



**AMREF INTERNATIONAL UNIVERSITY
SCHOOL OF MEDICAL SCIENCES
DEPARTMENT OF NURSING AND MIDWIFERY SCIENCES
KENYA REGISTERED COMMUNITY HEALTH NURSING
END OF SEMESTER EXAMINATIONS**

DNS 111: ICT, Communication & Counselling

DATE : MONDAY 1ST DECEMBER 2025

TIME: 2 HOURS

Start: 1400 HOURS

Finish: 1600 HOURS

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 anything on the question paper
6. Use the back of your booklet for rough work if need be.

SECTION I: MULTIPLE CHOICES QUESTIONS (20 MARKS)

1. The following is the most important factor in effective communication with patients:-
 - A) Using medical jargon to explain complex procedures
 - B) Ensuring the patient understands through active listening
 - C) Speaking quickly to convey information efficiently
 - D) Avoiding non-verbal cues to maintain professionalism

2. The following communication models emphasizes the sender-receiver relationship and message encoding:-
 - A) Shannon-Weaver Model
 - B) Barnlund's Transactional Model
 - C) Berlo's SMCR Model
 - D) Lasswell's Communication Model

3. The following is a non-verbal communication skill that enhances therapeutic communication:-
 - A) Giving direct advice without waiting for the patient to speak
 - B) Maintaining eye contact and using open body language
 - C) Using medical terminology to explain a diagnosis
 - D) Speaking at a high volume to ensure understanding

4. The primary goal of therapeutic communication in nursing is:-
 - A) To diagnose mental health conditions
 - B) To build trust and a therapeutic relationship with the patient
 - C) To make the patient comply with all treatment instructions
 - D) To encourage the patient to share personal information

5. The following is a barrier to effective communication in healthcare:-
 - A) Active listening
 - B) Using medical jargon
 - C) Non-verbal cues
 - D) Open body language

6. The following is a key characteristic of an effective counselor in a therapeutic setting:-
 - A) Providing solutions based on the counselor's personal experiences
 - B) Being empathetic, non-judgmental, and an active listener
 - C) Focusing only on providing medical advice
 - D) Avoiding emotional involvement with the client

7. The main purpose of reflective listening in a therapeutic setting is:-
- A) To provide the patient with immediate solutions
 - B) To repeat the patient's exact words for clarification
 - C) To help the patient explore their feelings and gain understanding
 - D) To change the subject to relieve patient distress
8. The following is an example of assertive communication:-
- A) Ignoring personal needs to avoid conflict
 - B) Expressing feelings openly without attacking or blaming others
 - C) Avoiding the discussion of difficult topics
 - D) Suppressing one's own needs to avoid upsetting others
9. The first phase of the counseling process:-
- A) Termination
 - B) Exploration
 - C) Establishing rapport and trust
 - D) Providing solutions
10. The primary goal of critical thinking in nursing practice is to: -
- A) Memorize protocols and procedures
 - B) Make decisions based solely on personal judgment
 - C) Systematically evaluate information, evidence, and patient needs
 - D) Follow instructions without questioning the process
11. The following is a characteristic of the "working phase" in counseling:-
- A) Building rapport and trust
 - B) Addressing the patient's current concerns and problems
 - C) Terminating the counseling relationship
 - D) Making decisions for the patient
12. A key difference between assertiveness and aggressiveness in communication is:-
- A) Assertiveness seeks to dominate others, while aggressiveness seeks to assert one's rights without respect for others
 - B) Assertiveness respects others' needs, while aggressiveness violates others' rights
 - C) Assertiveness avoids confrontation, while aggressiveness encourages conflict
 - D) Assertiveness is passive, while aggressiveness is active

13. The following critical thinking skills is most important when making clinical decisions:-
- A) Avoiding any deviations from standard protocols
 - B) Reflecting on past experiences only
 - C) Analyzing patient information and evaluating possible outcomes
 - D) Trusting gut feelings without considering evidence
14. The following is a prerequisite to assertive communication:-
- A) Fear of conflict
 - B) Low self-esteem
 - C) A clear understanding of one's rights and needs
 - D) Avoiding direct eye contact
15. The following is an example of non-therapeutic communication:-
- A) Using silence to allow the patient to think and reflect
 - B) Offering reassurance without fully exploring the patient's concerns
 - C) Asking open-ended questions to explore the patient's feelings
 - D) Paraphrasing the patient's concerns to demonstrate understanding
16. The primary focus of customer care in a healthcare setting:-
- A) Providing medical care without regard for the patient's emotional needs
 - B) Ensuring that patients are satisfied with the services provided, including emotional and practical support
 - C) Reducing patient complaints without addressing underlying issues
 - D) Prioritizing financial concerns over patient care
17. The following is an essential strategy of handling patient requests in customer care:-
- A) Ignore minor requests and focus on major issues
 - B) Respond promptly and empathetically to the patient's needs
 - C) Dismiss requests that seem unnecessary
 - D) Avoid communication to prevent misunderstandings
18. The most appropriate nursing response to a patient who expresses frustration on the treatment plan is:-
- A) Dismiss the patient's concerns and proceed with the plan
 - B) Listen empathetically, ask clarifying questions, and explore the patient's concerns
 - C) Tell the patient to trust the medical team and accept the treatment
 - D) Avoid discussing the treatment plan further to prevent conflict

19. The benefit of assertive communication in nursing is:-
- A) It prevents all conflicts with patients and colleagues
 - B) It allows the nurse to express their feelings openly while respecting others
 - C) It encourages avoidance of confrontation, even when necessary
 - D) It avoids taking responsibility for decisions or actions
20. The following is an effective way to manage telephone calls in a healthcare setting:-
- A) Let the phone ring until the person feels it is important enough to answer
 - B) Answer promptly, identify yourself, and listen to the caller's concerns
 - C) Ignore the call if you are busy with other tasks
 - D) Transfer the call to someone else

SECTION II: SHORT ANSWER QUESTIONS (30 MARKS)

1. Describe three key therapeutic communication techniques that nurses can use to improve their interactions with patients. (5 Marks)
2. Identify and explain two common barriers to effective communication in healthcare settings, and provide a practical solution that nurses can implement to overcome each barrier. (5 Marks)
3. Compare and contrast assertiveness with aggressiveness, and explain why assertiveness is important in promoting effective communication and patient advocacy. (5 Marks)
4. Describe three strategies that nurses can use to ensure effective communication with patients from diverse cultural backgrounds. (5 Marks)
5. Highlight the stages of the counseling process in nursing. (5 Marks)
7. Explain the importance of customer care in healthcare settings and the impact it has on patient outcomes. (5 Marks)

SECTION C: LONG ANSWER QUESTIONS (20 MARKS)

1. John, 60-years -old has a diagnosed with terminal cancer. He is in the advanced stages of the disease, and his prognosis is poor. According to the diagnostic results, his treatment options are limited and that the focus will now be on palliative care. John is visibly apprehensive as he awaits a confirmation of the results and while Susan appears emotional. Both anxious and unsure about John's situation. You are the Nurse In Charge of Johns treatment plan and together with the oncologist , you are planning to break the news to John and his wife Susan.
 - a. With appropriate application examples , describe five (5) communication strategies would you use to create a supportive environment to break the news (5 Marks)
 - b. Discuss how you would break the news of this diagnosis to Mr. John and His wife (15 Marks) .