

Chapter 2: Working as a Team

Multiple Choice

Identify the choice that best completes the statement or answers the question.

- _____ 1. The Health Insurance Portability and Accountability Act (HIPAA) of 1996 dictates that:
- A. Health and demographic records belongs to the healthcare facility
 - B. Insurance information is shared with other healthcare agencies
 - C. Patients are held responsible for payment of services
 - D. Health insurance coverage is necessary for hospital admission
- _____ 2. Which of the following is considered an allied health professional?
- A. Physician
 - B. Registered nurse
 - C. Medical assistant
 - D. Physician's assistant
- _____ 3. A nursing assistant falls into which category?
- A. Professional
 - B. Clerical
 - C. Administrative
 - D. Service technician
- _____ 4. The difference between a medical doctor (MD) and an doctor of osteopathy (DO) is that the DO:
- A. Isn't licensed as an MD
 - B. Focuses on the musculoskeletal system and manipulation
 - C. Practices physical therapy (PT)
 - D. Cares for patients with bone pathology
- _____ 5. All healthcare professionals and allied health care personnel share the commonality of:
- A. Tenure
 - B. Experience
 - C. Equal financial compensation
 - D. Certification or licensure
- _____ 6. Teamwork is a concept with the goal of:
- A. Giving in to the group
 - B. Choosing a leader to conduct the business
 - C. Assuming an independent role
 - D. Sharing activities and responsibilities
- _____ 7. The difference between a team member and a group member is that a group member:
- A. Elicits direction from other group members
 - B. Works with others and seeks assistance
 - C. Manages tasks individually
 - D. Assumes a hierarchical position
- _____ 8. Prior to communicating, you should:

- A. Know your subject
 - B. Make sure everyone is listening to you
 - C. Make sure everyone is watching you
 - D. Clear your throat to get attention
- _____ 9. Healthcare professionals with certification or licensure are required to maintain standards within their organizations by:
- A. Seeking continuing education units (CEUs) on a regular basis
 - B. Presenting a workshop in their field of expertise
 - C. Assuming a mentoring role for less-prepared staff members
 - D. Becoming a member of their governing body
- _____ 10. The number one goal for all hospital workers is to:
- A. Work within the economic climate to reduce waste of materials
 - B. Cover the hospital's shifts with an appropriate number of personnel
 - C. Provide the highest quality of health care to the patients
 - D. Prepare themselves for a positive evaluation
- _____ 11. A key element in how communication contributes to a professional team's group success is to:
- A. Wait for the formal meetings to raise topics
 - B. Start with a solid goal
 - C. Share pertinent personal information
 - D. Try out new ideas with family members first
- _____ 12. Which principle promotes effective exchanges during communication?
- A. Use a "why" format to determine one's beliefs
 - B. Draw on clichés to make a point
 - C. Employ a forceful response when a member shares an unacceptable idea
 - D. Present information in a clear, concise manner
- _____ 13. Barriers to effective communication include all of the following *except*:
- A. Offering lavish compliments
 - B. Reading the agenda during the meeting
 - C. Providing refreshments
 - D. Turning off cell phones
- _____ 14. Which of the following is a characteristic of a good team leader?
- A. Opinionated
 - B. Indecisive
 - C. Focused
 - D. Ambivalent
- _____ 15. Which of the following is a nonverbal communication skill?
- A. Tone of voice
 - B. Listening skills
 - C. Body language
 - D. Using inflection
- _____ 16. Demographic patient information collected by an administrative healthcare team member includes:

- A. Past medical history
- B. Allergies
- C. Current medications
- D. Address and telephone numbers

- _____ 17. When a team member is excessively sensitive to criticism, they become:
- A. Hostile
 - B. Defensive
 - C. Verbal
 - D. Docile
- _____ 18. The most effective way to handle a team member who wanders off point may be:
- A. Assign them a specific task
 - B. Do their work for them
 - C. Call them out in front of the team
 - D. Ignore them
- _____ 19. Which division of the healthcare team provides hands-on patient care?
- A. Clinical
 - B. Administrative
 - C. Clerical
 - D. Ancillary
- _____ 20. The daily process that helps to solve real work issues and improve the workflow is:
- A. Group work
 - B. Teamwork
 - C. Team building
 - D. Directing
- _____ 21. Updating education or expertise according to standards set by your professional organization is:
- A. Recertification
 - B. Licensure
 - C. Credentialing
 - D. Membership
- _____ 22. A nurse trained for a minimum of one year in theory and practice is a(n):
- A. Registered nurse
 - B. Advanced practice nurse technician
 - C. Licensed practical nurse
 - D. Nurse practitioner
- _____ 23. Which of the following advanced practice nurses is trained in the birthing process?
- A. Nurse midwife
 - B. Pediatric nurse practitioner
 - C. Family nurse practitioner
 - D. Nurse educator
- _____ 24. Letting each person contribute their own strengths to the team is an example of:
- A. Dependence

- B. Teamwork
- C. Interdependence
- D. Cooperation

Completion

Complete each statement.

1. Collecting patient demographic information is a(n) _____ task.
2. _____ is acquired through the examination process that satisfies the education required to work in one's field.
3. An examination that confirms specific knowledge and provides a permit to practice is _____.
4. _____ is having received official authorization to practice in a given discipline.
5. Verbal and nonverbal contact that promotes a given goal is known as _____.
6. Showing interest in what the other person is saying is _____.
7. Shrugging, nodding your head, and winking are examples of _____ communication.
8. An expression that has been overused to the point of losing its original meaning is a(n) _____.
9. Those who communicate aggressively may be perceived as being _____.
10. Service technicians often serve as a(n) _____ between the patient, the nurses, and the physician.

Matching

Identify which of the following techniques are used in verbal communication and which are used in nonverbal communication.

- A. Verbal communication
- B. Nonverbal communication

- _____ 1. Winking
- _____ 2. Talking
- _____ 3. Nodding
- _____ 4. Arms folded across the chest
- _____ 5. Touch

Match the healthcare team member with the type of skill each contributes to patient care.

A. Clinical

B. Administrative

_____ 6. Accounts payable clerk

_____ 7. Nurse

_____ 8. Physician

_____ 9. Receptionist

_____ 10. Nurse practitioner

_____ 11. Nursing assistant

_____ 12. Medical records clerk

Chapter 2: Working as a Team

Answer Section

MULTIPLE CHOICE

- | | | |
|------------|--------|--------------------------------------|
| 1. ANS: A | PTS: 1 | KEY: Bloom's Taxonomy: Understanding |
| 2. ANS: C | PTS: 1 | KEY: Bloom's Taxonomy: Remembering |
| 3. ANS: D | PTS: 1 | KEY: Bloom's Taxonomy: Remembering |
| 4. ANS: B | PTS: 1 | KEY: Bloom's Taxonomy: Analyzing |
| 5. ANS: D | PTS: 1 | KEY: Bloom's Taxonomy: Remembering |
| 6. ANS: D | PTS: 1 | KEY: Bloom's Taxonomy: Understanding |
| 7. ANS: C | PTS: 1 | KEY: Bloom's Taxonomy: Analyzing |
| 8. ANS: A | PTS: 1 | KEY: Bloom's Taxonomy: Understanding |
| 9. ANS: A | PTS: 1 | KEY: Bloom's Taxonomy: Understanding |
| 10. ANS: C | PTS: 1 | KEY: Bloom's Taxonomy: Evaluating |
| 11. ANS: B | PTS: 1 | KEY: Bloom's Taxonomy: Analyzing |
| 12. ANS: D | PTS: 1 | KEY: Bloom's Taxonomy: Understanding |
| 13. ANS: D | PTS: 1 | KEY: Bloom's Taxonomy: Understanding |
| 14. ANS: C | PTS: 1 | KEY: Bloom's Taxonomy: Remembering |
| 15. ANS: C | PTS: 1 | KEY: Bloom's Taxonomy: Remembering |
| 16. ANS: D | PTS: 1 | KEY: Bloom's Taxonomy: Remembering |
| 17. ANS: B | PTS: 1 | KEY: Bloom's Taxonomy: Understanding |
| 18. ANS: A | PTS: 1 | KEY: Bloom's Taxonomy: Evaluating |
| 19. ANS: A | PTS: 1 | KEY: Bloom's Taxonomy: Remembering |
| 20. ANS: C | PTS: 1 | KEY: Bloom's Taxonomy: Understanding |
| 21. ANS: A | PTS: 1 | KEY: Bloom's Taxonomy: Remembering |
| 22. ANS: C | PTS: 1 | KEY: Bloom's Taxonomy: Understanding |
| 23. ANS: A | PTS: 1 | KEY: Bloom's Taxonomy: Remembering |
| 24. ANS: C | PTS: 1 | KEY: Bloom's Taxonomy: Understanding |

COMPLETION

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|------------------------|--------|--------------------------------------|
| 1. ANS: administrative | | |
| | PTS: 1 | KEY: Bloom's Taxonomy: Remembering |
| 2. ANS: Certification | | |
| | PTS: 1 | KEY: Bloom's Taxonomy: Understanding |
| 3. ANS: licensure | | |
| | PTS: 1 | KEY: Bloom's Taxonomy: Understanding |
| 4. ANS: Credentialed | | |

PTS: 1 KEY: Bloom's Taxonomy: Understanding
5. ANS: communication

PTS: 1 KEY: Bloom's Taxonomy: Remembering
6. ANS: listening

PTS: 1 KEY: Bloom's Taxonomy: Understanding
7. ANS: nonverbal

PTS: 1 KEY: Bloom's Taxonomy: Understanding
8. ANS: cliché

PTS: 1 KEY: Bloom's Taxonomy: Remembering
9. ANS: rude

PTS: 1 KEY: Bloom's Taxonomy: Understanding
10. ANS: liaison

PTS: 1 KEY: Bloom's Taxonomy: Understanding

MATCHING

- | | | |
|------------|--------|--------------------------------------|
| 1. ANS: B | PTS: 1 | KEY: Bloom's Taxonomy: Understanding |
| 2. ANS: A | PTS: 1 | KEY: Bloom's Taxonomy: Understanding |
| 3. ANS: B | PTS: 1 | KEY: Bloom's Taxonomy: Understanding |
| 4. ANS: B | PTS: 1 | KEY: Bloom's Taxonomy: Understanding |
| 5. ANS: B | PTS: 1 | KEY: Bloom's Taxonomy: Understanding |
| 6. ANS: B | PTS: 1 | KEY: Bloom's Taxonomy: Understanding |
| 7. ANS: A | PTS: 1 | KEY: Bloom's Taxonomy: Understanding |
| 8. ANS: A | PTS: 1 | KEY: Bloom's Taxonomy: Understanding |
| 9. ANS: B | PTS: 1 | KEY: Bloom's Taxonomy: Understanding |
| 10. ANS: A | PTS: 1 | KEY: Bloom's Taxonomy: Understanding |
| 11. ANS: A | PTS: 1 | KEY: Bloom's Taxonomy: Understanding |
| 12. ANS: B | PTS: 1 | KEY: Bloom's Taxonomy: Understanding |