



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

DNS 111: Ict, Communication & Counselling

DATE: TUESDAY 7TH APRIL 2026

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 I- Multiple Choice Questions, Section II: Short Answer Questions, Section II: 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. Patient-centered communication in nursing practice is best demonstrated by:-

- A) Directing the conversation to save time
- B) Allowing the patient to express concerns without interruption
- C) Providing instructions without seeking feedback
- D) Focusing primarily on clinical symptoms

2. Using simple language instead of technical terms when explaining a procedure demonstrates the principle of:-

- A) Feedback
- B) Clarity
- C) Redundancy
- D) Timing

3. Effective feedback in communication is best illustrated by:-

- A) Ignoring unclear responses
- B) Asking the patient to repeat instructions in their own words
- C) Providing more information quickly
- D) Changing the topic when confusion arises

4. When a patient avoids eye contact and gives short answers, the most appropriate initial nursing response is to:-

- A) Confront the patient about their behavior
- B) Ignore the behavior and continue questioning
- C) Use open-ended questions to encourage expression
- D) Provide advice immediately

5. A psychological barrier to communication in healthcare is:-

- A) Language differences
- B) Hearing impairment
- C) Anxiety and fear
- D) Environmental noise

6. In the communication process, encoding refers to:-

- A) Interpreting the received message
- B) Converting thoughts into communicable messages
- C) Receiving feedback from the receiver
- D) Filtering information through emotions

7. Therapeutic use of silence in nursing communication involves:-

- A) Ignoring the patient's concerns
- B) Allowing time for the patient to process emotions
- C) Avoiding difficult topics
- D) Ending the conversation early

8. The statement "I understand this situation is difficult for you" is an example of:-

- A) Sympathy
- B) Empathy
- C) Giving advice
- D) False reassurance

9. Congruence in communication is best described as:-

- A) Using complex medical terminology
- B) Matching verbal and non-verbal messages
- C) Repeating information multiple times
- D) Avoiding emotional topics

10. The most appropriate technique for assessing a patient's feelings is:-

- A) Closed-ended questions
- B) Leading questions
- C) Open-ended questions
- D) Multiple-choice questions

11. During the termination phase of a therapeutic relationship, the nurse is expected to:-

- A) Introduce new problems for discussion
- B) Focus on building trust
- C) Summarize progress and plan for future care
- D) Avoid discussing feelings about ending the relationship

12. Active listening is demonstrated by:-

- A) Interrupting to give advice
- B) Maintaining attention and providing verbal cues
- C) Looking at the clock frequently
- D) Changing the subject quickly

13. The statement "You should not feel that way" is an example of:-

- A) Therapeutic communication
- B) Judgmental communication
- C) Assertive communication
- D) Reflective communication

14. Assertive communication in healthcare is defined as:-

- A) Expressing needs while respecting others' rights
- B) Dominating conversations to ensure compliance
- C) Avoiding disagreement at all costs
- D) Withholding opinions to maintain harmony

15. Culturally competent communication in healthcare involves:-
- A) Assuming all patients share similar beliefs
 - B) Effective communication for diverse patient populations
 - C) Incorporate cultural nuances in all patient-nurse communication
 - D) Applying one standard approach to all patients
16. Paraphrasing a patient's statement is mainly used to:-
- A) Shorten the conversation
 - B) Confirm understanding
 - C) Correct the patient
 - D) Provide new information
17. Clarification in communication is required when:-
- A) The patient is silent
 - B) The message is unclear
 - C) The patient is emotional
 - D) The nurse disagrees
18. The most appropriate response when a patient becomes angry is to:-
- A) Argue in defence of the healthcare team
 - B) Ignore the patient's emotions
 - C) Calmly acknowledge client's feelings
 - D) Leave the room immediately
19. Professional communication in healthcare is characterized by:-
- A) Informal and casual interactions
 - B) Respectful, clear, and goal-directed interactions
 - C) Avoiding communication with difficult patients
 - D) Using authority to control conversations

20. Effective telephone communication in nursing is promoted by:-

- A) Multitasking while on the call
- B) Speaking quickly to save time
- C) Clearly documenting key information
- D) Ending the call without summarizing

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

1. State five (5) ways a nurse can communicate effectively with a patient who is reserved or withdrawn. (5 Marks)
2. Outline five (5) reasons why assertive communication is important in nursing practice.
3. Outline five (5) barriers to effective communication (5 Marks)
4. Outline the stages of the counseling process in nursing. (5 Marks)
5. State five (5) rationales of good customer care in healthcare. (5 Marks)
6. Highlight five (5) reasons why active listening is critical in in nursing. (5 Marks)

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

1. Mary is a 45-year-old woman admitted to the hospital with advanced heart failure and the healthcare team has decided to focus on palliative care. Mary appears anxious and frequently asks if she is going to die. Her teenage daughter, looks overwhelmed ,confused and keeps asking the nurse if her mother will get better. Both are emotionally distressed and unsure about what will happen next.
 - a. State five (5) communication techniques the nurse will utilize in this situation (5 Marks)
 - b. Describe how the nurse will break bad news to the client and her daughter (10 Marks)
 - c. Explain how the nurse can provide emotional support and guidance to Mary and her daughter during palliative care. (5 Marks)