

PLEASE CIRCLE THE CORRECT ANSWER

- 1) Examples of physical violence include (choose all that apply):
 - a) Pinching
 - b) Swearing
 - c) Kicking the wall
 - d) Throwing the IV pole at the nurse but missing them

- 2) Strategies to implement when caring for an aggressive patient include (choose all that apply):
 - a) Reviewing the plan of care
 - b) Asking for input from other clinical staff
 - c) Keep the hands behind the back so that the patient does not feel threatened
 - d) Review policies and procedures related to safety

- 3) Your agitated patient at the ER is holding a syringe. What should be your first approach?
 - a) Try to stop them from exiting the room
 - b) Try to remove the syringe from their hand and call for help
 - c) Leave the room and get help
 - d) Protect the other patients in the area

- 4) You witness that a patient has placed another nurse in a chokehold. You (choose all that apply):
 - a) Intervene as soon as possible to minimize injury to the nurse
 - b) Call for help
 - c) Inform the patient that they will be discharged as soon as they let the nurse go
 - d) Help the nurse once others arrive

- 5) When a patient is angry the best intervention the nurse can implement to address the conflict is:
 - a) Ask the patient to offer suggestions on how to resolve the issue
 - b) Reassure the patient that policies and procedures apply to all patients
 - c) Reassure patient that you will include changes suggested in the future are they are approved by the committee
 - d) Offer to discharge the patient so someone else can benefit from treatment

- 6) The best non-verbal approach to take with an agitated patient is:
 - a) Avoid eye contact
 - b) Make eye contact
 - c) Pace in the room
 - d) Keep quiet

THE EPIDEMIC OF VIOLENCE AGAINST NURSES IN THE HOSPITAL SETTING

POST TEST AND EVALUATION

- 7) When a newly admitted patient is angry it is best to call them by:
 - a) Their last name
 - b) Their first name
 - c) Avoid addressing them until they calm down
 - d) None of the above

- 8) Which one of the following is NOT an example of aggressive behavior that you should document?
 - a) Yelling and swearing while on the phone
 - b) Grumbling and accusing staff
 - c) Making malicious allegations
 - d) Composing songs with threatening meaning

- 9) When an angry patient yells at the nurse, the best approach is:
 - a) Write down what the patient is saying
 - b) Continue with nursing interventions to show that the patient is attended to
 - c) Avoid eye contact to prevent escalation
 - d) Listen to what the patient is saying using direct eye contact

- 10) When attempting to diffuse a patient's anger the nurse should:
 - a) Correct the patient and present the facts
 - b) Offer a response that they will most likely accept
 - c) Tell them a joke to help them relax
 - d) Maintain personal space and place self between the patient and the exit door

- 11) If a nurse suffers an assault from the patient he/she should:
 - a) Establish if there is an injury before filing a report
 - b) Seek medical treatment regardless of the severity of the injury
 - c) Give prns every time they are due to avoid further incidents
 - d) Ask the doctor to discharge the patient

- 12) Which statement is true?
 - a) Violence in hospital settings has decreased in recent years
 - b) Nurses have been adequately documented incidents of violence
 - c) Violence in health care is more of a U.S phenomenon
 - d) There are no standardized violence control interventions

THE EPIDEMIC OF VIOLENCE AGAINST NURSES IN THE HOSPITAL SETTING

POST TEST AND EVALUATION

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 \$8.00	ANA-ILLINOIS ID#
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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 discuss the phenomenon of violence towards nurses and medical personnel in the clinical setting, identify causes, and present approaches that can assist in addressing the issue.

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? _____

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