



AMREF INTERNATIONAL UNIVERSITY
SCHOOL OF MEDICAL SCIENCES
DEPARTMENT OF NURSING AND MIDWIFERY SCIENCES
KENYA REGISTERED COMMUNITY HEALTH NURSING
End of Semester Examination Dec 2024

COURSE CODE AND TITLE-DNS 111: ICT, Communication & Counselling

DATE: MONDAY 2ND 2024

TIME: 2 Hours **START:** 0900 HOURS **FINISH:** 1100
HOURS

INSTRUCTIONS

- 1. This exam will be marked out of 70 Marks**
- 2. ALL Questions are compulsory.**
- 3. The Examination has Three Sections: Section I- Multiple Choice Questions, Section II: Short Answer Questions, Section III: Long Essay Questions**
- 4. Answer all Questions in the ANSWER BOOKLET provided**
- 5. Do Not write anything on the question paper -use the back of your booklet for rough work if need be.**

SECTION I: MULTIPLE CHOICES QUESTIONS (20 MARKS)

1. The following is a type of communication that can be verbal , non-verbal, and involves written components:-
 - a) Verbal communication
 - b) Non-verbal communication
 - c) Written communication
 - d) All of the above, depending on context

2. The communication process is best described by the following elements that facilitate feedback and mutual understanding:-
 - a) Sender, receiver, message, channel, feedback
 - b) Counsellor, client, intervention, solution
 - c) Nurse, patient, medication, outcome
 - d) Reflection, interpretation, action, evaluation

3. The following is LEAST likely to be considered a barrier to effective communication in a healthcare setting:-
 - a) Cultural differences
 - b) Active listening
 - c) Language differences
 - d) Personal biases

4. Nurse- client therapeutic communication is crucial during the _____phase of the nursing process, and has a primary goal of _____.
- a) Assessment, to diagnose the patient accurately
 - b) Planning, to develop an effective care plan
 - c) Implementation and evaluation, to foster a therapeutic relationship
 - d) All phases, to enhance patient outcomes
5. Counselling in healthcare primarily aims to achieve :-
- a) Emotional support, informed decision-making, patient autonomy
 - b) Giving medical instructions, ensuring compliance
 - c) Diagnosing physical illnesses, monitoring symptoms
 - d) Increasing workload to ensure efficiency
6. The following is NOT a characteristic of an effective counsellor:-
- a) Empathy
 - b) Unconditional positive regard
 - c) Judgmental attitude
 - d) Confidentiality

7. Assertiveness in nursing can be defined as:
- a) The ability to confidently express thoughts while acknowledging and respecting others' feelings
 - b) Dominating conversations to ensure one's perspectives and wishes are respected
 - c) Avoiding conflicts by withdrawing from challenging situations
 - d) Always speaking loudly and clearly
8. When managing telephone calls in a healthcare setting, the practice that best ensures quality patient care is:-
- a) Ignoring non-urgent calls
 - b) Responding promptly, using a clear and courteous tone
 - c) Refusing to take any calls after working hours
 - d) Limiting conversation to known contacts
9. The primary difference between assertiveness and aggressiveness, particularly in healthcare communication is:-
- a) Assertiveness involves empathy, while aggressiveness disregards empathy.
 - b) Assertiveness leads to better care outcomes, aggressiveness results in quicker decisions.
 - c) Assertiveness is always positive, aggressiveness is never effective.
 - d) Both require physical intervention to be effective.
10. The following is an essential critical thinking skill that nurses use when addressing patient needs:-

- a) Reacting impulsively to emergency situations
- b) Reflecting, evaluating options, and making informed decisions
- c) Avoiding patient concerns to focus on direct medical tasks
- d) Ignoring new information in favor of traditional practices

11. The communication theory that best explains the transactional nature of nurse-patient interactions:-

- a) Behavioral theory
- b) Cognitive theory
- c) Transactional theory
- d) Humanistic theory

12. The main goal of customer care in healthcare settings is:-

- a) Enhancing patient satisfaction and promote a culture of care
- b) Ensure staff pay meticulous attention to client wishes
- c) Increasing overall quality to maximise profits and reduce healthcare costs
- d) Avoiding patient complaints

13. Factors that influence effective communication can include :-

- a) Physical environment, patient condition, non-verbal cues
- b) Staff workload, time of day, urgency of communication
- c) Psychological barriers, cultural differences, level of education
- d) All of the above

14. The following is a prerequisite for assertive behavior in healthcare professionals:-

- a) Self-awareness and confidence
- b) Overconfidence and dominance

- c) Dishonesty to manipulate patient outcomes
 - d) Passive approach to avoidance of confrontation
15. The principles that must always be upheld during the counselling process to ensure ethical practice is :-
- a) Non-maleficence and Confidentiality
 - b) Confidentiality and Empathy
 - c) Respect for autonomy, Gender equity
 - d) Gender equity and Justice
16. Non-verbal communication in healthcare can include:
- a) Tone of voice, body language, facial expressions
 - b) Written charts and patient records
 - c) Verbal instructions
 - d) All interactions involving language
17. Critical thinking is crucial in nursing practice as:-
- a) It helps improve patient outcomes by promoting thorough decision-making
 - b) It leads to increased workload with no impact on care quality
 - c) It minimizes errors by promoting careful analysis and evaluation
 - d) Both a and c
18. The following is NOT a recommended technique for therapeutic communication in nursing:-
- a) Reflective listening
 - b) Sharing personal opinions

- c) Active listening and empathy
 - d) Using silence when appropriate
19. Positive customer relations attitudes can impact patient loyalty by:
- a) Increasing satisfaction and promoting return visits
 - b) Decreasing loyalty, leading to patient dissatisfaction
 - c) Reducing healthcare worker workload
 - d) Eliminating the need for follow-up care
20. Client rights in a counselling relationship include:-
- a) Confidentiality, respectful interaction, informed decision-making
 - b) Limited access to information, paternalistic decisions
 - c) Dependency on the counsellor's judgment alone
 - d) Ignoring feedback from the client

SECTION B: SHORT ANSWER QUESTIONS (30 MARKS)

1. Define communication (1 Mark)
2. Outline the key elements in communication (4 Marks)
3. Describe how any Four (4) four qualities of an effective counsellor impact the therapeutic relationship. (5 Marks)
4. With the use of examples from a healthcare setting, explain three differences between assertiveness and aggressiveness, (5 Marks)
5. Describe the process of counselling in healthcare (5 Marks)
6. Explain any three (3) barriers to effective communication and suggest strategies to overcome each barrier. (5 Marks)

7. Outline five (5) ways in which critical thinking among nurses can improve patient care and decision-making. (5 Marks)

SECTION C: LONG ANSWER QUESTIONS (20MARKS)

1. Effective communication and counseling can enhance the nurse-patient relationship,
- a. Outline five therapeutic benefits of effective communication and counselling for patients . (5 Marks)
 - b. Describe specific techniques of communication and counselling used during each phase of the nursing process providing real-life examples to illustrate how these techniques improve patient outcomes. (15 Marks)