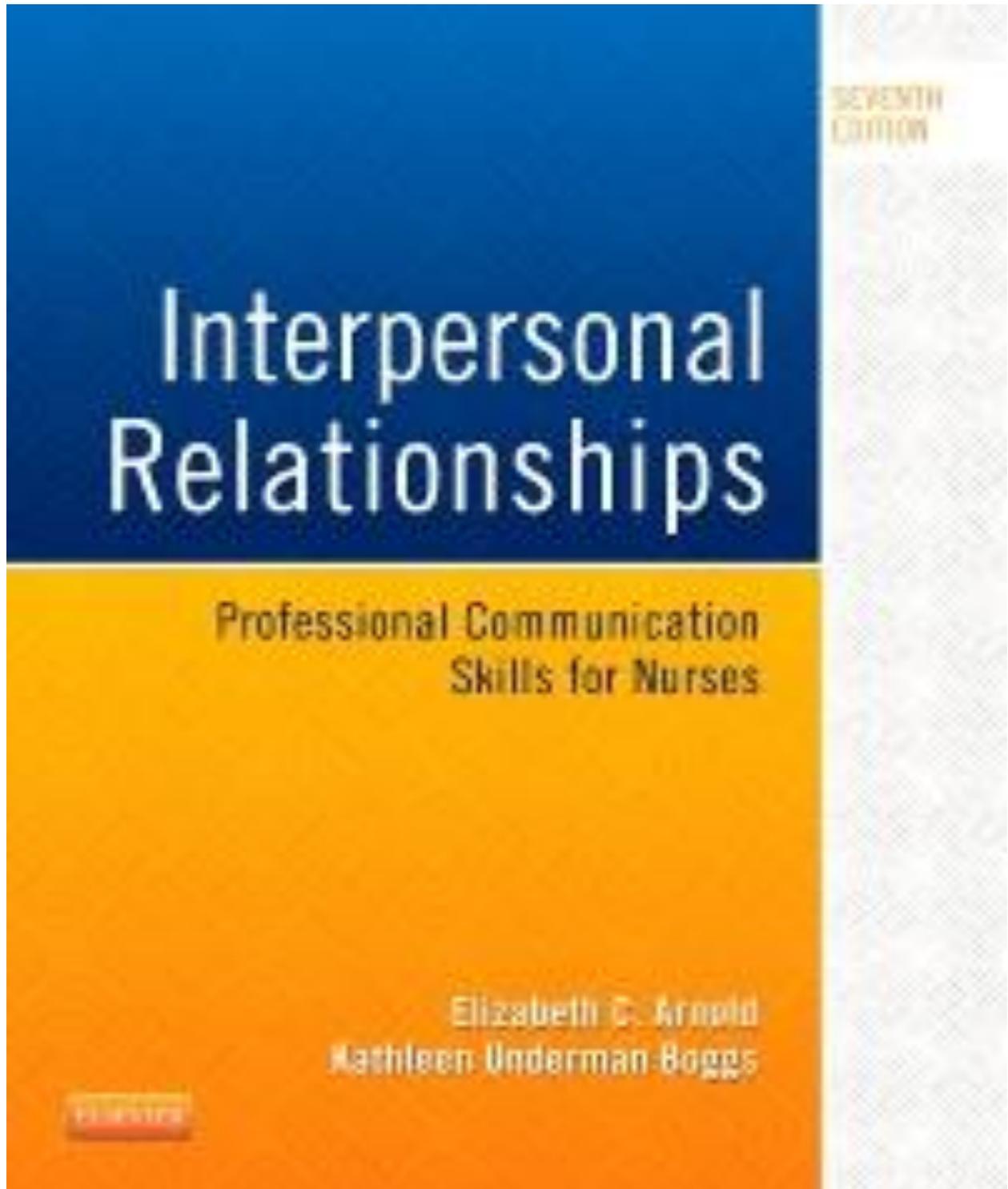


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SEVENTH
EDITION

Interpersonal Relationships

Professional Communication
Skills for Nurses

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ELSEVIER

Effective communication with clients, families, and professional colleagues starts here! With *Interpersonal Relationships: Professional Communication Skills for Nurses, 7th Edition*, you'll see how good communication skills can lead to achieving treatment goals in health care. Clear guidelines show how you can enhance the nurse-client relationship through proven communication strategies as well as principles drawn from nursing, psychology, and related theoretical frameworks. And you'll see how to apply theory to real-life practice with case studies, interactive exercises, and evidence-based practice studies. A two-time winner of the AJN Book of the Year award, this book is updated to emphasize interdisciplinary communication and QSEN competencies. From expert nursing educators Elizabeth Arnold and Kathleen Underman Boggs, this comprehensive, market-leading text is unmatched for helping nurses develop effective communication skills!

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Chapter 1: Theory Based Perspectives and Contemporary Dynamics

Arnold: Interpersonal Relationships, 7th Edition

MULTIPLE CHOICE

1. When describing nursing to a group of nursing students, the nursing instructor lists all of the following characteristics of nursing except
 - a. historically nursing is as old as mankind.
 - b. nursing was originally practiced informally by religious orders dedicated to care of the sick.
 - c. nursing was later practiced in the home by female caregivers with no formal education.
 - d. nursing has always been identifiable as a distinct occupation.

ANS: A

Historically, nursing is as old as mankind. Originally practiced informally by religious orders dedicated to care of the sick and later in the home by female caregivers with no formal education, nursing was not identifiable as a distinct occupation until the 1854 Crimean war. There, Florence Nightingale's *Notes on Nursing* introduced the world to the functional roles of professional nursing and the need for formal education.

DIF: Cognitive Level: Comprehension REF: p. 1

TOP: Step of the Nursing Process: All phases

MSC: Client Needs: Psychosocial Integrity

2. The nursing profession's first nurse researcher, who served as an early advocate for high-quality care and used statistical data to document the need for handwashing in preventing infection, was
 - a. Abraham Maslow.
 - b. Martha Rogers.
 - c. Hildegard Peplau.
 - d. Florence Nightingale.

ANS: D

An early advocate for high-quality care, Florence Nightingale's use of statistical data to document the need for handwashing in preventing infection marks her as the profession's first nurse researcher.

DIF: Cognitive Level: Knowledge REF: p. 1

TOP: Step of the Nursing Process: All phases

MSC: Client Needs: Management of Care

3. Today, professional nursing education begins at the
 - a. undergraduate level.
 - b. graduate level.

- c. advanced practice level.
- d. administrative level.

ANS: A

Today, professional nursing education begins at the undergraduate level, with a growing number of nurses choosing graduate studies to support differentiated practice roles and/or research opportunities. Nurses are prepared to function as advanced practice nurse practitioners, administrators, and educators.

DIF: Cognitive Level: Comprehension REF: p. 2

TOP: Step of the Nursing Process: All phases

MSC: Client Needs: Management of Care

4. Nursing's metaparadigm, or worldview, distinguishes the nursing profession from other disciplines and emphasizes its unique functional characteristics. The four key concepts that form the foundation for all nursing theories are
- a. caring, compassion, health promotion, and education.
 - b. respect, integrity, honesty, and advocacy.
 - c. person, environment, health, and nursing.
 - d. nursing, teaching, caring, and health promotion.

ANS: C

Individual nursing theories represent different interpretations of the phenomenon of nursing, but central constructs—person, environment, health, and nursing—are found in all theories and models. They are referred to as nursing's *metaparadigm*.

DIF: Cognitive Level: Knowledge REF: p. 2

TOP: Step of the Nursing Process: All phases

MSC: Client Needs: Management of Care

5. When admitting a client to the medical-surgical unit, the nurse asks the client about *cultural* issues. The nurse is demonstrating use of the *concept* of
- a. person.
 - b. environment.
 - c. health.
 - d. nursing.

ANS: B

The concept of *environment* includes all cultural, developmental, and social determinants that influence a client's health perceptions and behavior. A *person* is defined as the recipient of nursing care, having unique bio-psycho-social and spiritual dimensions. The word *health* derives from the word *whole*. Health is a multidimensional concept, having physical, psychological, sociocultural, developmental, and spiritual characteristics. The World Health Organization (WHO, 1946) defines *health* as "a state of complete physical, mental, social well-being, not merely the absence of disease or infirmity." *Nursing* includes the promotion of health, prevention of illness, and the care of ill, disabled, and dying people.

DIF: Cognitive Level: Application REF: p. 3
TOP: Step of the Nursing Process: Assessment

MSC: Client Needs: Psychosocial Integrity

6. A young mother tells the nurse, "I'm worried because my son needs a blood transfusion. I don't know what to do, because blood transfusions cause AIDS." Which central nursing construct is represented in this situation?
- Environment
 - Caring
 - Health
 - Person

ANS: D

The concept of *environment* includes all cultural, developmental, and social determinants that influence a client's health perceptions and behavior. *Caring* is not one of the four central nursing constructs. The word *health* derives from the word *whole*. Health is a multidimensional concept, having physical, psychological, sociocultural, developmental, and spiritual characteristics. The World Health Organization (WHO, 1946) defines *health* as "a state of complete physical, mental, social well-being, not merely the absence of disease or infirmity." Nursing includes the promotion of health, prevention of illness, and the care of ill, disabled, and dying people. *Person* is defined as the recipient of nursing care, having unique bio-psycho-social and spiritual dimensions.

DIF: Cognitive Level: Application REF: p. 2

TOP: Step of the Nursing Process: Implementation

MSC: Client Needs: Psychosocial Integrity

7. The nurse performs a dressing change using sterile technique. This is an example of which pattern of knowledge?
- Empirical
 - Personal
 - Aesthetic
 - Ethical

ANS: A

Empirical knowledge is the scientific rationale for skilled nursing interventions. *Personal* ways of knowing allow the nurse to understand and treat each individual as a unique person. *Aesthetic* ways of knowing allow the nurse to connect in different and more meaningful ways. *Ethical* ways of knowing refer to the moral aspects of nursing.

DIF: Cognitive Level: Comprehension REF: p. 5

TOP: Step of the Nursing Process: Implementation

MSC: Client Needs: Management of Care

8. The nurse-client relationship as described by Hildegard Peplau
- would not be useful in a short-stay unit.
 - allows personal and social growth to occur only for the client.
 - facilitates the identification and accomplishment of therapeutic goals.
 - focuses on maintaining a personal relationship between the nurse and client.

ANS: C