

FACULTY OF HEALTH SCIENCES
DEPARTMENT OF NURSING



PROGRAMME : B.CUR

SUBJECT : COMMUNICATION: NURSING SCIENCE

CODE : KVP0001

DATE : NOVEMBER EXAMINATION 2017

DURATION : 2 HOURS

WEIGHT : 50:50

TOTAL MARKS : 80 MARKS

EXAMINERS : DR MA TEMANE
: MRS N. NTSHINGILA

INTERNAL MODERATOR : PROF M POGGENPOEL (UJ)

NUMBER OF PAGES : THIS PAPER CONSISTS OF EIGHT (8) PAGES

INSTRUCTIONS : PLEASE ANSWER ALL THE QUESTIONS.

REQUIREMENTS : TWO (2) EXAMINATION BOOKS PLEASE.

INSTRUCTIONS TO CANDIDATES: This examination paper remains the property of the University of Johannesburg and may not be removed from the examination room.

NOVEMBER EXAMINATION 2017
SUBJECT: COMMUNICATION: NURSING (KVP0001)

MODULE 1: THE PROCESS AND STRUCTURE OF COMMUNICATION (KVP0001)
TIME: 1 HOUR MARKS: 40 MARKS (½ PER FACT) UNLESS OTHERWISE SPECIFIED

QUESTION 1

- 1.1 **Evaluate** the student nurse's response as more or less effective in the following therapeutic interview and motivate your answer. When a response is evaluated as less effective, formulate an alternative (more effective) response.

SN: Student nurse

PT: Patient

	THERAPEUTIC INTERVIEW
1.1.1 SN:	Good day Ms Dinako. I am student nurse Judy. I am a BCUR 1 student from the University of Johannesburg. How are you today? (1)
PT:	Good day Judy. However, really why do you care about how I am feeling today? Really!
1.1.2 SN:	It seems as if you are angry Ms Dinako. (1)
	Angry that is just an understatement! I just want to go. Where are the discharge papers? No one deserves to stay here!
1.1.3 SN	That is not a good way to react Ms Dinako. You are seriously overreacting. (2)
PT:	No one in this ward has the time to care for any of the patients. The nurses sit at the nurse's station and talk the whole morning. I am in terrible pain after the operation I had yesterday.
1.1.4 SN:	Mmmm... (1)
PT:	I cannot even get out of this bed. I have been ringing this bell since yesterday.
1.1.5 SN:	In other words, you are saying that you have not been taken care of by the nurses. (1)
PT:	Yes. It is disappointing to come to hospital as sick as I am and no one bothers to ask how you are doing. I might as well go home and take care of myself.

NOVEMBER EXAMINATION 2017
SUBJECT: COMMUNICATION: NURSING (KVP0001)

1.1.6 SN:	Why don't you speak to the doctor and ask him to discharge you? (1½)
PT:	I am not sure that speaking to the doctor will help me. However, I know that I will feel happier and welcomed in this ward if someone would just ask how I am doing.
1.1.7 SN:	Trust me I know these things, you speak to the doctor and all your problems will be solved. (1½)
PT:	I do not know what to do anymore. I am not sure what is acceptable to do. Should I stay or should I go? However, the bottom line is I am in pain Nurse Judy.
1.1.8 SN	It sounds like you are not sure what decision you should make right now. (1)
PT:	Yes, but I would like to go and tell those nurses how I feel because I do not think this is how things are supposed to be. If they do not respond, I will have to report them to the hospital management.
1.1.9 SN:	That is right. I knew that you know the right thing. It was just a matter of time before you made the right decision. (2)
PT	I am determined to correct this.
1.1.10 SN	Ok I have to go back to class now. Thanks for telling me all your troubles. See you next time. (2)

*[14]

QUESTION 2

2.1.1 **Describe** how the following variables can influence the process of communication:

- | | | |
|-------|-------------|-----------|
| 2.1.1 | Perceptions | (8x½)=(4) |
| 2.1.2 | Values | (8x½)=(4) |
| 2.1.3 | Culture | (8x½)=(4) |
| 2.1.4 | World view | (8x½)=(4) |

*[16]

QUESTION 3

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

1. Which is not an example of an open-ended question?
 - a) What will you do when you get home?
 - b) Do you like your view from the window?
 - c) Tell me about your son?
 - d) What kind of things did you do when you were my age? (1)

2. What are the main components of successful communication?
 - a) A stimulus, the control centre, the effector.
 - b) Gestures, proper language, avoiding eye contact.
 - c) A sender, a message, a receiver, feedback and context.
 - d) Pronunciation, articulation, intelligence. (1)

3. Which is NOT an example of clarification?
 - a) Could you please say that again?
 - b) I'm not sure I understand what you just said.
 - c) When you said.....what did you mean?
 - d) Could you tell me one of your favourite memories? (1)

4. It means providing a review of the main points covered in an interaction.
 - a) Paraphrasing
 - b) Summarizing
 - c) Reflecting
 - d) Exploring (1)

NOVEMBER EXAMINATION 2017
SUBJECT: COMMUNICATION: NURSING (KVP0001)

5. 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)

6. When the community health nurse visits a patient at home, the patient states, "I haven't slept the last couple of nights." Which response by the nurse illustrates a therapeutic communication response to this patient?
 - a) "I see."
 - b) "Really?"
 - c) "You're having difficulty sleeping?"
 - d) "Sometimes, I have trouble sleeping too." (1)

7. 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)

8. A father expresses concerns about his son's upcoming surgery. The nurse listens to the father's concerns and validates his feelings. What component of the nurse-client relationship is the nurse demonstrating?
 - a) Trust
 - b) Respect
 - c) Empathy
 - d) Professional intimacy (1)

NOVEMBER EXAMINATION 2017
SUBJECT: COMMUNICATION: NURSING (KVP0001)

9. "If I were you, I would put your mother in a nursing home". The nurse is using the stumbling block:
- a) Prying
 - b) Changing the subject
 - c) Advice giving
 - d) Failure to listen
- (1)
10. A client says to the nurse, "It was a stupid thing that I did. If I had just stayed home, this car accident wouldn't have happened." The nurse's best response is:
- a) "You feel responsible for the accident as though it could've been prevented."
 - b) "Why would you say that?"
 - c) "If I were you, I'd quit worrying about it. You can't change the past."
 - d) "So, why did you go out?"
- (1)

***[10]**

MODULE 2: STRESS MANAGEMENT AND ASSERTIVE BEHAVIOUR (KVP 0001)	
TIME: 1 HOUR	MARKS: 40 (HALF MARK PER FACT) UNLESS OTHERWISE SPECIFIED

QUESTION 4

SCENARIO

Dipuo is a homemaker. She and Matome, her husband were very excited and happy when Mosima was born. They decided that Dipuo would stay home to look after the children (Mmatshupo – 3 years old; Mosima – 18 months old). Before Mmatshupo's birth, Dipuo had a full time job as a division's manager for Edgars. She had ten (10) stores under her management. Dipuo was effective in time management skills and multitasking activities. Since Mmatshupo's birth, she does not seem to cope with the demands on her time anymore. This became worse after Mosima's birth. Matome expects her to do the housework alone, because he believes that it will be a waste of money to hire a full-time helper. Dipuo only has a helper once a week to help her with the ironing.

One afternoon when Matome got home, he found Dipuo and the children asleep on the couch in front of the TV. The house was a mess – the bedrooms were untidy and there was no sign of food being cooking on the stove. He was furious.

NOVEMBER EXAMINATION 2017
SUBJECT: COMMUNICATION: NURSING (KVP0001)

He woke Dipuo while screaming: "What is wrong with you? You are not good enough to stay at home! You are a bad example for our children!"

It is evident from the above scenario that Dipuo is not managing her stress at home effectively.

She is being admitted in a psychiatric unit for stress. The senior professional nurse delegates you as her nurse-therapist.

4.1 Answer the following questions based on the above scenario:

4.1.1 **Define** and give an example of the difference between eustress and distress.

(8x½)=(4)

4.1.2 **Explain** the effect of destructive and constructive management of stress to Dipuo.

(32x½)=(16)

4.2 Indicate True or False for the following statements. Indicate Answer as follows 5.1.1. C

4.2.1 Being assertive means getting your way at the expense of the others.

A) True

B) False

(1)

4.2.2 Body language plays no role in assertive behaviour.

A) True

B) False

(1)

4.2.3 Resolving conflict of short duration will increase your physical, emotional and spiritual well-being.

A) True

B) False

(1)

4.2.4 Active listening will increase your understanding of your words and feelings.

A) True

B) False

(1)

4.2.5 When resolving conflict you should concentrate exclusively on verbal communication

A) True

B) False

(1)

4.3 **Describe** the following modes of behaviours according to approach and behaviours in relation to:

4.3.1 Assertiveness

(10x½)=(5)

4.3.2 Passiveness

(10x½)=(5)

4.3.3 Aggressive

(10x½)=(5)

***[40]**

---oOo---