



FACULTY OF HEALTH SCIENCES
DEPARTMENT OF NURSING

PROGRAMME : B.CUR

SUBJECT : COMMUNICATION: NURSING SCIENCE

CODE : KVP0001

DATE : SUPPLEMENTARY EXAMINATION JANUARY 2018

DURATION : 2 HOURS

WEIGHT : 50:50

TOTAL MARKS : 80 MARKS

EXAMINER : DR MA TEMANE
: MRS N NTSHINGILA

MODERATOR : PROF M POGGENPOEL (UJ)

NUMBER OF PAGES : THIS PAPER CONSISTS OF FIVE (5) 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.

MODULE 1: THE PROCESS AND STRUCTURE OF COMMUNICATION (KVP 0001)
TIME: 1 HOUR MARKS: 40 MARKS (½ PER FACT) UNLESS OTHERWISE SPECIFIED

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)
- 2.1
- 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)

SUPPLEMENTARY EXAMINATION JANUARY 2018
SUBJECT: COMMUNICATION: NURSING (KVP0001)

- 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
7. Perception	G. This is a way of gathering data and getting information on a particular subject or feelings

SUPPLEMENTARY EXAMINATION JANUARY 2018
SUBJECT: COMMUNICATION: NURSING (KVP0001)

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 therapeutic tasks of the working phase during the therapeutic interview.

(10x½)=**[5]**

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

TIME: ½ HOUR MARKS: 40 (½ MARK PER FACT) UNLESS OTHERWISE SPECIFIED

QUESTION 4

SCENARIO

Mark is a businessman, who is married to Sophia who has young children, age 4 years and 5 years. Mark observes that Sophia is complaining a lot about, headaches and fatigue. Mark reports that she is irritable, moody, worries about little things, negative towards her marriage and has loss of appetite and insomnia. Mark decides that Sophia 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 Sophia in the ward. In her admission interview Sophia 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 Sophia's internal and external environment according to the Theory for Health Promotion in Nursing (THPN). (40x½)=(20)
- 4.2 **Explain** to Leigh the impact of unhealthy stress. (14x½)=(7)
- 4.3 **Tabulate** and **compare** non-verbal skills of the following behaviours:
- Non-assertive behaviour
 - Aggressive behaviour
 - Assertive behaviour
- (26x½)=(13)
- *[40]**

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