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UNIVERSITY EXAMINATIONS 2022/2023

FIRST YEAR, SECOND SEMESTER EXAMINATION FOR BACHELOR OF SCIENCE IN
HEALTH SYSTEMS MANAGEMENT

NNH 3155: COMMUNICATION FOR HEALTH PROFESSIONALS

DATE: APRIL 2023

TIME: 2 HOURS

INSTRUCTIONS: Answer question one and any other two questions

QUESTION ONE

1. State five effects of poor communication on a health care organization (5 marks)
2. Explain the following communication models
 - a) Transmission communication model (2 marks)
 - b) Transactional communication model (2 marks)
3. Outline five considerations that should be made to make verbal communication effective (5 marks)
4. State five guidelines for communicating with angry clients/relatives (5 marks)
5. Outline six guidelines when using medical interpreters (6 marks)
6. Enumerate five barriers of therapeutic communication (5 marks)

QUESTION TWO

ISBAR is a standardized tool that can facilitate effective inter-professional communication in an organization.

- a) Using an example, describe how you would utilize ISBAR to communicate an issue that requires urgent action in your department to a superior (13 marks)
- b) Enumerate other strategies that can be used in a health care organization to facilitate effective inter-professional communication (7 marks)

QUESTION THREE

Regarding team meetings;

- a) Explain the purpose of meetings (6 marks)
- b) Describe the responsibilities of a manager who is chairing a team meeting (14 marks)

QUESTION FOUR

A patient is due for a surgical procedure.

- a) Define informed consent (2 marks)
- b) Explain the components of a valid informed consent (8 marks)
- c) Describe the stages of obtaining an informed consent (10 marks)