Competency 1: Describe the components of verbal and non-verbal communication and situations in which these skills can be effectively used.

1. What is the first step of the communication process?
   1. Sender
   2. Message
   3. Receiver
   4. Feedback

Answer: a

1. Which of the following is an example of a therapeutic communication technique?
   1. Testing
   2. Agreeing
   3. Giving common advice
   4. Restating/paraphrasing

Answer: d

1. What is the most important element in the communication process?
   1. Sender
   2. Channel
   3. Message
   4. Receiver

Answer: c

1. Which of the following is an example of verbal communication?
   1. Smiling
   2. Rolling eyes
   3. Using silence
   4. E-mailing a message

Answer: d

1. Which part of communication has the most influence?
   1. Tone of voice
   2. Chosen words
   3. Non-verbal cues
   4. Volume of voice

Answer: c

Competency #2: Explain how active listening skills can improve client and team communication.

1. Which of the following behaviors indicates active listening?
   1. Making eye contact
   2. Sitting back in a chair
   3. Finishing others’ sentences
   4. Pretending to pay attention

Answer: a

1. Which of the following is considered a quality of a good listener?
   1. Pays attention to everyone in the environment
   2. Focuses on what they think the speaker will say next
   3. Interrupts the speaker when they have something important to say
   4. Asks questions if they do not understand what the speaker has said

Answer: d

Competency #3: Use a variety of communication techniques to achieve effective interpersonal and team communication.

1. Why is it important to focus on the client’s feelings during a conversation?  
    a.It makes the conversation longer  
    b. It helps build trust and rapport  
    c.It is irrelevant to the discussion  
    d. It distracts from the main topic

Answer**:** b

1. A client tells a healthcare provider, “I have a headache.” How should the healthcare provider respond?
   1. “Why do you have a headache?”
   2. “Tell me more about your headache.”
   3. “Let’s talk about your plans for the rest of the day.”
   4. “I’m sure your headache will go away if you lay down.”

Answer: b

1. A healthcare provider needs to communicate with a client who is visually impaired. Which approach is best?
   1. Speak loudly and slowly
   2. Speak to the client when entering the room
   3. Utilize a translator or pictures to communicate
   4. Gently touch the client’s shoulder before speaking to them

Answer: b

1. Which of the following behaviors would be most appropriate when interacting with an unresponsive client?
   1. Talk about all of the other clients at the facility
   2. Speak to the client before performing any personal cares
   3. Play loud music to drown out the sounds of the medical equipment
   4. Talk about the client’s poor prognosis while assisting with personal cares

Answer: b

1. What is an effective strategy for healthcare professionals when faced with communication barriers?  
    a. Use complex medical jargon  
    b. Rely solely on written communication  
    c. Utilize visual aids and simple language  
    d. Speak only to family members present

Answer: c

1. In verbal technique communication having the attention of the receiver is important, what is an example of why that is true?  
    a. To speak as quickly as possible  
    b. To fill silence  
    c. To interrupt others  
    d. To ensure your comments are relevant and impactful

Answer: d

1. When interacting with clients, which of the following is most appropriate?
   1. Ask as many personal questions as possible
   2. Let them know there are many clients to care for
   3. Be on time when meeting with them, if late explain why
   4. Avoid communicating with them if they are extremely ill or sad

Answer: c

1. The healthcare provider needs to communicate with a client who has decreased hearing. What should the healthcare provider do?
   1. Speak as loudly and clearly as possible
   2. Speak directly into the client’s hearing aid
   3. Avoid verbal communication with the client
   4. Stand near the client and face them when speaking

Answer: d

1. Which of the following is most appropriate when taking a telephone message?
   1. Cut the caller off if the message is too long and let them know that you will transfer them to the voicemail so that the message is recorded completely
   2. Tell the caller to call back when it is not so busy
   3. Ensure that you have the caller’s name and call back number, message and intended recipient; repeat back to caller as needed
   4. Write down every word exactly as the caller says them

Answer: c

Competency #4: Describe communication skills that are important when managing conflict.

1. Which of the following statements is true regarding conflict? Conflict is:
   1. always bad and destructive.
   2. can lead to positive improvement in process.
   3. managed in the same way by all individuals.
   4. uncommon and undesirable in healthcare organizations.

Answer: b

1. Which of these is a common cause of conflict in healthcare?
   1. Healthcare employees all have the same basic work beliefs and expectations
   2. Healthcare agencies speak openly when considering possible pay-cuts and layoffs
   3. Healthcare employees often feel like they have too much independence with decision making
   4. Healthcare agencies have an emphasis on cost reduction which usually increases employees’ workloads

Answer: d

1. Which of the following is the most beneficial when managing conflict?
   1. Recognize the problem is usually one-sided
   2. Describe the problem as specifically as possible
   3. Select solutions which benefit the company and the boss
   4. Describe possible solutions while identifying the problem

Answer: b

Competency #5: Explain the components of accurate and appropriate documentation and reporting including common medical abbreviations.

*\*This competency is also met with the use of the Medical Terminology multiple choice quiz*

1. Which of the following is considered appropriate documentation?
   1. Care is documented before it is provided
   2. The entire shift’s occurrences is documented under one date and time
   3. Documentation entries are made as soon as possible after performing tasks
   4. Abbreviations are used as much as possible to shorten the documentation entries

Answer: c

1. A nursing assistant has made a mistake in documenting a client’s vital signs. What should the nursing assistant do?
   1. Use corrective fluid to “white out” the incorrect vital signs
   2. Ask the registered nurse to correct the mistake in the client’s chart
   3. Scribble out the incorrect vital signs and report this to the registered nurse
   4. Draw a single line through the incorrect vital signs and write the word *error* above it

Answer: d

1. How can healthcare providers ensure accuracy when documenting in a client’s medical record?
   1. Documenting their opinions
   2. Leaving blank lines in the chart
   3. Using words such as “good” and “bad”
   4. Quoting the client directly when they have concerns

Answer: d

1. Which of the following is an example of a subjective symptom which should be reported?
   1. Fever
   2. Vomiting
   3. Chest pain
   4. Rapid respirations

Answer: c

1. A nursing assistant needs to document that a client is assisted with oral cares daily. How should the nursing assistant write “daily” in the chart?
   1. QD
   2. qd
   3. QOD
   4. Daily

Answer: d

1. Which of the following is an approved abbreviation for As Needed?
   1. NP
   2. AN
   3. PRN
   4. Per. needs

Answer: c

1. What organization provides a list of abbreviations that should not be used in healthcare?
   1. OSHA
   2. Joint Commission
   3. The Offices of Medicare
   4. MDH

Answer: b

Competency #6: Explain the roles and responsibilities of team members

1. Which of the following is an attribute of an effective leader?
   1. Eager to make changes
   2. Displays aggressive behavior
   3. Demonstrates encouraging behaviors
   4. Shows affection for all team members

Answer: c

1. Which of the following statements is true regarding positive team relationships and communication?
   1. Team communication is not important as long as the team is meeting goals
   2. Communication between team members has little influence on client outcomes
   3. Each member of the team recognizes the contributions of other members
   4. Team communication is usually easier than communication between 2 individuals

Answer: c

1. Which of the following is an impact of good teamwork?
   1. Leadership is promoted for the outcomes of the team, by the insurance company
   2. Conflict among team members is stopped immediately
   3. Members are discouraged from sharing negative feelings
   4. Team members, family and client confidence increases

Answer: d

1. Who should be the focus of the healthcare teams?
   1. Clients
   2. Physicians
   3. Charge nurses
   4. Insurance companies

Answer: a

Competency #7: Describe the use of information technology in healthcare settings.

1. Policies/procedures regarding electronic communication in healthcare facilities must include which of the following?
   1. How clients feel about the use of electronic communication
   2. Which company will provide the electronic communication devices
   3. What is considered proper usage of the electronic communication devices
   4. Which department is going to pay for the electronic communication devices

Answer: c

1. Which of the following statements is true?
   1. Medical records are legal documents and may be used in court
   2. Insurance companies do not need permission to access medical records
   3. Medical documents should be recycled when they are no longer needed
   4. Clients are responsible for making sure their medical records are accurate

Answer: a

Competency #8: Using a problem-solving process applied to healthcare situations, describe how healthcare workers can effectively communicate with their clients and team members.

1. During which step of the problem-solving process should team members brainstorm?
   1. Evaluating solutions
   2. Gathering Information
   3. Create possible solutions
   4. Identifying the problem

Answer: c