MULTIPLE CHOICE

1. What provides direction for individualized care and assures the delivery of accurate, safe care through a definitive pathway that promotes the client's and the support persons' progress toward positive outcomes?
   a. Physician's orders
   b. Progress notes
   c. Nursing care plan
   d. Client health history

   ANS: C
   The nursing care plan provides direction for individualized care and assures the delivery of accurate, safe care through a definitive pathway that promotes the client's and the support persons' progress toward positive outcomes.

   DIF: Cognitive Level: Comprehension   REF: p. 2   OBJ: 1
   TOP: Nursing Care Plan   KEY: Nursing Process Step: Planning
   MSC: NCLEX: Physiological Integrity: Reduction of Risk

2. The nurse is performing behaviors and actions that assist clients and significant others in meeting their needs and the identified outcomes of the plan of care. What is the correct term for these nursing behaviors?
   a. Assessments
   b. Interventions
   c. Planning
   d. Evaluation

   ANS: B
   Caring interventions are those nursing behaviors and actions that assist clients and significant others in meeting their needs and the identified outcomes of the plan of care.

   DIF: Cognitive Level: Comprehension   REF: p. 3   OBJ: 1
   TOP: Interventions   KEY: Nursing Process Step: Planning
   MSC: NCLEX: Physiological Integrity: Reduction of Risk

3. The nurse understands the importance of being answerable for all actions and the possibility of being called on to explain or justify them. What term best describes this concept?
   a. Reliability
   b. Maturity
   c. Accountability
   d. Liability

   ANS: C
   Accountability means that a person is answerable for his or her actions and may be called on to explain or justify them.

   DIF: Cognitive Level: Comprehension   REF: pp. 6-7   OBJ: 3 | 5 | 7
   TOP: Accountability   KEY: Nursing Process Step: N/A
   MSC: NCLEX: Physiological Integrity: Reduction of Risk

MULTIPLE RESPONSE

1. The nurse manager is providing an inservice about conflict resolution. What modes of conflict resolution should be addressed? (*Select all that apply.*)
   a. Suppression
   b. Accommodation
   c. Compromise
   d. Avoidance
   e. Collaboration
   f. Competition

   ANS: B, C, D, E, F
   The modes of conflict resolution include accommodation, collaboration, compromise, avoidance, and competition.

   DIF: Cognitive Level: Knowledge   REF: p. 7|p. 8|Table 1.1
   OBJ: 7   TOP: Conflict Resolution   KEY: Nursing Process Step: N/A
   MSC: NCLEX: N/A

2. What are the characteristics of an effective leader? (*Select all that apply.*)
    a. Effective communication
    b. Rigid rules and regulations
    c. Delegates appropriately
    d. Acts as a role model
    e. Consistently handles conflict
    f. Focuses on individual development

    ANS: A, C, D, E
    Characteristics of an effective leader include effective communication, consistency in managing conflict, knowledge and competency in all aspects of delivery of care, effective role model for staff, uses participatory approach in decision making, shows appreciation for a job well done, delegates work appropriately, sets objectives and guides staff, displays caring, understanding, and empathy for others, motivates and empowers others, is proactive and flexible, and focuses on team development.

    DIF: Cognitive Level: Comprehension   REF: p. 6   OBJ: 5
    TOP: Leadership   KEY: Nursing Process Step: N/A   MSC: NCLEX: N/A

COMPLETION

1. _____ is defined as the process by which information is exchanged between individuals verbally, nonverbally, and/or in writing or through information technology.

    ANS:
    Communication

    Communication is defined as the process by which information is exchanged between individuals verbally, nonverbally, and/or in writing or through information technology.

    DIF: Cognitive Level: Knowledge   REF: p. 2   OBJ: 2
    TOP: Communication   KEY: Nursing Process Step: N/A
    MSC: NCLEX: N/A

2. _____ is the collection and processing of relevant data for the purpose of appraising the client's health status.

    ANS:
    Assessment

    Assessment is the collection and processing of relevant data for the purpose of appraising the client's health status.

    DIF: Cognitive Level: Knowledge   REF: p. 2   OBJ: 1 | 2
    TOP: Assessment   KEY: Nursing Process Step: N/A   MSC: NCLEX: N/A

3. _____ is concerned with the ethical questions that arise in the context of health care.

    ANS:
    Bioethics

    Bioethics is concerned with the ethical questions that arise in the context of health care.

    DIF: Cognitive Level: Knowledge   REF: p. 4   OBJ: 3
    TOP: Bioethics   KEY: Nursing Process Step: N/A   MSC: NCLEX: N/A

4. Place the corresponding letter to each stage of conflict in the correct order. _____ *(Place the events in the appropriate sequence with capital letters. Do not separate answers with a space or punctuation. Example: ABCD.)*
    a. Outcomes
    b. Conceptualization
    c. Frustration
    d. Action

    ANS:
    CBDA

    The stages of conflict in order are frustration, conceptualization, action, and outcomes.

    DIF: Cognitive Level: Comprehension   REF: p. 7   OBJ: 7
    TOP: Conflict   KEY: Nursing Process Step: N/A   MSC: NCLEX: N/A

5. Place the corresponding letter to each key step in solving an ethical dilemma in the correct order. _____ *(Place the events in the appropriate sequence. Do not separate answers with a space or punctuation. Example: ABCD.)*
    a. Negotiate a plan.
    b. Clarify values.
    c. Ask if it is an ethical dilemma.
    d. Verbalize the problem.
    e. Gather information.
    f. Identify possible courses of action.
    g. Evaluate the plan over time.

    ANS:
    CEBDFAG

    The key step of solving an ethical dilemma in order are ask the question, is it an ethical dilemma, gather information, clarify values, verbalize the problem, identify possible course of action, negotiate a plan, and evaluate the plan over time.

    DIF: Cognitive Level: Analysis   REF: p. 4   OBJ: 3
    TOP: Ethical Dilemma   KEY: Nursing Process Step: N/A
    MSC: NCLEX: N/A