

**FACULTY OF HEALTH SCIENCES
DEPARTMENT OF NURSING SCIENCE**



PROGRAMME : B.CUR

SUBJECT : COMMUNICATION: NURSING SCIENCE

CODE : KVP0001

DATE : NOVEMBER/DECEMBER EXAMINATION 2016

DURATION : 2 HOURS

WEIGHT : 50:50

TOTAL MARKS : 80 MARKS

EXAMINERS : DR MA TEMANE
: MRS N. NTSHINGILA

INTERNAL MODERATOR : PROF M POGGENPOEL

NUMBER OF PAGES : THIS PAPER CONSISTS OF SEVEN (7) PAGES

INSTRUCTIONS : NONE

REQUIREMENTS : TWO (2) EXAMINATION BOOKS PLEASE.

INSTRUCTIONS TO CANDIDATES:

PLEASE ANSWER ALL THE QUESTIONS.

<p>MODULE 1: THE PROCESS AND STRUCTURE OF COMMUNICATION (KVP0001) TIME: 1 HOUR</p>	<p>MARKS: 40 MARKS (½ PER FACT)</p>
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QUESTION 1

Formulate a therapeutic response for the following statements. **Identify** the facilitative technique used in your response.

1.1 30 year old woman

"What do I do now? No-one can help me! Everybody that is dear to me, just die or leave me. There is no logic to this. First my mother died, then my father died and now my husband left."
(Tears stream down the patient's face). (2)

1.2 *Nursing student*

"This is just ridiculous! Assignments, projects, practical work in the hospital and an attempt at a social life! This is too much." (2)

1.3 *Secretary*

"I was supposed to spend time with my family this weekend. Now I have just heard that we have to work the whole weekend for an inspection on Monday. I miss my family so much yet my job is very important to me. I don't know what to do." (2)

1.4 *New mom*

"Everything is just too much. Nothing is the way it used to be. A new baby, new body and even my husband is different." (2)

1.5 *36-year old man*

"It's not nice to live alone in Cape Town. The people here are different. It doesn't feel like home". (2)

1.6 *Nursing student*

I'm not sure that I can handle this job. It may be too much for me. The others are so much faster and don't make as many mistakes as I do. (2)

1.7 *Patient in pain*

"I cannot wait for the doctor any longer. I have so much pain, it is driving me mad! Phone him immediately. One cannot trust the nurses these days"

(2)

***[14]**

QUESTION 2

Answer the following multiple choice questions by writing only the number and the correct letter in your answer book. Example: 2.1 e

2.1 Stan is a new nurse. He is very concerned about getting his tasks done. He walks in on his patient who is looking out the window. Stan asks, "What's wrong?" The patient answers, "I'm old and my body is wearing out." Stan replies, "Nonsense, you aren't that old and you just have a kidney infection." What has Stan done?

- a) False reassurance
- b) Minimising feelings
- c) Value judgement
- d) Failure to listen

(1)

2.2 A patient diagnosed with terminal cancer says to the nurse "I'm going to die, and I wish my family would stop hoping for a cure! I get so angry when they carry on like this. After all, I'm the one who's dying." Which response by the nurse is therapeutic?

- a) "Have you shared your feelings with your family?"
- b) "I think we should talk more about your anger with your family."
- c) "You're feeling angry that your family continues to hope for you to be cured?"
- d) "You are probably very depressed, which is understandable with such a diagnosis".

(1)

2.3 Which of the following techniques are examples on non-therapeutic communication?

- a) Paraphrasing
- b) Confronting
- c) Asking "what" question
- d) Asking "why" question

(1)

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- 2.4 After fasting from 10 p.m. the previous evening, a patient finds out that the blood test has been cancelled. The patient calls names at the nurse and states, "You are a retard!" Which is the nurse's best response?
- a) "Do you believe that I was the cause of your blood test being cancelled?"
 - b) "I see that you are upset, but I feel uncomfortable when you call me names."
 - c) "Have you ever thought about ways to express your anger appropriately?"
 - d) "I'll give you some space. Let me know if you need anything." (1)
- 2.5 A patient's unresolved feelings related to loss would be MOST LIKELY observed during which phase of the therapeutic nurse-patient relationship?
- a) Trusting
 - b) Working
 - c) Orientation
 - d) Termination (1)
- 2.6 Sid is a 70 year old male who has multiple problems. Today he states that he is feeling badly with a new problem. The nurse needs to find out what the problem is. What type of communication is best suited to find the problem?
- a) Reflecting
 - b) Paraphrasing
 - c) Clarifying
 - d) Focusing (1)
- 2.7 When the community health nurse visits a patient at home, the patient states, "I haven't slept the last couple of night." Which response by the nurse illustrates a therapeutic response to this patient?
- a) "I see"
 - b) "Really?"
 - c) "You're having difficulty sleeping?"
 - d) "Sometimes, I have trouble sleeping too." (1)

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- 2.8 A patient with a diagnosis of major depression who has attempted suicide says to the nurse, "I should have died! I've always been a failure. Nothing ever goes right for me." Which response demonstrates therapeutic communication?
- a) "You have everything to live for."
 - b) "Why do you see yourself as a failure?"
 - c) "Feeling like this is all part of being depressed"
 - d) "You've been feeling like a failure for a while?" (1)
- 2.9 Which therapeutic communication exchange is an example of reflection?
- a) Client: "I get sad because I know I'm going to fail in school." Nurse: "So you start feeling down every time a new semester begins?"
 - b) Client: "I forgot to get my prescription refilled." Nurse: "It is important for you to take your medication as prescribed."
 - c) Client: "I hate my recent weight gain." Nurse: "Have you considered Overeaters Anonymous?"
 - d) Client: "I'm happy that I poisoned my husband." Nurse: "You're happy to have poisoned your husband?" (1)
- 2.10 During a nurse-patient interaction, which statement may belittle the patient's feelings and concerns?
- a) "Don't worry. Everything will be alright"
 - b) "You appear uptight."
 - c) "I notice you have bitten your nails to the quick"
 - d) "You are jumping to conclusions." (1)

***[10]**

QUESTION 3

- 3.1 **Discuss** the facilitative attitudes in communication (12× ½) = (6)
- 3.2 Discuss the channels of non-verbal communication that can be used in nursing communication. (10×½)=(5)

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3.3 Explain the difference between communication and therapeutic communication according to a definition. (6x½)=(3)

3.4 Explain the difference between sympathy and empathy according to a definition. (4x½)=(2)
*[16]

MODULE 2: STRESS MANAGEMENT AND ASSERTIVE BEHAVIOUR (KVP 0001)

TIME: 1 HOUR

MARKS: 40 (HALF MARK PER FACT)

QUESTION 4

SCENARIO

Dipuo has come to your clinic for a consultation. She is a 37-year-old woman who has been married for 10 years. She complains of generalized body aches, and when you examine her you cannot find any particular reason why she has the body aches. On exploring this with her she then tells you that she is a housewife who has three children under the age of 10 years. She is under pressure, as her husband has been in the mining industry strike for three months and there has been no income for the family. They are currently experiencing financial problems. She tells you that she has been unemployed all her life and only has baking skills. She feels stressed with the current family situation and does not know how she can help her husband.

Answer the following questions based on the above scenario:

4.1 Differentiate between three (3) types of level of stress. (10x½)=(5)

4.2 Discuss how you will manage stress with Dipuo. (40x½)=(20)
*[25]

QUESTION 5

SCENARIO

Tintswalo, a 45-year-old personal assistant in a big company, is referred to you for a consultation. She is currently employed as the CEO's personal assistant and also has to do work for other 13 people in the company. She never takes a lunch break due to the amount of work that she has to do. She always has deadlines to meet for the CEO and the other colleagues. She is experiencing severe symptoms of menopause at the moment. Her office is quite busy and demanding, colleagues come to her office to require assistance with day-to-day questions about operations of the office. Tintswalo is overworked and often shouts at the other people in the office. She becomes verbally aggressive and abusive. She tells you that she feels guilty after she has snapped at her colleagues and can't help herself.

Answer the following questions based on the above scenario:

- 5.1 Differentiate between aggressive behaviour and assertive behaviour. (6×½)=(3)
- 5.2 Discuss with Tintswalo the principle of saying "NO" in order to develop assertiveness skills. Give appropriate examples for each principle. (14×½)=(7)
- 5.3 Explain the rights and responsibilities of an assertive behaviour to Tintswalo. (10×½)=(5)
- *[15]**

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QUESTION 1

Read the following statements/scenarios. **Formulate** an effective response which includes (A) your understanding of the feelings or the **content** (as a student nurse), as well as (B) **Identify** the facilitative technique used in your response.

- 1.1 You are working in Ward 16 in Helen Joseph Hospital (Surgical Ward). One of the patients has just received the news that she has cancer in stage 4 (terminal). She is crying uncontrollably. (2)
- 1.2 You are working in a cardiac unit. One of the patients will go for heart surgery this afternoon. This patient is walking up and down in the passage while rubbing his hands all the time and sweating profusely. (2)
- 1.3 A friend submitted an assignment late, resulting in her having 40% for her semester mark. She is furious and wants to report the lecturer to the head of department. (2)
- 1.4 Female patient (19 years old) in a community clinic (looking distraught): "I am pregnant..." (Silence) (2)
- 1.5 Teenager in a community clinic (14 years old):
"My mother doesn't understand me. We cannot talk anymore. I don't think she was ever a teenager." (2)
- 1.6 Female patient admitted in the ward where you are working, after her husband raped her:
"I can't believe he did this. He was like a wild animal, a monster taking what he believes is his for taking. I don't know him like this." (2)
- 1.7 Thirty (30) year old male patient in a community clinic:
"She admitted that she has feelings for another man. Our baby is nine (9) months old and now this." (2)

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- 1.8 Thirty-two (32) year old female patient, after giving birth to a baby girl:
 “They are going to kill me! This baby was supposed to be a boy. Without a boy I am nothing in the community. What am I going to do?” (2)
- 1.9 36- year old man
 “It’s not nice to live in Cape Town. The people here are different. It doesn’t feel like home.” (2)
- 1.10 Male patient in a community clinic:
 “Whenever I am at home, my wife complains about everything. Nothing is ever the way she wants it. I feel like leaving her, and rather staying on my own.” (2)
- 1.11 Client:
 “I do not want to talk about this issue anymore”. (2)

***[22]**

QUESTION 2

Match Column A and B. Write the answer as for example 1A

COLUMN A	COLUMN B
1. Minimal verbal response	A. System of operations that includes language; gestures or symbols to convey intended meaning and sharing experience
2. World view	B. Highlighting the main ideas expressed by the client
3. Therapeutic communication	C. The way people view the world, man and God.
4. Body language	D. An attempt to understand the basic nature of a client’s statement.
5. Reflection	E. Attempt to assimilate and relates in similar words what the client has said.
6. Paraphrasing	F. Specialized form of communication used in health care settings to support, educate and empower patients

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7. Perception	G. This is a way of gathering data and getting information on a particular subject or feelings
8. Communication	H. Process whereby individuals selects, organizes, and interprets images of the world him/her
9. Cultural competence	I. Is a process involving conscious and in conscious body positioning or actions of communication
10. Clarifying	J. Capacity of nurses to effectively understand and plan for needs of a culturally diverse group of patients
11. Exploring	K. An effective facilitative technique when it encourages the client to communicate freely
12. Summarising	L. The repetition of the client' words and phrases in an attempt to reflect or paraphrase
13. Parroting	M. Repeating the client's verbal or non-verbal message for the client's own benefit.

***[13]**

QUESTION 3

3.1 **Discuss** the ego states in relation to the Life Positions in Transactional Analysis by:

- Definition

(10×½)=(5)

***[40]**

MODULE 2: STRESS MANAGEMENT AND ASSERTIVE BEHAVIOUR (KVP 0001)

TIME: ½ HOUR

MARKS: 40 (½ MARK PER FACT)

QUESTION 4

SCENARIO

Dimakatso is a stay home mom, who has young children, age 4 years and 5 years. She shares a house with her sister Semakaleng. Semakaleng observes that Dimakatso is complaining a lot about, headaches and fatigue.

5/...

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Semakaleng reports that she is irritable, moody, worries about little things, negative towards her marriage and has loss of appetite and insomnia. Semakaleng decides that Dimakatso needs to be admitted at Helen Joseph hospital for “burn-out” and a “nervous breakdown”. You are the nursing student who is delegated to admit Dimakatso in the ward. In her admission interview, Dimakatso verbalized that when she is busy with the children, she doesn’t eat at regular intervals. Some days she totally forgets to eat. They stay in a small two-bed roomed flat, that is definitely too small for all of them. They are however in the process to find a bigger house, but it takes time. Due to the size of the flat she doesn’t have a space to do her needlework, which she loves to do. She verbalized that her two children are very busy and talkative and there is never a dull moment in her life. She still gets up for both of them at night which results in her being very tired during the day. She also verbalized that she has no time or money to spend on herself. It is difficult to imagine that she was a high achiever at one stage in her life, because now she feels like nothing, with nothing to offer to society.

Answer the following questions based on the above scenario:

- 4.1 Identify and discuss the causes of stress in Dimakatso’s internal and external environment according to the Theory for Health Promotion in Nursing (THPN). (30x½)= (15)
- 4.2 Choose one correct ego defense mechanism from the following statements:
 - 4.2.1 John has a strong family history of alcoholism on both sides. He abstains from liquor and is known in the community as an advocate of prohibition.
 - A. Intellectualization
 - B. Reaction formation
 - C. Sublimation
 - D. Denial (1)
 - 4.2.2 Tshepo, 52 years old has had a massive heart attack. His physician advises him to exercise with caution. Bill continues to jog 10 kilometres per day.
 - A. Undoing
 - B. Regression
 - C. Denial
 - D. Sublimation (1)

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- 4.2.3 Julie was completely toilet trained by 2 years. When her younger brother was born, she began wetting her pants and wanting a pacifier at night
- A. Reaction formation
 - B. Intellectualisation
 - C. Undoing
 - D. Regression (1)
- 4.2.4 Barbara criticizes her subordinate, Carol, before a large group of people. Later, she sees Carol on the street and tells her how important she is to the organization.
- A. Undoing
 - B. Sublimation
 - C. Reaction formation
 - D. Regression (1)
- 4.2.5 Elizabeth just lost her job. Her friends would not know from her behaviour that she has any anxiety about it. She continues to spend money as if she were still getting a salary.
- A. Rationalisation
 - B. Displacement
 - C. Repression
 - D. Reaction formation (1)
- 4.2.6 Annamarie tells her friends she is not an alcoholic even though she has blackouts, because she drinks only on weekends and when she is not working.
- A. Sublimation
 - B. Rationalisation
 - C. Undoing
 - D. Intellectualisation (1)
- 4.2.7 Bob has a lot of aggressive tendencies. He decided to become a butcher and thoroughly enjoys his work
- A. Displacement
 - B. Rationalization
 - C. Regression
 - D. Sublimation (1)

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4.2.8 Mrs. Jones took Mary to the doctor for bronchitis. She is not satisfied with the doctor's explanations and feels he was condescending, but says nothing. When she gets to the nurse's desk to make the appointment, she yells at her for not having the prescription ready and taking too much time to set the next appointment.

A. Repression

B. Displacement

C. Regression

D. Intellectualization

(1)

4.2.9 Johnnie has been badly hurt in a car accident. There is reason to believe he will not survive surgery. His father, waiting for his son to return to the intensive care unit, asks the nurse many questions about the equipment, and philosophizes about meaning of life and death.

A. Intellectualisation

B. Rationalisation

C. Displacement

D. Undoing

(1)

***[9]**

QUESTION 5

5.1 **Tabulate** and **compare** non-verbal skills of the following behaviours:

- Non-assertive behaviour

- Aggressive behaviour

- Assertive behaviour

(20x½)=(10)

5.2 Describe the characteristics associated with the development of assertive behaviour

(20x½)=(10)

***[20]**

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