



**AMREF INTERNATIONAL UNIVERSITY
SCHOOL OF MEDICAL SCIENCES
DEPARTMENT OF NURSING AND MIDWIFERY SCIENCES
KENYA REGISTERED COMMUNITY HEALTH NURSING
SUPPLEMENTARY/SPECIAL EXAMINATION**

COURSE CODE AND TITLE: DNS 111 COMMUNICATION SKILLS

DATE: 31st July 2023

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

SECTION A: MULTIPLE CHOICE QUESTIONS

(20 MARKS)

1. The following is **NOT** a recommended practice when working with a professional medical interpreter: -
 - A. Speak short sentences
 - B. Hold a pre-conference with the interpreter
 - C. Address interpreter directly.
 - D. Identify any gender or age preferences.

2. The nursing response that demonstrates the principle of beneficence when communicating to the family of a critically ill client undergoing cardiopulmonary resuscitation is:-
 - A. “ He is critically ill and we are caring for his needs”
 - B. “I will have the doctor speak to you later about his condition”
 - C. “His heart has stopped and we are attempting to revive him”
 - D. “I don’t know how he doing but you need to come immediately”

3. A subtle therapeutic technique that communicates to the patient that you are interested and want to hear more. It indicates your acceptance of the patient as a person. It usually involves nonverbal cues such as eye contact and nodding.
 - A. Moral support
 - B. Minimal encouragement
 - C. Act of kindness
 - D. Therapeutic relationship

4. When caring for a patient with partial hearing the nurse should:-
 - A. Raise the voice and speak more loudly
 - B. Dim lights to prevent overstimulation
 - C. Post a hearing impairment sign on the client’s door
 - D. Ask relatives to take home hearing aids so they will not be lost.

5. Which of the following statements is 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. Nonverbal communication is not as powerful as verbal communication
 - C. When they are not consistent or incongruent, the verbal message will most likely be the one received.
 - D. Verbal communication is not as powerful as nonverbal communication

6. The appropriate initial response to an unruly client who shouts, “you are all incompetent here! I have been waiting for two hours!” is:-
 - A. “I know you are upset but I will have to call security if you continue shouting”
 - B. “I see you are frustrated but the delay cannot be avoided”
 - C. “Its upsetting to wait for so long. How can I best help you?”
 - D. “The wait is long today but you will receive unhurried quality care when it’s your turn”

7. The following is **NOT** a reason to use minimal encouragers: -
- A. To demonstrate attentiveness
 - B. To encourage the client
 - C. To minimize interruption
 - D. To avoid answering a question
8. The best response to a client who asks "is this disease going to kill me?" with regards to a diagnosis of terminal illness is: -
- A. "We will do everything possible to prevent that from happening"
 - B. "Well, we are all going to die at some time"
 - C. "You should concentrate on getting better rather than thinking about death"
 - D. "Hearing the diagnosis must have been difficult for you. What are your thoughts?"
9. The difference between reflecting and paraphrasing is: -
- A. Reflecting checks on how the person is feeling, not just checking understanding
 - B. Paraphrasing checks how the person is feeling, not just checking understanding
 - C. Reflecting refers to repeating back word for word while paraphrasing refers to changing wording slightly
 - D. Paraphrasing refers to repeating back word for word while reflecting refers to changing wording slightly
10. The following strategy is **inappropriate** for providing discharge instructions to an elderly hypertensive client with low literacy level:-
- A. Provide discharge instructions while family members are present
 - B. Have a client watch a video on hypertension management
 - C. Printing out pictures of common food labels and review where to look for sodium content
 - D. Speak slowly and loudly so the client can understand you
11. An ability to confidently and comfortably express thoughts and feelings while still respecting the legitimate rights of the patient.
- A. Unassertive communication
 - B. Aggressive communication
 - C. Assertive communication
 - D. Non-aggressive communication
12. Patient says: "I am afraid what the Doctor will tell me later". You say: "I can see that you are a bit scared when you meet the Doctor later". What communication technique is this:-
- A. Summarizing
 - B. Reflection
 - C. Paraphrasing
 - D. Restating

13. Statements given in support of another statement are called.
- Conclusions
 - Premises
 - Arguments
 - Summaries
14. The best response to a teary client who reports to have been given bad news on their diagnosis by a radiology technician is:-
- I can see that you are very upset. Let's talk about what happened
 - I will report the technician to the head of radiology department
 - The technician never should have said that to you
 - Your doctor will discuss treatment options with you
15. A blind elderly patient is in tears upon learning that her cancer is terminal. What would be the best nonverbal communication to show her empathy?
- Cry with her
 - Silence
 - Touch
 - Wipe her tears
16. The following is FALSE regarding touch as a nonverbal means of therapeutic communication:-
- Culture, age and gender affect the interpretation of touch.
 - Small children respond better to cuddles rather than verbal explanations
 - For a caregiver comfortable physical contact, touch has great potential for conveying warmth
 - It is always recommended to touch patients to communicate caring.
17. In establishing a therapeutic relationship, the focus of interaction is the: -
- Task
 - Nurse
 - Equipment
 - Patient
18. The appropriate nursing intervention for a chronically ill patient who becomes withdrawn and increasingly frustrated by small inconveniences during medication administration is:-.
- Ask them about their job search
 - Verbalise to the patient "I notice that you seem frustrated"
 - Refer the patient to support groups
 - Reassure the patient that anger is a normal
19. The appropriate response by a nurse supervisor to a frustrated student nurse providing hygiene care for an uncooperative elderly client is:-
- "Talk to the client to establish why they are angry with you"
 - "Let's go together to ask about the client's concerns"
 - "It sounds like you shouldn't work with this client so I will reassign you"
 - "I will talk with the client to see why the client is angry."

20. To achieve cultural competence in counseling, one should first:-
- A. Become aware of their own worldview as well as the assumptions, values and biases
 - B. Provide counselling services to clients of diverse cultures
 - C. Participate in a counselor exchange programs
 - D. Regularly attend continuing education workshops on multicultural counseling

SECTION B: SHORT ANSWER QUESTIONS **(30 MARKS)**

1. Describe the three (3) levels of active listening in communication. (6 Marks)
2. State five (5) factors that affect critical thinking in nursing practice. (5 Marks)
3. Explain five (5) common barriers to communication in nursing practice. (5 Marks)
4. Using a diagram illustrate the communication process. (6 Marks)
5. Expound on the SOLER acronym as applicable in effective communication. (5 Marks)
6. State three (3) benefits of using written documentation as a method of communication in nursing practice (3 Marks)

SECTION C: LONG ANSWER QUESTION **(20 MARKS)**

1. Mrs. J, 28 years, is a client in your care presenting for counselling.
 - a. State five (5) qualities of an effective counsellor. (5 marks)
 - b. Describe the GATHER approach used in counselling. (12 marks)
 - c. List three (3) relevant counseling ethical issues (3 marks)