



(University of Choice)

UNIVERSITY EXAMINATIONS
2017/2018 ACADEMIC YEAR
FIRST YEAR, FIRST TRIMESTER EXAMINATIONS
FOR THE DIPLOMA
OF
DIPLOMA IN MEDICAL LABORATORY SCIENCES

COURSE CODE: BMD 222

COURSE TITLE: Communication in Healthcare
MAIN EXAMINATION

DATE:

TIME: 9.00 - 11.00 AM

INSTRUCTIONS TO CANDIDATES

This paper is divided into three sections; **A**, **B** and **C**, carrying respectively: Multiple Choice Questions (**MCQs**), Short Answer Questions (**SAQs**) and Long Answer Questions (**LAQs**).
ANSWER ALL QUESTIONS.

TIME: 2 HOURS

MMUST observes **ZERO** tolerance to examination cheating

This Paper Consists of 2 Printed Pages. Please Turn Over.

SECTION A: MULTIPLE CHOICE QUESTIONS (MCQs - 20 Marks)

1. Which statement is not true about Communication as defined under different disciplines:
 - a. Any process in which people share information, ideas and feelings
 - b. The process of sending and receiving messages when we express ourselves clearly
 - c. Exchange of information, thoughts and feelings
 - d. Negotiating a shared meaning
2. The following relationship of terms is true:
 - a. Phonological → Sentence structure
 - b. Syntax → Sound system
 - c. Semantics → Multiple meanings
 - d. Language → Medicine
3. We cannot live in today's society without encountering the dynamics of Communication. Which of the following is not considered part of the Communication process.
 - a. Source
 - b. Encoding
 - c. Receiver
 - d. Travel
4. Which of the following principles does not apply to a good communicator:
 - a. They provide positive feedback.
 - b. They are sympathetic
 - c. They listen carefully
 - d. They encourage the speaker to provide more detail.
5. One of the following statements is not true concerning types of communication:
 - a. Intrapersonal communication occurs when you communicate one-to-one basis usually in an informal setting.
 - b. Mass communication involves highly structured messages and large audiences.
 - c. In public communication the voice is louder and gestures are more expansive.
 - d. In small group communication there are many sender-receivers.
6. Truth about various forms of feedback is that:
 - a. Probing is attempting to assist or support the sender
 - b. Interpretation is making a judgment about the worth, goodness or appropriateness of the sender's statement.
 - c. Understanding is attempting to discover completely what the sender means by his / her statement.
 - d. Evaluation involves attempting to explain what the sender's statement means
7. One of the following statements is not true about channels of communication:
 - a. The channel is a vital link to communication.
 - b. Channels are the media methods for transmitting messages from senders to receivers.
 - c. Messages can be transmitted through many channels.
 - d. Channels are sources of messages

8. The following is true about the distinction between verbal and non – verbal communication:
 - a. 93 percent of communication is verbal while 7 percent is non - verbal
 - b. Non - verbal communication helps us to define the nature of each relationship we share with someone else.
 - c. Much of non – verbal communication is intentional.
 - d. Verbal communication is suitable for lengthy messages.
9. The following is not a visual support of communication:
 - a. The chalk board
 - b. Realia
 - c. Radio
 - d. Models
10. Which statement is not true about Ethics in communication?
 - a. It is a new field of social scientific research that seeks to understand how people actually communicate when confronted with ethical dilemmas.
 - b. It refers to communication that is judged according to generally accepted norms of communication.
 - c. It is absent when people are thinking about honesty versus dishonesty in communication
 - d. It determines the reason that people make good and bad decisions in communication
11. Three of the following are ethics in communication except:
 - a. The information given is the most needed
 - b. There is objective and impartial presentation of facts
 - c. There is false evidence
 - d. One cannot pretend to be an authority on a subject
12. The following statements are true about audio-visual communication except one:
 - a. A combination of sight and sound
 - b. Makes use of telecast, short filling in the blank, video tapes
 - c. Usually short, attractive, interesting, clear, timely and precise
 - d. Possible in areas with no electricity connectivity
13. Which one of the following is not true about informal communication:
 - a. It emerges out of natural social interaction among organization members
 - b. Allows for horizontal and vertical communication
 - c. It follows prescribed channels of communication
 - d. Rumors are a good example of grapevine communication
14. An effective Study timetable should bear the following characteristics except:
 - a. It should have breaks
 - b. It should have all activities of the day of that week
 - c. It should be reasonably inflexible
 - d. It should have courses and units
15. Participation in academic discussion does not involve:

- a. Group discussions
 - b. Lectures
 - c. Seminars
 - d. Tutorial sessions
16. Which of the following is not a core barrier to listening
- a. Code Switching
 - b. Poor Diction
 - c. Language Fluency
 - d. Unconditional positive regard
17. Which one of the following is not an attending skill
- a. Eye contact
 - b. Relax
 - c. Sitting in a closed manner
 - d. Leaning appropriately
18. A medical patient's record should be
- a. Used only during the treatment session
 - b. Disposed of immediately after the treatment session
 - c. Recorded before observation
 - d. Smart and focused
19. One of these statements is not true about setting a filing system
- a. Sit at your desk for a few minutes and figure out where you will instinctively look for things.
 - b. Determine your storage needs.
 - c. Invest in a good labeling system for clarity and easy access.
 - d. Only input data in your data base for electronic system
20. Students use the library:
- a. To conduct research
 - b. For extra reading to supplement lectures
 - c. For internet services
 - d. All of the above.

SECTION B: SHORT ANSWER QUESTIONS (SAQs) (40 Marks)

1. Define the following terms as used in the Communication process:
 - i. Source (2 marks)
 - ii. Channel (2 marks)
 - iii. Message (2 marks)
 - iv. Encoding (2 marks)
 - v. Receiver (2 Marks)
2. State five qualities of a good healthcare communicator. (10 marks)
3. Describe five Types of Reading. (10 marks)

4. Define the following terms and acronyms as used in Communication:

- i. ISBN (2 marks)
- ii. UCC (2 marks)
- iii. Plagiarism (2 marks)
- iv. Glossary (2 marks)
- v. Bibliography (2 marks)

SECTION C: LONG ANSWER QUESTIONS (LAQs) (40 MARKS)

1. Discuss advantages and disadvantages of Electronic Technology in healthcare Communication. (10 marks)
2. Describe five forms of feedback in healthcare communication. (10 Marks)
3. Discuss any five barriers to effective healthcare communication. (10 marks)
4. Explain five reasons for upholding Ethics in healthcare Communication. (10 marks)