

## Test Bank - Chapter 01

**Q1:** How is communication in nursing practice viewed in the COMFORT Model?

- A. As the outcome of the relationship between the nurse and others (Correct)**
- B. Information-driven and sender-based phenomenon
- C. Intentionally created therapeutic interactions with patients
- D. Delivery of verbal and nonverbal messages between nurse and patient

*Rationale: The COMFORT Model details a relationship-driven, person-centered approach essential for nursing as it views communication as the outcome of the relationship between nurse and others.*

**Q2:** The COMFORT Model of communication in nursing is described as relationship-driven. What does this mean?

- A. Communication is a function of how communicators interpret the content message and how the relationship between them is experienced. (Correct)**
- B. Communication builds on a scientific body of knowledge that guides nursing practice regardless of specialty or functional area.
- C. Communication is coordinated, developmentally appropriate and relies almost exclusively on nonverbal messages to guide practice.
- D. Communication is person-centered, holistic and utilizes both verbal and nonverbal messaging.

*Rationale: The COMFORT Model is relationship-driven and person-centered. A relationship-driven approach to communication refers both to how communicators interpret the content message and how the relationship between communicators is experienced (trusting, non-trusting, adherence).*

**Q3:** Which principle of the COMFORT Model of communication in nursing practice addresses cultural variations?

- A. Connecting
- B. Options (Correct)**
- C. Make meaning
- D. Openings

*Rationale: The COMFORT Model identifies seven core principles of communication. The Options principle addresses cultural and language differences, health literacy, and cultural humility.*

**Q4:** Which descriptive term can be used to reflect the mutually created aspect of communication?

- A. Intentional
- B. Aligned
- C. Interdependent
- D. Transactional (Correct)**

*Rationale: Transactional communication acknowledges that no one person can produce a meaningful message. Communication does not happen unless there are relationships and contexts that inform the exchange of meaning.*

**Q5:** Which form of nonverbal communication is in play when the nurse touches the patient's arm while asking how the patient is feeling this morning?

- A. Kinesics
- B. Proxemics
- C. Vocalics
- D. Haptics (Correct)**

*Rationale: Haptics is a nonverbal form of communication which involves touch with people and things.*

**Q6:** What is the focus of the CONNECT principle in the COMFORT Model of Communication?

- A. Building trust (Correct)**
- B. Understanding emotion
- C. Coping with uncertainty
- D. Initiating conversations

*Rationale: The Connect principle highlights how to build trust with patients and families by learning their stories and ways to elicit them.*

**Q7:** How many core principles of communication are identified by the Comfort Model of communication in nursing practice?

- A. 3
- B. 4
- C. 5
- D. 7 (Correct)**

*Rationale: The COMFORT Model represents the bedrock labor of communicating in nursing practice by identifying seven core principles of communication: C-Connect, O-Options, M-Making meaning; F-Family caregivers; O-Openings, R-Relating, T-Team.*

**Q8:** Which core principle of communication identified in the COMFORT Model of communication in nursing explores different ways of responding to suffering and emotion?

- A. Openings
- B. Making Meaning (Correct)**
- C. Family
- D. Options

*Rationale: The Making Meaning principle explores different ways to respond to suffering and emotions.*

**Q9:** Which factors are specified by each of the four spheres of care? (Select all that apply.) (*Select all that apply.*)

**A. Patient population (Correct)**

**B. Focus of care (Correct)**

C. Type of healthcare facility

D. Category of Provider

*Rationale: The Four Spheres of Care identify varying patient populations and the focus of care.*

**Q10:** Which statements reflect central axioms of the science of communication? (Select all that apply.) (*Select all that apply.*)

A. Some communication has a dimension of behavior and some a dimension of intent.

**B. Everyone involved in the interaction is mutually creating the communication phenomenon. (Correct)**

**C. Communication can become aligned or misaligned with those you are engaging. (Correct)**

D. Verbal and nonverbal messaging equally contribute to the development of communication intent.

*Rationale: Communication has three guiding axioms: 1) Communication includes both behavior and intention dimensions, 2) Communication is a mutually created phenomenon, and 3) Communication includes alignment and misalignment among those involved in the interaction.*