6. Explain the Three (3) levels of active listening in communication. (6 Marks)

SECTION C: LONG ANSWER QUESTION (20 MARKS)

- 1. The nursing profession calls for critical thinking.
 - a. Describe the critical thinking process (10 Marks)
 - b. Explain the three (3) critical thinking levels applicable in nursing practice (6 Marks)
 - c. State four (4) practical examples of critical thinking in nursing (4 Marks)