

Mental Health Chapter 2

1. The most appropriate technique a nurse can demonstrate to help a patient form more healthy relationships is:
 - A) Instruct the patient to speak only to the nurse about concerns.
 - B) Show the patient that s/he is accepted as an individual, but certain behaviors may be unacceptable.
 - C) Discourage the patient from forming hospital relationships.
 - D) Require the patient to speak only to the other individual involved in any concerns or issues.

2. The best way to identify how the LPN/LVN functions in the community mental health setting is:
 - A) Primary nurse therapist.
 - B) Not well defined.
 - C) Variable according to location, laws, and customs.
 - D) Nurses at the LPN/LVN level of practice do not work in community mental health settings.

3. On rounds, you note Sarah in her room crying. The most appropriate first response to her is:
 - A) "You seem sad, Sarah."
 - B) "Why are you crying, Sarah?"
 - C) "You are crying again, Sarah. What is the matter with you?"
 - D) "Hi, Sarah. It's time for your therapy group."

4. Francine, in tears, shares with you that her boyfriend wrote her a break-up letter. Your most appropriate response would be:
 - A) "Oh, Francine, you're young and attractive. There are a million men who would be lucky to have you!"
 - B) "He is pretty cowardly to break up with you while you are in the hospital."
 - C) "Better to have it happen now before you get married."
 - D) "You are crying, but tell me how you feel about that, Francine."

5. To practice effectively in the area of mental health, the nurse should be able to:
 - A) Accept all people, understand him/herself and how s/he affects others
 - B) Solve his/her own personal problems without assistance from others
 - C) Comfortably point out the patient's shortcomings and provide advice on how to improve
 - D) Bring patients and co-workers into compliance with societal rules and norms

6. You are speaking quietly during your assigned time with Patient A. Patient B, who has developed a friendship with patient A, interrupts you and demands to talk with you at this moment. The best choice to respond to Patient B is:
- A) "Please join us. We are almost finished anyway."
 - B) "Patient A and I have 10 more minutes together. When our time is over, I will gladly meet with you."
 - C) "Patient B, Can't you see I am busy right now?"
 - D) "If it's OK with Patient A, is OK with me."
7. To enhance the nurse-patient relationship, the nurse uses the following therapeutic techniques:
- A) Understanding, value judgments
 - B) Rephrasing, agreeing
 - C) Empathy, sympathy
 - D) Acceptance, empathy
8. One of the tenets of neurolinguistic programming is that:
- A) Communication requires a sender, a message, and a receiver.
 - B) Nonverbal communication is 70 percent of the message that is sent.
 - C) Humans cannot fail to communicate.
 - D) People of different cultures communicate differently.
9. When the nurse uses the technique of reflecting, what is its most important therapeutic value?
- A) It discourages "yes" or "no" answers.
 - B) It encourages the patient to explore the meaning of his/her statement.
 - C) It enhances the patient's trust in the nurse.
 - D) It increases the patient's interest in the nurse's advice.
10. Which of the following statements is an example of the nurse showing empathy?
- A) "I'm sorry to hear that your mother passed away. My own mother died last year and I still remember how bad I felt."
 - B) "Having your boyfriend dump you is hard, but into each life a little rain must fall."
 - C) "I'll bet that moving far away from home has really been difficult. You must feel pretty disoriented, right?"
 - D) "Losing a job you loved must be a painful experience. I'd like to know what your feelings are right now."
11. Mrs. Alioto expresses concern about the impact that her hospitalization is having on her son, who must travel a long way each night after work to come to see her. Which response from the nurse is the best example of therapeutic communication?
- A) "I'm sure your son wouldn't take on more of a burden than he can handle."
 - B) "Why are you worrying about your son?"
 - C) "What is it about your son's situation that concerns you the most?"
 - D) "Are you afraid he'll fall asleep at the wheel and have an accident?"

12. When caring for patients who have mental illnesses, a nurse's communication is:
(SELECT ALL ANSWERS THAT APPLY)
- A) Actively participating in listening and speaking
 - B) A complex activity
 - C) Exchanging information
 - D) Verbal and nonverbal
 - E) Aggressive
 - F) Advising
13. Which of the following are characteristics of assertive communication
- A) Statements begin with the word "you."
 - B) Statements deal with thoughts and feelings.
 - C) It is a form of blaming.
 - D) It puts responsibility for the interaction on the other person.
 - E) It is a technique of personal empowerment.
 - F) It is self-responsible.
14. Why is the nurse's advising the patient seen as a block to therapeutic communication?
(SELECT ALL ANSWERS THAT APPLY)
- A) It tells the patient that his/her concerns are not valid.
 - B) It gives the idea that the nurse's values are the correct ones.
 - C) It puts words into the patient's mouth.
 - D) It hurts the nurse's credibility if the advice doesn't help the patient.
 - E) It discourages "yes" or "no" answers.
 - F) It changes the subject from what the patient wants to talk about.
15. Which of the following types of patients would require adaptive communication techniques? (SELECT ALL ANSWERS THAT APPLY)
- A) A patient who is blind
 - B) A patient who has dystonia
 - C) A patient who has dysphasia
 - D) A patient who has presbycusis
 - E) A patient who is schizophrenic
 - F) A patient who is elderly

Answer Key

1. B
2. C
3. A
4. D
5. A
6. B
7. C
8. C
9. B
10. D
11. C
12. A, B, C, D
13. B, E, F
14. B, D
15. A, C, D