AMREF INTERNATIONAL UNIVERSITY

SCHOOL OF MEDICAL SCIENCES

DEPARTMENT OF NURSING AND MIDWIFERY SCIENCES

KENYA REGISTERED COMMUNITY HEALTH NURSING

End Semester April 2025 Examinations

COURSE CODE AND TITLE: DNS 111: ICT Communication And Counselling

DATE:7-4-2025

TIME: 2 HOURS **Start:** 0200 HOURS **Finish:** 0400 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
6. Use the back of your booklet for rough work if need be.

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SECTION I: MULTIPLE CHOICES QUESTIONS (20 MARKS)

1. The type of communication that can include both verbal and non-verbal elements while also incorporating written components is:-

   a) Verbal communication

   b) Non-verbal communication

   c) Written communication

   d) Multiple channel interpersonal communication

2. The following best describes the key components of the communication process :-

   a) Sender, receiver, message, channel, feedback

   b) Encoder, decoder, response, dialogue, agreement

   c) Observer, respondent, transmission, reinforcement, conclusion

   d) Thought process, emotional influence, perception, interaction, clarity

3. The following is a LEAST likely barrier to effective communication in a healthcare setting:-

   a) Hierarchical relationships between staff and patients

   b) Active listening and open-ended questioning

   c) Unfamiliar medical terminology

   d) Psychological distress and anxiety in patients

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4. The phase of the nursing process is during which therapeutic communication is most critical, is;-

   a) Assessment, because accurate data collection depends on effective communication

   b) Planning, because patient-centered care plans require shared decision-making

   c) Implementation and evaluation, because communication helps reinforce treatment adherence

   d) All phases, because communication enhances patient engagement and adherence to care

5. The primary goal of counseling in healthcare is to:

   a) Provide emotional support, promote informed decision-making, and enhance patient autonomy

   b) Ensure that patients strictly follow medical instructions without question

   c) Monitor patient compliance and report non-adherence

   d) Focus on medical interventions rather than psychological concerns

6. The following is NOT a characteristic of an effective counselor in managing patient emotions:-

   a) Empathy

   b) Active listening

   c) Judgmental attitude

   d) Ability to create rapport

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7. Assertiveness in nursing can be best defined as:

   a) The ability to confidently express thoughts while respecting others' feelings

   b) Speaking with authority to ensure compliance with medical directives

   c) Avoiding conflict to maintain harmony in nurse-patient relationships

   d) Allowing patient preferences to override professional judgment

8. The best practice to ensures effective telephone communication in a healthcare setting includes:-

   a) Ignoring calls that are not immediately life-threatening

   b) Responding promptly with a clear and courteous tone

   c) Keeping calls brief to reduce workplace distractions

   d) Directing all patient inquiries to administrative personnel

9. The primary difference between assertiveness and aggressiveness in healthcare communication is:-

   a) Assertiveness involves empathy, while aggressiveness disregards emotional impact

   b) Assertiveness ensures quicker decision-making, whereas aggressiveness may be more effective in emergencies

   c) Assertiveness focuses on persuasion, while aggressiveness uses authority

   d) Both approaches require firm decision-making with little input from other

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10. The critical thinking skill is essential for nurses when addressing patient needs is:-

a) Reacting quickly in all situations without overanalyzing

b) Reflecting, evaluating options, and making informed decisions

c) Following routine procedures without questioning their relevance

d) Prioritizing speed over careful patient assessment

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

a) Behavioral theory

b) Cognitive theory

c) Transactional theory

d) Psychoanalytic theory

12. The primary goal of customer care in healthcare settings is to:

a) Enhance patient satisfaction and promote a culture of care

b) Minimize unnecessary patient interactions to increase efficiency

c) Reduce healthcare costs by prioritizing procedural care over emotional support

d) Avoid patient complaints by limiting discussions

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13. Factors that influence effective communication in healthcare include:

a) Physical environment, patient condition, non-verbal cues

b) Organizational policies, billing systems, legal frameworks

c) Individual biases, hierarchical structures, hospital reputation

d) Staff workload, insurance coverage, communication protocols

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

a) Self-awareness and confidence

b) Authoritative control over medical decisions

c) Overemphasis on patient autonomy with no professional guidance

d) Avoiding conflicts to maintain workplace harmony

15. The ethical principle that must always be upheld during the counseling process is:-

a) Non-maleficence and patient welfare

b) Beneficence only when required by hospital policies

c) Ensuring that patients follow all given advice without question

d) Providing treatment without considering patient autonomy

16. The following is an example of non-verbal communication in healthcare:-

a) Tone of voice, body language, facial expressions

b) Text messages and email notifications

c) Loud announcements in the hospital

d) Verbal discussions with patients

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17. Positive customer service attitudes impact patient loyalty by:-

a) Increasing satisfaction and encourage return visits

b) Reducing patient expectations for quality service

c) Eliminating the need for patient follow-ups

d) Allowing nurses to spend less time engaging with patients

18. The option that best outlines the client rights in a counseling relationship, is:-

a) Confidentiality, respectful interaction, and informed decision-making

b) Restricting patient access to personal medical records

c) Encouraging patient dependence on the counselor's judgment

d) Using medical authority to enforce compliance

19. Providing a review of main points covered in an interaction is referred to as:-

a) Paraphrasing

b) Conclusion

c) Summarizing

d) Reflecting

20. The following statement best reflects respectful and caring communication by a nurse interacting with a well-oriented inpatient adult client:-

a) "Are you ready for our shower?"

b) "It's time to go to the dining room, honey."

c) "Are you comfortable, sir?"

d) "You would rather swallow the medication, wouldn't you"

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SECTION II: SHORT ANSWER QUESTIONS (30 MARKS)

1. Define communication and identify its key components. (5 Marks)
2. Identify four (4) essential qualities of an effective counselor (4 Marks)
3. With the use of examples from practical nursing context, outline three key contrasts between assertiveness and aggressiveness (6 Marks)
4. Describe the phases of the counseling process. (5 Marks)
5. Identify three common barriers to effective communication in healthcare and propose strategies to mitigate each barrier. (5 Marks)
6. Outline five (5) roles of critical thinking in nursing practice,. (5 Marks)

SECTION III : LONG ANSWER QUESTION (20MARKS)

1. David, a 62-year-old man, is admitted to the hospital after experiencing chest pain. He is anxious and reluctant to speak about his symptoms. Nurse Sarah approaches him calmly, using therapeutic communication strategies.
    A. Define the term therapeutic communication techniques. (2 Marks)
    B. Describe six (6) therapeutic techniques that can be used by Nurse Sarah when interacting with patient David, providing real-life examples to illustrate how these techniques improve patient outcomes. (18 Marks)

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