



**AMREF INTERNATIONAL UNIVERSITY
SCHOOL OF MEDICAL SCIENCES
DEPARTMENT OF NURSING & MIDWIFERY SCIENCES
END OF SEMESTER AUGUST 2023 EXAMINATIONS**

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

DATE: 9th August 2023

Duration: 2 HOURS

Start: 9:00am

Finish: 11:00pm

INSTRUCTIONS

1. This exam is out of 70 marks
2. This Examination comprises THREE Sections. Section I: Multiple Choice Questions (20 marks)
Section II: Short Answer Questions (30 marks) and Section III: Long Answer Questions (20 marks)
3. Answer ALL Questions.
4. Do Not write anything on the question paper -use the back of your booklet for rough work if need be.

SECTION I: MULTIPLE CHOICE QUESTIONS (20 MARKS)

1. The following is true about "JARGON": -
 - A. It is a commonplace 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. The following elements of communication could be the most effective to convey a message to a post operative patient: -
 - A. Eye contact
 - B. Gesture
 - C. Voice
 - D. Silence

3. A counselling skill applied to individual as well as group counselling: -
 - A. summarizing
 - B. consensus taking
 - C. moderating
 - D. linking

4. The following are considered nonverbal cues except: -
 - A. Tone and rate of voice
 - B. Eye contact and physical appearance
 - C. Jargon
 - D. Use of touch

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

6. The following are general philosophical propositions in counseling except: -
 - A. Counselling aims to promote human growth and development
 - B. Counselling considers physical as well as psychosocial environment.
 - C. Counselling facilitates person-environment fit.
 - D. Counselling is a clearly defined helping relationship.

7. 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. Counsellors 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: -
- A. Use of Jargon
 - B. Physical Appearance
 - C. Too academic
 - D. 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?
- A. Use of gestures
 - B. Open posture
 - C. Extended eye contact
 - D. Closed posture
11. Group counsellor that views people as basically positive and moving toward actualization: -
- A. behavioural
 - B. group centered
 - C. adlerian
 - D. psychoanalytic
12. The following are consistent with open posturing: -
- A. Smile and direct eye contact
 - B. Sitting down near the bedside
 - C. The slight shift of body position towards individual
 - D. 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: -
- A. trust
 - B. issue
 - C. contracts
 - D. conclusions
14. Confidentiality may be breached by a counsellor: -
- A. when ordered by the court
 - B. when a member is no longer part of the group
 - C. to the parents or spouse of the group members
 - D. under no circumstances

15. When a counsellor's response includes congruent ideas and feelings from another frame of reference to facilitate client exploration, I would say the counsellor is using: -
- A. basic empathy
 - B. reflection of meaning
 - C. additive empathy
 - D. skill integration
16. The most effective way to discuss pain is expressed through which nonverbal cue: -
- A. Eye contact
 - B. Gestures
 - C. Sound
 - D. Posture
17. Counsellors who consistently behave in accordance with their own values and perceptions are exhibiting the trait called: -
- A. empathy
 - B. transference
 - C. intimacy
 - D. genuineness
18. Counsellors 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 except: -
- 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 II: SHORT ANSWER QUESTIONS (30 MARKS)

1. State FIVE (5) barriers to effective communication (5marks)
2. Outline Five (5) factors you should consider during a counselling sessions in palliative patient. (5marks).
3. Briefly state the principles of communication (5Marks)
4. Explain Egan 3 stage model of counselling and how you will apply in palliative care (5 marks)
5. State Five (5) factors to consider when communicating to a palliative patient and family (5 Marks)
6. State FIVE contributors to effective communication (5Marks)

SECTION III: LONG ANSWER QUESTION (20 MARKS)

1. Patient K has been with you for the last 3 months upon being diagnosed with cancer of the stomach, for the last three days her condition has been severely deteriorating. As a palliative care nurse you are required to communicate to a patient's family about their disease condition and progress. Using the scenario:
 - a. Discuss what you would consider before passing the communication (10 Marks)
 - b. Apply the communication process in communicating with the family (10 Marks)