



MURANG'A UNIVERSITY OF TECHNOLOGY

SCHOOL OF PURE, APPLIED AND HEALTH SCIENCES

DEPARTMENT OF HEALTH SCIENCES

UNIVERSITY ORDINARY EXAMINATION

2023/2024 ACADEMIC YEAR

FIRST YEAR SECOND SEMESTER EXAMINATION FOR BACHELOR OF SCIENCE IN NURSING

HNB 137: HEALTH COMMUNICATION AND COUNSELING

DURATION: 2 HOURS

INSTRUCTIONS TO CANDIDATES:

1. Answer all questions.
2. Mobile phones are not allowed in the examination room.
3. You are not allowed to write on this examination question paper.

SECTION A (20 MARKS): MULTIPLE CHOICE QUESTIONS

1. The following are characteristics of counselling except?
 - a. Growth and change
 - b. Intensity
 - c. Problem resolution
 - d. Support
2. The following are components of effective counselling according to Carl Rogers except?
 - a. Empathy
 - b. Congruence
 - c. Unconditional positive regard
 - d. Respect
3. Therapeutic nurse patient relationship is a caring relationship develops when nurse and patient come together in the moment which results in:
 - a. satisfaction
 - b. harmony and healing
 - c. respect
 - d. comfort
4. Environment as a component of communications is defined as:
 - a. Circumstance that forms the setting of an event statement or idea
 - b. The space where you send and receive messages
 - c. The degree to which the environment is formal or informal.
 - d. Respond to the source intentionally or unintentionally.
5. The following are conditions that facilitate counselling except?
 - a. Internal conditions
 - b. Empathy
 - c. Genuineness and resolutions
 - d. Action and resolution
6. The social cognitive theory as applied in health communication emphasis on?
 - a. Reciprocal interaction between personal factors environmental influence and behaviour.
 - b. Behaviour change occurs in stages precontemplation preparation action maintenance and sometimes relapse
 - c. Effectiveness of health communication depend on the audience motivation and ability to process information
 - d. This theory explores how new ideas, innovations or the behaviour spiral through a population.
7. Active listening in nurse patient relation means?
 - a. Restating too much in a conversation of what the patient has verbalized
 - b. Speak calmly and slow in terms that that the patient understands
 - c. Making sure you understand patient concerns by restating what she has verbalized

- d. Smile at intervals and nod your head as you and patient engage in conversation
8. The following are counselling situation except?
- a. Development
 - b. Promotive
 - c. Prouptive
 - d. Facilitative
9. The following are counselling skills except?
- a. Setting a relaxed non- threatening atmosphere
 - b. Facilitating decision making
 - c. Validating the client
 - d. Allowing client be active listeners and nonverbal communication
10. The following are areas of counselling except?
- a. High self-esteem and lack of confidence
 - b. Relationships
 - c. Trauma
 - d. Stress
11. Context in communication refers to:
- a. The space where you send and receive messages
 - b. Response to the source intentionally or unintentionally
 - c. Circumstance that forms the setting for an event statement or idea
 - d. The meaning produced by the source for the receiver or audience
12. The following are essentials in upholding ethical standard in dissemination of health information except?
- a. Accuracy
 - b. Respect
 - c. Transparency
 - d. Confidentiality
13. Risk reduction and awareness in health communication entails?
- a. Helping individuals understand the consequence of certain actions and motivates them to adopt healthier lifelines
 - b. It enhances the patients understanding of their health conditions and fosters a collaborative approach to health care
 - c. Ensure that the public receives essential information about safety measures, evaluation procedure and access to health care services
 - d. Addressing health disparities by tailoring messages to diverse population
14. In health communication the communicator is?
- a. Vehicle
 - b. Encoder
 - c. Interpreter
 - d. Decoder

15. The following are key performance indicators for subcounty public health nurse except?
- Perception of the staff in health facilities appraised
 - Adherence to established policies, standards and procedures
 - Level of staff discipline and productivity
 - Analysing prevalence of HIV/AIDS AND TB
16. The following are duties of sub country medical officer of health except?
- To create enabling environment for sustainable collaboration with stake holder and partners for the purposes of advancement of the optimum health care services
 - Conduct all accounting and financials reporting to relevant authorities
 - Lead the delivery of emergency and referral services in consultation with relevant country emergency and referral officer
 - Responsible for mobilizing necessary resources from within and without the sub country to implement planned health project activities and interventions as at the subcounty.
17. The following are duties and responsibilities of sub county public health nurse except
- To oversee patient clerkship diagnosis and admission of patient at the hospital accidents and emergency department.
 - Provide leadership to the staff deployed at the primary health facilities.
 - Provide technical support to the staff at the facility on recommended health practices and nursing procedure
 - Shall ensure an inclusive and accountable budgeting process of health facilities at sub-county.
18. The principle of non-judgemental in counselling means
- Treat each and every patient as unique and respect his problem as well
 - Not getting emotionally involved with the patient and avoid getting carried away with his feelings
 - Accept the patient with his physical psychological, social economic and cultural conditions
 - Do not criticize or comment negatively regarding patients complain.
19. Humanistic counselling theories stipulated that
- People experience psychological and emotional difficulties when their thinking is out of sync with reality
 - People engaged in problematic thinking and behaviour when their environment support it.
 - People have within themselves all the resource they need to live health and functions they need to live and that problem occur as a result of restricted or unavailable problem-solving resources.
 - Psychological problem results from the present-day influence of unconscious psychological drives or motives stemming from past relationship and experience

20. The following are forms of verbal communication accept.
- a. Intrapersonal communication
 - b. Gestures
 - c. Interspersal communication
 - d. Public communication

SECTION B (30 MARKS): SHORT ANSWER QUESTIONS

1. State any five importance of health communication. (5 marks)
2. Describe how to prepare to interview a patient. (5 marks)
3. Describe qualities of a good counsellor. (5 marks)
4. Describe 5 components of therapeutic nurse-patient relationship. (5 marks)
5. State 5 characteristics of effective communication. (5 marks)
6. Describe Behavioral counselling theory. (5 marks)

SECTION C (20 MARKS): LONG ANSWER QUESTIONS

Mrs X has visited excellent counselling clinic hospital where you are working as a nurse counsellor

- a. State goals of counselling. (4 marks)
- b. Describe counselling process using the phases. (16 marks)