



**AMREF INTERNATIONAL UNIVERSITY
SCHOOL OF MEDICAL SCIENCES
DEPARTMENT OF NURSING & MIDWIFERY SCIENCES
END OF SEMESTER EXAM MAY-AUGUST 2024 EXAMINATIONS**

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

DATE: Wednesday 7th August 2024

Duration: 2 HOURS

Start:

Finish:

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.

1. Which discipline focuses on providing care for the dying and their families, encompassing medical, psychosocial, and spiritual aspects?
 - A. Thanatology
 - B. Geriatrics
 - C. Oncology
 - D. Palliative

2. What is an important goal of bereavement care for families after the loss of a loved one?
 - A. Encouraging immediate return to work
 - B. Fostering grief expression and support
 - C. Avoiding discussions about the deceased
 - D. Discouraging seeking emotional help

3. A nurse is caring for a client who has terminal cancer and is receiving palliative care. The client's family members are present at the bedside, and express their grief, anger, and guilt. Which of the following actions should the nurse take to communicate effectively with the family members?
 - A. Provide factual information about the client's condition and prognosis
 - B. Encourage the family members to express their emotions and offer support
 - C. Suggest coping strategies and resources for the family members to deal with their grief
 - D. All the above

4. A patient's unresolved feelings related to loss would be **most likely** observed during which phase of the therapeutic nurse-patient relationship?
 - A. Trusting
 - B. Working
 - C. Orientation
 - D. Termination

5. Which therapeutic communication technique is being used in this nurse-client interaction?
Client: "When I am anxious, the only thing that calms me down is alcohol."
Nurse: "Other than drinking, what alternatives have you explored to decrease anxiety?"
 - A. Reflecting
 - B. Making observations
 - C. Formulating a plan of action
 - D. Giving recognition

6. Which of the following should never be used when breaking bad news to families?
- A. Compassion
 - B. Professional jargon
 - C. Appropriate body language
 - D. Touch
7. Which of the following statements is incorrect when discussing options on where end-of-life care is to be delivered?
- A. It is important to provide the family with information regarding all possible locations of care
 - B. Reassure the family that they can change their mind if the location of care is no longer suitable
 - C. Presume all families wish to be at home
 - D. Plans should include options for seamless transition between home, hospital and hospice
8. When should a spiritual assessment be considered?
- A. If the family practice a certain religious belief
 - B. At a family's request
 - C. Ongoing process of holistic care for every family
 - D. After the child had died
9. Semantic barriers are created by;
- A. Difference in age between sender and receiver
 - B. Disturbance in the environment
 - C. Divergence in individual understanding of meanings of words
 - D. Difficulties in accepting other's ideas
10. How can the palliative care nurse best apply the principles of therapeutic communication to address a terminally ill patient who is expressing fear and anxiety about the unknown?
- A. Encourage the patient to focus on positive thoughts
 - B. Provide factual information about the dying process
 - C. Minimize discussions about death and dying
 - D. Acknowledge the patient's fears and explore their concerns

11. In what context is it appropriate to use pejorative phrases when describing patients?
- A. It is never acceptable to use pejorative phrases to describe patients
 - B. In the presence of the patient.
 - C. Privately, with staff or other hospital employees.
 - D. Only in the presence of a trusted colleague
12. An individual who believes that people die because they were bad or because they wanted to die is most likely in the ----- period of development
- A. Infancy
 - B. Early childhood
 - C. Middle or late childhood
 - D. Adolescent
13. A major criticism of Kubler-Ross' stages of dying is that they;
- A. Don't actually form an invariant sequence
 - B. Only apply to females
 - C. Last much longer than she thought
 - D. Only explain the pattern found in older adults
14. Religiosity may not promote coping with life-threatening illnesses for persons whose belief system is based on?
- A. Humanism
 - B. Hinduism
 - C. Christianity
 - D. Judaism
15. The type of grief where survivors resort to self-destructive behaviors such as suicide is?
- A. Anticipatory grief
 - B. Masked grief
 - C. Exaggerated grief
 - D. Chronic grief

16. When the community health nurse visits a patient at home, the patient states, "I haven't slept the last couple of nights." Which response by the nurse illustrates a therapeutic communication response to this patient?
- A. "I see."
 - B. "Really?"
 - C. "You're having difficulty sleeping?"
 - D. "Sometimes, I have trouble sleeping too."
17. A patient diagnosed with terminal cancer says to the nurse "I'm going to die, and I wish my family would stop hoping for a cure! I get so angry when they carry on like this. After all, I'm the one who's dying." Which response by the nurse is therapeutic?
- A. "Have you shared your feelings with your family?"
 - B. "I think we should talk more about your anger with your family."
 - C. "You're feeling angry that your family continues to hope for you to be cured?"
 - D. "You are probably very depressed, which is understandable with such a diagnosis."
18. When providing psychological care to the child and family, the nurse needs which of the following skills?
- A. Ability to listen
 - B. Ability to communicate effectively
 - C. Ability to refer as needed
 - D. All the above
19. What is a vital consideration in managing the caregiver burden for families of terminally ill patients?
- A. Providing minimal support
 - B. Ignoring their needs
 - C. Offering respite care and support services
 - D. Isolating them from the patient

20. A major problem with long-term grief is the potential for;

- A. Depression and suicide
- B. Keeping one's feelings locked away
- C. Sadness turning to uncontrollable rage
- D. Internalization of feelings that leads to the breakdown of the immune system

SECTION II: SHORT ANSWER QUESTIONS

(30 MARKS)

1. Briefly discuss the skills that an effective counsellor should exhibit (4Marks)
2. Highlight five (5) risk factors associated with development of complicated grief (5 marks)
3. Why is communication considered a dynamic and cyclic process? (5 Marks)
4. State and explain five (5) stages of dying as proposed by Elisabeth Kübler-Ross (10 marks)
5. Discuss three (3) advantages of complementary/ alternative medicine over conventional medicine (6 Marks)

SECTION III: LONG ANSWER QUESTIONS

(20 MARKS)

1. Active listening requires the listener to provide both verbal and non-verbal feedback to the speaker.
Describe components of the SOLER model of active listening (15 Marks)
2. List out five (5) barriers to communication and state how they can be overcome (5 Marks)