

Unit One - Terms and Tech

Review Questions

Select six of the following questions to respond to. Answer on a separate page.

1. Describe a recent event in which you or someone else did not use good listening skills. Explain what you or the person you observed could have done differently to demonstrate good listening skills in that situation.
2. Explain how you know when patients understand and can do what you have instructed them to do.
3. How would you explain to a new employee the legal importance of clear and complete documentation? Create a bulleted list of points to be made.
4. The R.N. you are working with has been waiting all morning for a physician to call her back about a patient. Ten minutes after the nurse leaves the facility for a late lunch, you answer the telephone and it is the physician calling her back. Explain in writing what you will say and do.
5. Identify your most common and least common communication style (passive, assertive, or aggressive). Think of three recent experiences that demonstrate your use of passive or aggressive communication. What caused you to respond the way you did? What could you have done or said that would have made your responses assertive? What was the outcome of the passive or aggressive communication?
6. Many patients research their diagnosis on the Internet. Make a list of both the helpful and challenging outcomes of the reality.
7. You are in a hurry to finish your charting and cannot remember some of the abbreviations you have learned. You can think of several ways to shorten words that you need to use. Should you use an abbreviation that you make up? Explain your answer.
8. Why is it important to observe both verbal and nonverbal communication?
9. Differentiate between objective and subjective observations. Provide two examples for each type of observation.
10. Define computer literacy and explain why it is so important for all health care workers.

Review Questions - Key

Select six of the following questions to respond to. Answer on a separate page.

1. Describe a recent event in which you or someone else did not use good listening skills. Explain what you or the person you observed could have done differently to demonstrate good listening skills in that situation.
Answers will vary.
2. Explain how you know when patients understand and can do what you have instructed them to do.
Answers will vary.
3. How would you explain to a new employee the legal importance of clear and complete documentation? Create a bulleted list of points to be made.
 - **writing should be neat and legible**
 - **spelling and grammar should be correct**
 - **sign all documentation**
 - **errors crossed out with single line, initialed**
 - **if you do not write it down, it didn't happen**
 - **use black or blue ink**
 - **use military time**
 - **medical records are legal documents**
4. The R.N. you are working with has been waiting all morning for a physician to call her back about a patient. Ten minutes after the nurse leaves the facility for a late lunch, you answer the telephone and it is the physician calling her back. Explain in writing what you will say and do.
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Answers will vary.
6. Many patients research their diagnosis on the Internet. Make a list of both the helpful and challenging outcomes of the reality.
Answers will vary.

7. You are in a hurry to finish your charting and cannot remember some of the abbreviations you have learned. You can think of several ways to shorten words that you need to use. Should you use an abbreviation that you make up? Explain your answer.
 - **No – always use only standard abbreviations – other workers may not understand what you are trying to say.**

8. Why is it important to observe both verbal and nonverbal communication?
 - **Nonverbal communication can often help you understand what is being said. Your nonverbal communication can often send unintended messages. Patients may try to verbally communicate one thing, but their nonverbal communication may contradict what they are saying. It is important to get to the real issues.**

9. Differentiate between objective and subjective observations. Provide two examples for each type of observation.
 - **Subjective – cannot be seen or felt; they are ideas, thoughts, or opinions. Symptoms; statements or complaints made by the patient.**
 - **Objective – can be measured, seen, felt, heard, or smelled; signs.**

10. Define computer literacy and explain why it is so important for all health care workers.
 - **A basic understanding of how a computer works and of the applications used in your profession. Feeling comfortable using a computer for your job needs.**
 - **All health care workers need a working knowledge of computers.**