Short Answer Questions Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Exam 1

1. The following excerpt came from a patient’s charts. “**I get very nauseous every time I take the antibiotic the doctor gave me for my bladder infection” (4pts)**

**A. Paraphrase the above statement. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**B. Use probing** **for the above statement** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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1. You are interested in finding out more about a patient’s culture because you want to ensure he has a positive health care experience. **What two questions you would ask? (4pts)**

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1. You are providing an educational seminar to new hospice nurses. What 3 bits

of information do you think would be most helpful to share with them about working with terminally ill patients? (6pts)

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 (4pts each)

1. You encounter a patient who is extremely angry about not being able to get a refill of her pain medication from the doctor. She says to you, “I hate you people, you don’t care or understand when a person is in pain”. You say?
2. You encounter a patient who is extremely anxious about her upcoming surgery. The patient says to you, “My twin brother died having the same surgery”. You say?
3. You are working with students before they enter their clinical experience. What two bits of advice will you offer them about the use of humor in the health care setting?

1. What two bits of advice will you give them about how to best use nonverbal communication to built trust, and confidence, while lessening anxiety?