

MOD8-ENG202G-Business and Professional Communication

1. With appropriate communication skills, a Midwife develops trust with her clients, thus creating and maintaining a safe environment for herself and her client.
 - a. true
 - b. false
2. In order to develop a plan for the reduction of maternal and infant risk, the midwife must be able to communicate her plans with the utmost accuracy.
 - a. true
 - b. false
3. Which communication style will not assist a Midwife in the professional arena?
 - a. accurate
 - b. personal
 - c. confrontational
 - d. both b and c
4. Verbal and written information regarding informed consent should be:
 - a. Clearly communicated
 - b. Able to be repeated back to the Midwife by the client
 - c. Individualized for each client
 - d. All of the above
5. A woman in her third trimester has come in for her weekly visit. In your experience she talks very fast and often doesn't stay on one subject for long. You have also asked her questions in the past in which she replied with stories about her childhood, etc. You have had the entire pregnancy to try different styles of communication with her, but sometimes you feel as though she just needs to vent, and doesn't mentally distinguish the momentary issue from anything else in her life. Today, you need to fully know if she understands the birth plans you discussed the previous week. Which approach would you choose in order to consciously connect?
 - a. When you say something to her, ask her if she heard you and politely ask her to repeat back to you what you have said.
 - b. Use the same body language as her, unless it is disruptive.
 - c. Ask her again what her birth plans are, and when she "goes off" remind her that you are the one in charge here.
 - d. All of the above
6. Regarding the above situation, the woman begins to tell you a story of her sister's hospital birth and how mean the doctors were. She repeats "I hate

hospitals and I will refuse to go under any condition.” Which phrase would best serve you in this situation?

- a. It's your body and your choice and I respect your decision.
 - b. Although there have been negative aspects of hospital experiences, I have personally had positive experiences at the hospital.
 - c. I hate hospitals too
 - d. I have certain guidelines to my practice and in some situations, using the hospital can be helpful and life-saving in dealing with complications during birth.
7. There are several elements of communication that must be addressed to accomplish accurate and effective communication. All of these elements are clearly necessary all of the time, except:
- a. Listening well
 - b. Touching the patient on the shoulder or knee to assist the communication flow
 - c. Clear speech patterns
 - d. Using a non-intimidating tone while speaking
8. A woman has discussed her religious beliefs with you and she has certain rituals she requests at her birth. Before letting her know what your standard routine during the birth is, you must first:
- a. Ask the woman if what you heard was what she meant, give her a chance to clarify so that you are clear.
 - b. Have her write down her special needs, and then tell her that although you can't assure her of anything, you will take her needs into consideration.
 - c. Listen carefully
 - d. A and c only
9. A couple has stated that they don't want the PKU tests, but they have not read the information you gave them, nor do you as a Midwife have the security that they heard your words when you explained the process to them. It is appropriate for you to:
- a. Solicit outside assistance in communicating this information to them
 - b. Try again with a different style of communication
 - c. Both a and b
 - d. Neither a or b
10. How can you effectively communicate information about the prevention of low birth weight?
- a. Obtain a diet sheet from the mother and discuss her specific nutritional needs
 - b. Share educated findings about the subject with her verbally and in written form

- c. Give her examples of a healthy pregnancy diet and the positive results that followed
 - d. All of the above
11. If the Midwife and patient do not share the same opinions, but they have a mutual bond with clarity and trust, the outcome may often still be:
- a. positive
 - b. negative
12. In a last minute decision-making moment, the _____ has the final say.
- a. The Midwife
 - b. The mother and her family
 - c. The husband
 - d. The backup physician
13. Talking louder and slower is always effective if the person doesn't understand the language you are speaking.
- a. true
 - b. false
14. Body contact such as hugging or touching during a difficult moment is:
- a. Specific to each client/ midwife interaction and relationship
 - b. Specific to each individual and situation
 - c. Appropriate at certain times
 - d. All of the above
15. A certain procedure is important to the well being of the mother and you are afraid that without it, you may have birth complications. This is best communicated:
- a. Directly, honestly and compassionately
 - b. Through the physician
 - c. With nobody else in the room
 - d. None of the above
16. What does SBAR stand for?
- a. Situation, Background, Assessment, Recommendation
 - b. Situation, Belonging, Attachment, Remembering
 - c. Situation, Back-story, Additions, Regroup
 - d. Subjective, Background, Assessment, Re-plan