
SCHOOL OF HEALTH AND NATURAL SCIENCES

EXAMINATION FOR THE DIPLOMA IN NURSING YEAR I

SUMMATIVE EXAMINATION (SEMESTER 1)

ACADEMIC SESSION 2011

SND 1207: COMMUNICATION, PUBLIC RELATIONS AND
MEDICO LEGAL ASPECTS

AUGUST 2011

TIME: 2 Hours

INSTRUCTIONS TO CANDIDATES

This question booklet contains two sections.

Section A
Fifty Multiple Choice Questions (MCQ)

Answer ALL questions in Section A using the multiple choice answer sheet provided.

Section B
Three Short Answered Questions (SAQ)

Answer ALL questions in Section B using the answer booklets provided.

At the end of the examination, all the answer booklets, multiple choice answer sheets and the examination booklet must be fastened together and will be collected by the invigilators.

[This paper contains FIFTY MCQs and
THREE SAQs printed on Eleven pages]

Section A: 50 marks

Answer ALL Multiple Choice Questions.

1. The exchange of information or opinions is referred to as
 - A. feedback
 - B. sender
 - C. information systems
 - D. communication

2. Channel is one of the elements in the process of communication. It refers to
 - A. an individual who receives the message
 - B. ideas, messages or feelings that are being passed to the receiver
 - C. the medium used to pass the message to the targeted audience
 - D. an individual or a group of individuals who wish to pass the message to others

3. The new message that is generated by the receiver in response to the original message from the sender is called
 - A. clarity
 - B. nonverbal communication
 - C. feedback
 - D. interruption

4. A nurse is giving health education to the patient before discharge. The appropriate distance for this communication is called
 - A. social space
 - B. public space
 - C. intimate space
 - D. personal space

5. Active listening is one of the effective communication skills. Non-verbal can be shown by the nurse as an active listener include
 - A. giving responses, answers or views whenever necessary
 - B. interacting in conversation to give quick responses to the client
 - C. nodding the head from time to time to show that the message is understood
 - D. giving short responses by saying 'yes' or 'uumm' to show that the message is understood

6. When communicating with elderly clients, you must
 - A. speak in a loud voice
 - B. ensure that they are focused on you
 - C. stand close to the client while facing them
 - D. ask their family member to interpret details to them

7. Communication is an important skill for a nurse in interviewing clients in order to
 - A. collect, clarify and give information
 - B. provide the opportunity for the patients to reveal their problems
 - C. reduce the worries and stress encountered by the clients
 - D. get patients' views regarding certain matters or procedures

8. Three types of communication channels are
 - A. television, radio, and e-mail
 - B. visual, auditory, and kinaesthetic
 - C. sender, message, and receiver
 - D. external, internal, and interactive

9. This communication channel uses touch or other physiological responses to convey meaning.
 - A. Visual
 - B. Mass
 - C. Auditory
 - D. Kinaesthetic

10. Which of the following is a component of active listening?
 - A. Paying close attention to the speaker
 - B. Providing advice to help the speaker solve his or her problem
 - C. Inviting others to join the conversation to clarify issues
 - D. Focusing on the words spoken

11. The active listening skill of clarifying allows the listener to
 - A. tell the speaker what to do
 - B. restate what the speaker previously said
 - C. accurately process information that maybe disorganized or confusing
 - D. interrupt the speaker

12. Putting yourself in another person's place is called
- A. Delineation
 - B. Active listening
 - C. Feedback
 - D. Empathy
13. Communication barriers can consist of:
- A. Cultural, emotional, or gender issues
 - B. Overuse of "I" statements
 - C. Respecting and following other people's cultural preferences
 - D. Paying attention to what people say
14. The act of extracting meaning from symbols is termed:
- A. Encoding.
 - B. Symbolic code.
 - C. Transmission.
 - D. Decoding.
15. Which type of communication is most likely to be misinterpreted by employees?
- A. Written messages.
 - B. Face-to-face communication.
 - C. Nonverbal communication.
 - D. Diagonal communication.
16. The best method for a nurse to communicate with a client who has a hearing defect is by
- A. writing the message
 - B. speaking in a loud tone of voice
 - C. ensuring the surrounding is quiet and there are no distractions
 - D. looking at the client and speaking with simple and clear pronunciation
17. This is the most crucial of the five phases of the team process
- A. Forming
 - B. Storming
 - C. Performing
 - D. Norming
18. This could be a factor that hinders the smooth running of the team process.
- A. An effective team leader
 - B. Objectives that are easily achievable
 - C. Everyone being focused on the project
 - D. Team members having problems

19. A student nurse asks the staff nurse, "Why did my advisor recommend an ethics class for me." Which of the following is the best response by the nurse?
- A. "It is the responsibility of nurses to recognize ethical dilemmas in clinical situations."
 - B. "Ethics must be learned in order to obey the law."
 - C. "You must have ethics knowledge to practise nursing."
 - D. "You find studying ethics interesting."
20. A nurse is asked to keep the client's cancer progression from family members until after a son's wedding next week, so as not to distract from this important day. Which of the following action by the nurse best demonstrates the theory of utilitarianism?
- A. The nurse tells the client that truth telling is an ethical rule that nurses must uphold and asks the client to reconsider this request.
 - B. The nurse tells the client's spouse about the disease progression in secret, making the spouse promise not to tell the client.
 - C. The nurse does as the client wishes and keeps the diagnosis from the family until after the wedding.
 - D. The nurse informs the client that sharing the diagnosis will facilitate coping and that the family must be told today in the clinic.
21. After the surgeon explains the surgery to the client, the nurse provides the client with information about surgery, answers the client's questions, and allows the client to agree or refuse to have surgery. Which of the following ethical principles is best described by the nurse's actions?
- A. Non maleficence
 - B. Beneficence
 - C. Truth telling
 - D. Autonomy
22. Legal and ethical issues are intertwined but:
- A. They are not distinct bodies of thought or practice.
 - B. They are individual and distinct bodies of thought and practice.
 - C. Have no effect on each other.
 - D. Are not of great influence on each other.

23. Ethics is a body of knowledge that deals with:
- A. Primarily legal aspects of health care.
 - B. Trying to get individuals to behave correctly.
 - C. The “should” and “should not” of individual behaviour or actions.
 - D. Religion only.
24. Some of the federal laws affecting nurses are:
- A. Not important because only state laws impact nursing.
 - B. Age discrimination acts and equal pay act.
 - C. Very important but not relevant to practice.
 - D. The nurse practice acts.
25. Non maleficence actually means:
- A. For the nurse to take care of the client.
 - B. There is negligence.
 - C. Do not harm the patient.
 - D. Malpractice.
26. Ethical principles are:
- A. Autonomy, fidelity, veracity.
 - B. Only abstract ideas.
 - C. Not used in practice.
 - D. Not applicable to legal situations.
27. The nurse chooses to delay taking a break so that pain medication could be administered on time rather than making the client wait until the nurse’s break is complete. Which of the following ethical principles is best described by the nurse’s action?
- A. Beneficence
 - B. Justice
 - C. Non maleficence
 - D. Autonomy
28. The nurse is eating lunch in a nursing home cafeteria. Two nurse aides can be heard at the next table talking about a resident by name. Which of the following is the priority nursing action?
- A. Talk to the nurse aides privately later about this inappropriate behavior
 - B. Tell the nurse aides they are being overheard and should talk quietly
 - C. Report them to their supervisor
 - D. Tell the nurse aides that they are breaching confidentiality

29. A 66-year-old client with developmental disabilities and schizophrenia living in a long-term care facility develops pneumonia and is seriously ill. There are no advance directives and no legal guardian. Which of the following is the appropriate nursing intervention as the client's condition worsens?
- A. Do not resuscitate because of the impairment of the client
 - B. Do not resuscitate because of the age of the client
 - C. Provide all possible medical treatment including resuscitation
 - D. Call the client's physician for a do not resuscitate order
30. A nurse observes a staff member telling an older adult client that if the client does not take prescribed oral medications, dessert will be withheld. The nurse reports the behavior of the staff member as
- A. assault.
 - B. battery.
 - C. malpractice.
 - D. negligence.
31. A new employee to a long-term care facility asks the nurse if pictures of the residents may be taken. The appropriate response is "Pictures
- A. may only be taken by the family."
 - B. cannot be published without the resident's or guardian's permission."
 - C. can be published if the residents are not identified."
 - D. will not violate the right to privacy when taken discreetly."
32. The nurse caring for an older adult client soiled with faeces fails to clean and bathe the client, leaving the client for another staff member to care for. Another nurse reports this nurse as guilty of
- A. non maleficence
 - B. assault
 - C. negligence
 - D. malpractice
33. Which of the following should the nurse include when teaching a class on restraint application in the older adult?
- A. Restraints should be removed and reapplied every four hours.
 - B. A physician must evaluate a client within one hour after restraints are applied in an emergency situation
 - C. Place a client with extremity restraints in a prone position to ensure safety
 - D. A client should have a belt restraint on at all times as a safety precaution
34. With regards to ethical situations in patient care, the most important nursing responsibility is to:
- A. be accountable for the morality of one's own actions.
 - B. remain neutral and uninvolved in ethical decisions.
 - C. realize that the physician is responsible for deciding ethical questions.
 - D. not act unless absolutely certain the action is ethically correct.

35. The Nursing Code of Ethics indicates that nurses should be client advocates. Advocacy may create ethical problems for nurses because:
- A. the Code of Ethics has no religious foundation.
 - B. advocacy conflicts with the humanistic values of nursing.
 - C. nurses often do not have the autonomy to be the client's advocate.
 - D. nurses do not have the technological know-how to be client advocates.
36. Which type of moral problem involves a difficult decision with no really "good" answer?
- A. Moral uncertainty
 - B. Moral distress
 - C. Moral outrage
 - D. Moral dilemma
37. When making an ethical decision, Anita thinks: "If I tell Mr. Tay the truth, he will be upset; if I don't, he won't have the information he needs to make a good decision about his health. "Which framework is Anita using?
- A. Teleology
 - B. Deontology
 - C. Intuitionism
 - D. Caring
38. The rules or principles that govern right conduct concerning life, biology, and the health professions are called:
- A. morality
 - B. moral behavior
 - C. bioethics
 - D. values
39. One of the function of the law in nursing is to:
- A. assure comparable reimbursement for services.
 - B. help determine the boundaries of independent nursing action.
 - C. define the standards of professional practice.
 - D. differentiate between ethical and unethical practice.
40. The body of the law that deals with relationships between private individuals is termed:
- A. public law
 - B. common law
 - C. criminal law
 - D. civil law

41. Which of the following categories of law would deal with libel and slander?
- A. Statutory
 - B. Criminal
 - C. Torts
 - D. Contracts
42. Nurse Chong was giving medications to a group of patients. She mixed up two of the patients' medications and gave the wrong drugs. One of the patients had to have his stomach pumped after the incident. The nurse could be guilty of:
- A. libel
 - B. fraud
 - C. assault
 - D. malpractice
43. Informed consent is defined as:
- A. an agreement by the client to accept a course of treatment or procedure after receiving complete information.
 - B. a legal form that is signed by the client and becomes a permanent part of the chart.
 - C. a procedure whereby the client is given an option of several different treatment modalities.
 - D. a form that contains a description of the procedure or treatment and risks that the nurse explains to the client.
44. One of the purposes of an incident report is to:
- A. provide evidence for a trial.
 - B. prevent future accidents.
 - C. have the nurse assume responsibility for her actions.
 - D. assure that procedures were followed.
45. Should nursing students have liability insurance?
- A. No, because they are covered under the instructor's insurance.
 - B. No, because they would be covered by the hospital's insurance.
 - C. Yes, because hospitals cannot cover students under their insurance.
 - D. Yes, because students are frequently not covered by hospital and health agency insurance.
46. The physician has written a DNR (do not resuscitate) order for Mr. Rajoo. It is against the nurse's religious beliefs to carry out a DNR order. What should she do?
- A. Call the physician and ask him to change the order.
 - B. Talk to Mr. Rajoo's family and explain that if Mr. Rajoo's condition worsened, she will not be able to follow the order.
 - C. Consult her nurse manager and request that Mr. Rajoo be assigned to another nurse.
 - D. Do nothing, but if Mr. Rajoo arrests, go ahead and resuscitate him.

47. Conviction of practicing nursing without a license, incompetence or gross negligence, falsification of client records, and illegally obtaining, using, or possessing controlled substance is called:
- A. unprofessional conduct.
 - B. libel.
 - C. slander.
 - D. assault.
48. The main objective of having nursing training accredited by the Malaysian Nursing Board is to
- A. enable the students to become staff nurse
 - B. control nursing education in Malaysia
 - C. enable the students to acquire the training certificate
 - D. enable the students to sit for the registration examination
49. The mission of the Malaysian Nursing Board is to
- A. control nursing code of ethics
 - B. assist each individual and community
 - C. provide guidance to community towards good health
 - D. provide intensive nursing training for nurses
50. A student nurse who failed the registration examination is given a chance to re sit the examination
- A. once
 - B. twice
 - C. 3 times
 - D. 4 times

Section B: 25 marks

Answer all Questions (SAQ)

1. a) Define the term group dynamics. (1 mark)
- b) State FOUR types of health care groups and include the main purpose of each type of health group mentioned. (8 marks)
2. You are assigned to care for Mr. Loh. According to the Nursing Code of Conduct, a nurse should respect the client and maintain standard of care provided.
 - a) Explain FOUR nursing practices according to the following headings:
 - i) Show respect of client (4 marks)
 - ii) Maintain standard of care provided (4 marks)
3. The purpose of the Patient Charter is to explain both the patient/client's rights and responsibilities.
 - a) Explain FOUR nursing practices to meet the client's rights according to the following headings:
 - i) Right to medical treatment (4 marks)
 - ii) Right to choice of care (4 marks)

