

PLEASE CIRCLE THE CORRECT ANSWER

Quiz for CE credit hours

In a staff meeting, another nurse interrupts you and challenges you repeatedly as you give a report from the department committee which you chair.

1. As the target of the interruption and challenges, what do you do to limit the perpetrator's incivility?
 - A. Calmly direct the disruptive nurse to leave the meeting immediately.
 - B. Look at the disruptive nurse with a neutral expression; direct her/him to withhold comments until the end of your report.
 - C. Ask the disruptive nurse to step outside the conference room to talk with you privately.
 - D. Say nothing and look at the disruptive nurse until she/he finishes talking.

2. As an observer in the meeting, what do you do to limit the perpetrator?
 - A. Ask the reporting nurse a relevant question to interrupt the disruptive nurse.
 - B. Look away from the disruptive nurse and the nurse giving the report.
 - C. Turn to the disruptive nurse to tell her/him to hold the comments till the end of the report.
 - D. Ask those sitting close to you to stare at the disruptive nurse until the interruptions stop.

A nurse calls a physician on the phone to report a change in a patient's condition. The physician begins to scream and swear at the nurse and makes accusatory statements towards the nurse.

3. You are the nurse on the phone. What would you do to stop this verbal barrage?
 - A. Hang up on the physician after telling her/him that you are not going to listen to a childish rant.
 - B. Tell the physician you are going to put him/her on hold until the tone of the conversation changes.
 - C. Signal for a colleague to come closer and put the phone on speaker. Tell the disruptive physician he/she is on the speaker.
 - D. Calmly state: "I am not in the mood for this. How about I hang up and call you back."

4. You are a colleague and can hear the physician's screaming and vulgar language. What can you do to support your colleague?
 - A. Stand close by your colleague as you listen in silently, taking notes on what is being said.
 - B. Announce calmly to the physician that you are listening to what is being said.
 - C. Make background noise so the physician thinks there are many people listening.
 - D. Tell the physician that the shift supervisor/charge nurse is on the way to take over the call.

POST TEST AND EVALUATION

The circulating nurse is trying to follow time-out procedures and make sure the site marking was done correctly. The surgeon once again refuses to follow the procedure, yelling loudly at the nurse. Then he pushes the nurse away with his elbow, causing the nurse to stumble back and bump into someone else.

5. You are the circulating nurse. What would you do to stop this verbal barrage? How do you react to the physical aggression?
 - A. Tell the surgeon that "time-out" will be observed for patient safety and you will be treated with respect. Make your report immediately after the surgery.
 - B. Lean in to the surgeon and tell her/him you are going to call security and report the abusive behavior to administration.
 - C. Yell for help to get your supervisor in the doorway so you can report this event immediately.
 - D. Ask the charge nurse to get the medical director to fix this situation quickly.

6. You are a charge nurse and can hear the physician's screaming and vulgar language. You arrive just as the surgeon pushes the nurse. What can you do to support your colleague?
 - A. Announce loudly that this issue will be reported to top administration and the ethics committee will be called into a special meeting as soon as this surgery is finished.
 - B. Tell the surgeon sternly that she/he is a bully and bullying will not be allowed to put patient care at risk.
 - C. Contact the director of surgical services for guidance on how to handle a potentially dangerous situation as surgery continues.
 - D. Tell everyone in the room that "time-out" protocol will be honored for patient safety; help the circulator file a report afterwards.

7. The difference between incivility and bullying is
 - A. Nonexistent: they are the same types of behavior.
 - B. Incivility is being rude; bullying focuses on verbal abuse.
 - C. Incivility is episodic; bullying behavior occurs repeatedly.
 - D. Incivility is verbal; bullying requires repeated physical contact.

8. Why do nurses fail to report incidents of WPV?
 - A. Fear of trying to describe the WPV events.
 - B. Embarrassment over being the victim or target of WPV.
 - C. They don't have money for an attorney's help.
 - D. Some people believe that WPV events are part of the job.

9. Assertive communication focuses on
 - A. Channeling aggression into a productive force for change.
 - B. Acting in one's own interest without violating the rights of others.
 - C. Ensuring one's voice is heard above all other voices.
 - D. Primary prevention of WPV only, not secondary or tertiary prevention.

POST TEST AND EVALUATION

10. A patient in the ED is intoxicated and very aggressive. A nurse is injured when the patient strikes the nurse with his fist. ANA's Code of Ethics
- A. Requires that the nurse allow the patient to apologize before deciding to file charges.
 - B. Prevents nurses from reporting an assault to the police before completing hospital reporting documentation.
 - C. Defers to Joint Commission standards on WPV and reporting to police.
 - D. Requires nurses create a workplace that is an ethical environment supporting a culture of civility.

PLEASE COMPLETE THE FOLLOWING FORM COMPLETELY

(Please PRINT clearly)

NAME			
ADDRESS			
CITY			
STATE		ZIP CODE	
PHONE			
EMAIL ADDRESS (required to receive CE certificate) If you do not have an email, please enclose a SASE to receive certificate.			

	ANA-ILLINOIS MEMBER \$8	ANA-ILLINOIS ID#
	NON-MEMBER \$15	

Evaluation

To what extent did completing this self-study allow you to achieve the outcome below:

After reading the article, the nurse will be able to describe the causes and effects of workplace violence, use effective strategies to respond to workplace violence and identify one or more resources to use to reduce violence in the workplace.

Strongly Agree (5)

Strongly Disagree (1)

5 4 3 2 1

How many minutes did it take you to read and complete this program?

Suggestions for improvement? Future topics?

ILLINOIS NURSES FOUNDATION
ATTEN: CE SELF STUDY
PO BOX 636
MANTENO, ILLINOIS 60950