

Multiple Choice

1. The patient needs an immediate referral to a cardiologist. Continuity of care and patient safety are enhanced by all of the following EXCEPT:
  1. Sharing detailed information with the cardiologist
  2. Withholding the reason for referral from the patient to decrease fear
  3. Using a structured handoff procedure
  4. Reconciliation of medications

ANS: 2

Chapter: Chapter 13-Health-Care Team Collaborative Patient-Safe Communication Strategies

2. System inputs within the nursing work system include all EXCEPT:
  1. Organizational management
  2. Human abilities
  3. Work environment
  4. External environment

ANS: 2

Chapter: Chapter 12-Patient Safety Communication Risk Factors in Nursing Work Systems

3. In Reason's accident causation theory, the unsafe acts committed by health-care providers are termed:
  1. Latent conditions
  2. Personal failures
  3. Active failures
  4. Error-provoking conditions

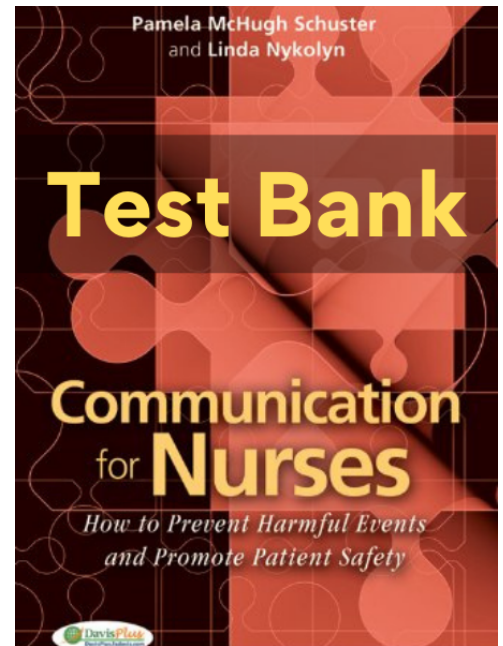
ANS: 3

Chapter: Chapter 12-Patient Safety Communication Risk Factors in Nursing Work Systems

4. Unsafe acts include all EXCEPT:
  1. Attention failures
  2. Memory failures
  3. Violations
  4. Latent conditions

ANS: 4

Chapter: Chapter 12-Patient Safety Communication Risk Factors in Nursing Work Systems



5. More acutely ill patients; shorter hospital stays; frequent patient turnover; extended hours and overtime; stressful, interruption-driven environment; and large nursing workloads are considered \_\_\_\_\_ in Reason's accident causation theory.
1. Active failures
  2. Latent conditions
  3. System perspectives
  4. Situational awareness

ANS: 2

Chapter: Chapter12-Patient Safety Communication Risk Factors in Nursing Work Systems

6. A nurse is called to the telephone to receive an order from a physician for a patient who needs pain medication. After clearly establishing the identity of the patient and physician, the nurse should:
1. Write the drug on the order sheet, fax the order sheet to the pharmacy, obtain the drug, and promptly bring the drug to the bedside.
  2. Ask the charge nurse to spell the drug's name if unsure how to spell it, and record the drug name, dose, method of administration, and frequency on the order sheet.
  3. Repeat what the physician says, then write it down on the order sheet.
  4. Write the order on the order sheet, read the order back to the physician, and verify the order is accurate.

ANS: 4

Chapter 13-Health-Care Team Collaborative Patient-Safe Communication Strategies

7. A night nurse is concerned about a newly admitted surgical patient and needs to call to awaken the surgeon. The nurse uses the SBAR to get the information together. He plans to introduce himself to the surgeon, identify the patient, and describe:
1. The Situation, Background, Assessment, Recommendations
  2. The Systems, Background, Assessment, Requirements
  3. The Social Background, Aliments, Rx
  4. The Solutions, Background, Activities, Respiratory

ANS: 1

Chapter: Chapter 13-Health-Care Team Collaborative Patient-Safe Communication Strategies

8. Communication and patient safety are connected in health care because:
1. Clinical decisions are made based on shared information
  2. One person dies every 5 minutes due to medical errors
  3. Sentinel events occur in hospitals
  4. There is a lack of quality care and services provided to patients by health-care organizations

ANS: 1

Chapter: Chapter 1-Communication and Patient Safety: Understanding the Connection

9. Nurses use communication in each of the following role functions EXCEPT:
1. Transferring responsibility of care