

Communicating with Residents Who Have Memory Impairments: Senior Manager
Answer Sheet – Test Code: LASM0517a

Instructions: After viewing the presentation or reading the learning materials associated with this activity, complete the posttest by filling out the Answer Sheet. Please select the best answer to each multiple-choice question. There is only one correct answer. You must achieve 75% to pass.

Please complete Part 1: Enrollment to provide essential information to create your educational record and to report to licensing boards (if applicable). Your site coordinator will provide you with the facility ID and your user name. Then complete **Part 2: Test Answers** by darkening one circle to indicate the correct response to each question. You are also required to provide feedback by completing **Part 3: Evaluation**. After completing this form, please return it to your site coordinator to have your test submitted for processing. Results will be sent to the site coordinator within 4 weeks of submission.

Part 1: Enrollment

Last Name _____ First Name _____

User Name: _____

Facility Name _____

Role: Allied Health: ☐ RD ☐ PT ☐ OT ☐ RT ☐ SW ☐ Other Nursing: ☐ CNA ☐ LPN/LVN ☐ RN ☐ Other
☐ Non-clinical support role. Please specify your jobtitle: _____

License: All District of Columbia and Georgia nurses, please provide license information for reporting to CE Broker.

State of license (1) _____ License # _____ License Type _____ (abbreviation)

State of license (2) _____ License # _____ License Type _____ (abbreviation)

Part 2: Test Answers

Darken one circle for your answer to each question.

	A	B	C	D		A	B	C	D		A	B	C	D
1.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	9.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	6.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	7.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>					
4.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	8.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>					

Part 3: Course Evaluation – Test Code: LASM0517a

- Rate to what extent you were able to meet Objective 1: Design policies and procedures that support effective communication between staff and residents. (1- lowest, 5- highest)
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
- Rate to what extent you were able to meet Objective 2: Critique staff communication skills. (1- lowest, 5- highest)
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
- Rate to what extent did the program content relate to the learning objectives? (1 lowest, 5- highest)
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
- Rate the effectiveness of the independent study learning method. (1- lowest, 5- highest)
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
- Rate the contribution of this course to your overall knowledge of the subject. (1, lowest, 5- highest)
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
- Rate your overall degree of satisfaction with this course. (1- lowest, 5- highest)
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
- Rate the degree that you believe this course was objective and free from bias. (1, lowest, 5- highest)
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
- Rate your level of expertise in this subject prior to this course. (1- lowest, 5- highest)
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
- Rate the educational level of the content.
☐ Basic
☐ Intermediate
☐ Advanced
- Comments: _____

- What future topics would you like to see offered for CE?

Posttest

— Retain test below for your records. Only submit answer sheet and evaluation for processing —

General Purpose: To provide information on the best practices to aid communication with patients/residents who have memory impairments.

Learning Objectives: After completing this educational activity and taking the post-test, you should be able to:

Senior Manager:

1. Design policies and procedures that support effective communication between staff and residents.
2. Critique staff communication skills.

1. **According to studies, caregivers report one of the areas in which hospital discharge information for residents with memory impairments is lacking is in information about a resident's**
 - A. dietary preferences.
 - B. family relationships.
 - C. functional status.
2. **With verbal communication with a resident with dementia, caregivers should**
 - A. speak more loudly than usual.
 - B. use very short sentences.
 - C. be at eye level with the resident.
3. **Non-verbal behaviors of residents with dementia such as agitation, restlessness, and aggression, are often an expression of**
 - A. charged with legal action.
 - B. open hostility.
 - C. dissatisfaction with the staff.
4. **Miller notes an effective way to assess a resident's ability to understand verbal instructions is to**
 - A. provide cue cards for the resident so they have time to review questions.
 - B. ask a variety of questions of the resident and evaluate the resident's responses.
 - C. ask family members if the resident can comprehend certain words.
5. **One technique to aid staff in communicating with residents with memory impairments is through the use of a(n)**
 - A. audiotape of the resident.
 - B. assessment tool.
 - C. interactive computer program.
6. **Best practices for addressing residents' frustration when they have difficulty communicating is to**
 - A. avoid asking questions; tell them what will happen, instead.
 - B. listen attentively to the resident.
 - C. allow them to draw a picture of what they want.
7. **According to Snow, what caregiver action would not be appropriate when caring for a resident with a memory impairment?**
 - A. not using a chemical restraint when a resident is severely agitated
 - B. speaking slowly and using simple language
 - C. correcting an action because the caregiver perceives it as wrong
8. **Which of the following communication methods helps engage adults with dementia by stimulating the mind with activities that use fine motor skills?**
 - A. the Montessori Method
 - B. the Gentle Persuasive Approach
 - C. the Validation Method
9. **As noted in this presentation, one way to show respect to a resident is to**
 - A. always use the terms, "please" and "thank you," when appropriate.
 - B. ask permission to enter the resident's personal space.
 - C. allow them quiet time when they are acting in an agitated manner.
10. **Elders with dementia are more likely to resist care when caregivers use elderspeak, defined as**
 - A. exclusively discussing topics pertaining to old age, rather than varying topics of conversation with the elderly.
 - B. infantilizing communication, similar to the language people use when talking to young children.
 - C. using sophisticated terminology in long sentences that may be incomprehensible to someone with dementia.