

Care CEUs

Improving Communication

1. A fellow health care professional has questions regarding the communication process. Which of the following informational points of interest should be expressed to the health care professional regarding the communication process?

- A. The receiver is the source that originates a message.
 - B. Encoding and decoding refer to the same process.
 - C. Decoding may refer to the process of selecting sounds, words, gestures, facial expressions, tones of voice, eye contact methods, body language, postures and/or other means to generate a message.
 - D. Feedback occurs when a receiver sends a message to a sender.
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2. Which of the following best represent an example of physiological noise?

- A. Loud music
 - B. Excessive talking
 - C. Fatigue
 - D. Biases
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3. A health care professional engages in a discussion with a 28-year-old male patient. The health care professional provides the patient with information and the patient expresses his ideas regarding treatment and asks the health care professional questions, which are answered. Based on the previous example, which of the following statements is most accurate?

- A. The health care professional and the patient engaged in one-way communication.
 - B. The health care professional and the patient engaged in two-way communication.
 - C. The health care professional and the patient engaged in linear communication.
 - D. The health care professional and the patient engaged in both vertical and horizontal communication.
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4. Which of the following best represents an example of vertical communication?

- A. A health care professional informs a manager of a safety hazard.
 - B. A health care profession discusses patient care with a fellow health care professional.
 - C. A health care professional provides medication information to a patient.
 - D. A health care professional discusses treatment options with a patient's family.
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5. Which of the following statements is most accurate?

- A. The Privacy Rule indicates that covered entities may not use or disclose PHI to facilitate the donation and transplantation of cadaveric organs, eyes, and/or tissue.
 - B. The Privacy Rule indicates that covered entities may only use or disclose PHI to facilitate the donation and transplantation of cadaveric organs, eyes, and/or tissue if the intended patient is over the age of 65.
 - C. The Privacy Rule indicates that most uses and disclosures of psychotherapy notes for treatment, payment, and health care operations purposes require an authorization.
 - D. The Privacy Rule indicates that most uses and disclosures of psychotherapy notes for treatment, payment, and health care operations purposes do not require an authorization.
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6. A fellow health care professional has questions regarding the minimum necessary rule and e-PHI. Which of the following informational points of interest should be expressed to the health care professional?

- A. The minimum necessary rule does not apply to e-PHI.
 - B. The minimum necessary rule only applies to e-PHI in psychiatric settings.
 - C. The minimum necessary rule only applies to e-PHI when it relates to substance abuse.
 - D. Health care professionals should apply the minimum necessary rule to e-PHI.
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7. 42 CFR Part 2 indicates the following: health care professionals may not disclose information that identifies individuals as having, having had, or referred for a substance use disorder without the patient's consent.

- A. True
 - B. False
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8. Which of the following statements is most accurate?

- A. Patient identifying information may be disclosed to medical personnel to the extent necessary to meet a bona fide medical emergency in which the patient's prior informed consent cannot be obtained.
 - B. Patient identifying information may not be disclosed to medical personnel to the extent necessary to meet a bona fide medical emergency.
 - C. Patient informed consent is necessary for health care professionals to disclose patient identifying information to medical personnel to the extent necessary to meet a bona fide medical emergency.
 - D. Patient informed consent is necessary for health care professionals to disclose patient identifying information to medical personnel to the extent necessary to meet a bona fide medical emergency during substance abuse treatment.
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9. According to the Joint Commission, how can health care professionals improve the accuracy of patient identification?

- A. Always use one patient identifier when providing care, treatment, or services.
- B. Use at least two patient identifiers when administering medications.

- C. Label containers used for blood and other specimens after leaving the presence of a patient.
D. Label containers used for blood and other specimens after leaving the presence of a patient.
Avoid labeling containers used for blood or blood components.
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10. According to the Joint Commission, a patient's room number or physical location may be used as an identifier.

- A. True
B. False
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11. Which of the following may be considered a Joint Commission recommendation regarding the surgery goal?

- A. Identify those procedures that require marking of the incision or insertion site.
B. Only mark the procedure site if the patient is over the age of 65.
C. The procedure site should be marked by a nurse.
D. The method of marking the site and the type of mark should be ambiguous.
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12. According to the course, in order for health care documentation to be considered effective, it must function as a viable form of communication, as well as a means to establish a detailed record of health care administration.

- A. True
B. False
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13. Which of the following statements is most accurate?

- A. The CPOT rates/scores pain on a scale from 0 - 8.
B. The CPOT rates/scores pain on a scale from 0 - 10.
C. The CPOT should only be used on patients over the age of 65.
D. The CPOT is typically only used to help individuals with dementia rate their pain.
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14. A fellow health care professional has questions regarding telehealth. Which of the following informational points of interest should be expressed to the health care professional?

- A. Telehealth does not allow for real-time interactions between patients and health care professionals.
B. Store-and-forward telehealth technologies can not transmit recorded health care information such as x-rays.
C. Telehealth can allow for remote patient monitoring.
D. Patient prescriptions should not be ordered via telehealth technologies.
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15. Which of the following best represents an open-ended question?

- A. Are you experiencing symptoms?
 - B. What type of symptoms are you experiencing?
 - C. Are you experiencing fatigue?
 - D. Can you move your arm without pain?
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16. Which of the following best represents a recommendation that may be used by health care professionals to improve communication?

- A. Simplify messages when engaging in communication.
 - B. Use gratuitous or excessive body language when communicating.
 - C. Health care professionals should utilize redirection when communicating.
 - D. Health care professionals should avoid taking notes.
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17. According to the course, which of the following is an example of negative body language?

- A. Arms unfolded
 - B. Arms hanging by the sides of the body
 - C. Regular eye contact
 - D. Hand tapping
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18. Auxiliary aids and services should not be applied to patients who are deaf or have hearing loss.

- A. True
 - B. False
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19. Which of the following statements is most accurate?

- A. Informed consent must be obtained, from a patient, after a health care intervention is conducted.
 - B. Informed consent is not required for individuals under the age of 18.
 - C. The process of obtaining informed consent should include eliciting a patient's preference, usually by signature.
 - D. There are no informed consent exceptions.
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20. A fellow health care professional has questions regarding HIPAA and social media. Which of the following informational points of interest should be expressed to the health care professional?

- A. Health care professionals may post or use patient pictures on social media.
 - B. Health care professionals may post or use patient pictures on social media if the patient is over the age of 18.
 - C. HIPAA regulations do not apply to the use of PHI on social media forums.
 - D. HIPAA regulations prohibit the use of PHI on any form of social media.
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