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UNIVERSITY EXAMINATIONS 2023/2024

FIRST YEAR, FIRST SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE IN PUBLIC HEALTH, BACHELOR OF SCIENCE IN CLINICAL MEDICINE AND COMMUNITY HEALTH, BACHELOR OF SCIENCE IN HEALTH RECORDS AND INFORMATION MANAGEMENT, BACHELOR OF SCIENCE IN COMMUNITY HEALTH AND DEVELOPMENT, BACHELOR OF SCIENCE IN MEDICAL MICROBIOLOGY, BACHELOR OF SCIENCE IN ANIMAL HEALTH PRODUCTION AND BACHELOR OF SCIENCE IN MEDICAL LABORATORY SCIENCES

HCU 3102/UCU 3102: COMMUNICATION SKILLS FOR HEALTH PROFESSIONALS/COMMUNICATION SKILLS

DATE: JANUARY 2025

TIME: 2 HOURS

INSTRUCTIONS: Answer All Questions in Section A and any other TWO in Section B.

SECTION A (20 MARKS)

1. Define the term communication. (2 Marks)
2. Outline the 4 key elements of communication in healthcare. (4 Marks)
3. i. Giving examples briefly differentiate between empathic communication vs. sympathy (4 Marks)
ii. List down three techniques for expressing empathy (3 Marks)
4. A patient's family is upset that the healthcare team is not providing regular updates on the patient's condition. The family feels neglected and starts to distrust the team's care.



MUST is ISO 9001:2015 and



ISO/IEC 27001:2013 CERTIFIED

- i. Identify the conflict resolution technique that is most applicable in the above scenario and explain how it will work to solve the conflict. (5 Marks)
5. List down two challenges that can be experienced when communicating with special needs patients (2 Marks)

SECTION B

QUESTION TWO (10 MARKS)

Discuss 3 communication strategies that can be used when dealing with each of the following:

- i. Angry patients,
- ii. Reticent patients and
- iii. Talkative patients

(10 Marks)

QUESTION THREE (10 MARKS)

- a) List and explain 5 roles of effective communication in healthcare. (10 Marks)

QUESTION FOUR (10 MARKS)

- b) Define the SBAR technique and use examples to explain how it can be used by healthcare team members. (10 Marks)

