

Professionalism and Ethics

Multiple Choice Questions

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Segment 1 – What is Professionalism

- 1) What are professionalism judgements based on?
 - a. Perception of person judging
 - b. A universally recognised set of standards and values
 - c. A set of standards and values according to the industry you work within
 - d. The code of rights
 - e. The code of ethics

- 2) Who determines whether behaviour is professional?
 - a. The nursing council
 - b. The clients you care for
 - c. Someone in a managerial role
 - d. Only you can determine your level of professionalism
 - e. Judged by someone other than yourself

- 3) Which of the following is a characteristic most looked for in professional behaviour?
 - a. Efficient
 - b. Trustworthy
 - c. Education
 - d. Able to receive feedback
 - e. Gracious
 - f. Astute

- 4) Which of the following is NOT a characteristic associated with professionalism?
 - a. Competence
 - b. Respectful
 - c. Cunning
 - d. Integrity
 - e. Considerate

- 5) What does integrity mean?
 - a. Truthful and honest
 - b. Educated and of high standing
 - c. Competent and respectful
 - d. Honest and Reliable
 - e. Truthful and astute

- 6) What are ethics?
 - a. Rules and regulations that guide professionalism
 - b. The quality of speaking the truth
 - c. The ability to do something successfully or efficiently
 - d. Moral principles or values that influence how a person behaves
 - e. Ability to accurately assess situations or people

- 7) What underpins your work practice in the health sector?
- A passion for people
 - The ability to have a life long career
 - Code of ethics
 - Acts, codes, and regulations
 - Company mission statement
- 8) What is a code?
- A law that determines the guiding principles to health and wellbeing service providers
 - A law that guides the expected behaviours and standards of health care professionals working within the health service industry
 - An agreed set of foundation or guiding principles established by a health or wellbeing service provider, professional organisation, or regulatory body
 - System of rules which a particular industry recognises as regulating the actions of its members
 - A guideline of rules and ways of acting within an industry to set a series of standards
- 9) Which of the following is NOT a characteristic of an ethical person?
- Honest
 - Plagiarist
 - Will admit mistakes
 - Integrity
 - Accountable

Segment 2 – Code of Rights

- 1) What is the code of rights?
 - a. A document that governs the way you behave as a health care professional within New Zealand
 - b. A document that informs people what their rights are when accessing a health and wellbeing service in New Zealand
 - c. A document that informs people working in the health sector what their rights are and what they can expect from their employer
 - d. A document that informs people working in health care what their rights and responsibilities are while working
 - e. A document that informs people what they can expect from a support worker and what the complaints process is

- 2) When was the code of rights introduced?
 - a. 1960
 - b. 1972
 - c. 1989
 - d. 1996
 - e. 2000

- 3) What was the event that instigated the writing of the code of rights?
 - a. The unfortunate experiment
 - b. The disastrous experiment
 - c. A number of complaints from patients
 - d. The report into hospital deaths
 - e. A secret investigation into hospitals

- 4) What did the act create?
 - a. Increased quality of support workers
 - b. Formal qualifications for nurses
 - c. The office of the commissioner
 - d. The ministry of health
 - e. The health and disability MP

- 5) Why was the code created?
 - a. To manage and control the way health professionals treat people
 - b. To manage and control clients' expectations of health professionals
 - c. To form a national standard of care throughout New Zealand
 - d. To protect the rights of health care professionals
 - e. To promote and protect the rights of health service users

- 6) How are consumers protected?
- Promotion and protection of consumers rights
 - Education of providers and consumers
 - Consumers know what their rights are
 - Effective resolutions of complaints
 - All of the above
- 7) What does the code outline?
- The rights of people using a health or disability service in New Zealand
 - The rights of New Zealanders using any healthcare service internationally
 - The rights of people admitted into hospitals in New Zealand regardless of residency
 - The rights of people admitted into hospitals in New Zealand who are residents
 - The rights and responsibilities of health care workers in New Zealand
- 8) Fill in the blank: The code sets out the _____ of people and organisations providing health and disability services.
- Rights
 - Responsibilities
 - Duties
 - Standards
 - Goals
- 9) The code places all staff and organisations under an obligation to do what?
- Give the highest standard of care available
 - Inform people of their rights
 - Treat people with respect
 - Inform people of their rights and to respect and adhere to the rights
 - Inform people if they are to be used in an experiment
- 10) Who does the code apply to?
- Everyone who works in the health care sector
 - Everyone who has a role in the health sector or uses a health service
 - Everyone who uses a health care service
 - Every resident or citizen who has a role in the health sector
 - Every resident or citizen who receives health care services
- 11) What does the health and disability commissioner do?
- Enforces the Code and can investigate breaches of the Code
 - Addresses the needs of health care consumers
 - Advocates for health care professionals who have had complaints made against them
 - Advocates for the needs of people with disabilities
 - Promotes healthy living and organises health campaigns for public awareness

12) How can you get a copy of the code?

- a. There are pamphlets available
- b. There are posters available
- c. From the commissioner's office
- d. From the commissioner's website
- e. All of the above

Segment 3 – Right to Respect

- 1) What does respect mean?
 - a. You have been treated according to your status and cultural needs
 - b. You have been treated kindly with understanding to your needs
 - c. You have to be listened to, treated kindly, have your beliefs and ideas respected as well as maintaining your privacy
 - d. You have been treated nicely, addressed according by your title and treated according to your status
 - e. You have been listened to, treated kindly and have been treated in a culturally appropriate way

- 2) If there is a complaint about privacy, who is the complaint made to?
 - a. The DHB that covers that area
 - b. The privacy commissioner
 - c. The health and disability commissioner
 - d. The health commissioner
 - e. The Minister of health

- 3) Which of the following is an example of a person being disrespected?
 - a. You do not consider what the person is saying as valid
 - b. You have made a mistake, in your culture you should not admit this
 - c. You do not like the way the person is behaving
 - d. You do not adhere to the other persons cultural or religious needs
 - e. These are all examples of disrespect

- 4) To show respect, you need to address a person according to what?
 - a. Their preferred name
 - b. Their title
 - c. The name you hear others calling them
 - d. Their gender such as “love” or “mate”
 - e. Their cultural needs

- 5) If you have told a person you will get them something and then forgot, when you do remember what should you do?
 - a. Ask another staff member to do it
 - b. Do not worry about it, everyone makes mistakes
 - c. Don't worry about it, they will have forgotten
 - d. Apologise to them and get the item for them
 - e. Explain to them that you have been busy, and it is not a priority

- 6) You need to be giving the type of care that what?
 - a. You would like to receive
 - b. You think they should be given
 - c. You think they deserve
 - d. That meets your needs
 - e. That is efficient and kind

- 7) In order for records to be released, what needs to happen?
- a. You need to ensure its another medical facility
 - b. You need to ensure they need the information
 - c. The person needs to consent to their information being released
 - d. The agency needs to sign a confidentiality agreement
 - e. All of the above
- 8) Being disrespectful does what?
- a. Ruins your reputation
 - b. Makes the person angry
 - c. Makes the person scared
 - d. Erodes trust
 - e. Creates disharmony in the team

Segment 4 – Right to Freedom

- 1) The right to freedom covers what?
 - a. Freedom from discrimination
 - b. Freedom from coercion
 - c. Freedom from harassment
 - d. Freedom from exploitation
 - e. All of the above

- 2) What is Discrimination
 - a. A bias or prejudice against you that denies you the opportunity or your rights or unfair treatment
 - b. to force a person to do something they don't want to do
 - c. Repeatedly behave or act towards someone in a manner they do not want
 - d. To treat someone badly based on how you are feeling that day
 - e. The action or fact of treating someone unfairly in order to benefit personally or using a situation to gain unfair advantage

- 3) What is coercion?
 - a. Repeatedly behave or act towards someone in a manner they do not want
 - b. To force a person to do something they don't want to do
 - c. A bias or prejudice against you that denies you the opportunity or your rights or unfair treatment
 - d. The action or fact of treating someone unfairly in order to benefit personally or using a situation to gain unfair advantage
 - e. To treat someone badly based on how you are feeling that day

- 4) What is harassment?
 - a. To force a person to do something they don't want to do
 - b. A bias or prejudice against you that denies you the opportunity or your rights or unfair treatment
 - c. To treat someone badly based on how you are feeling that day
 - d. Repeatedly behave or act towards someone in a manner they do not want
 - e. The action or fact of treating someone unfairly in order to benefit personally or using a situation to gain unfair advantage

- 5) What is exploiting?
 - a. The action or fact of treating someone unfairly in order to benefit personally or using a situation to gain unfair advantage
 - b. To treat someone badly based on how you are feeling that day
 - c. Repeatedly behave or act towards someone in a manner they do not want
 - d. To force a person to do something they don't want to do
 - e. A bias or prejudice against you that denies you the opportunity or your rights or unfair treatment

- 6) Which of the following is a type of discrimination?
- Discrimination against Age
 - Discrimination against Gender
 - Discrimination against Race
 - Discrimination against sexual orientation
 - All of the above
- 7) Telling a person that if they do not have a shower they cannot go out on the trip is an example of what?
- Consequences
 - Coercion
 - Harassment
 - Exploitation
 - Discrimination
- 8) If a colleague or manager makes sexual advances towards someone, and they do not want them too and they keep doing it, it is known as what?
- Coercion
 - Discrimination
 - Harassment
 - Exploitation
 - Flirtation
- 9) If a person is billed for services or supplies they didn't use, this is an example of what?
- Discrimination
 - Coercion
 - Harassment
 - Exploitation
 - Fraud

Segment 5 – Dignity and Independence

- 1) What are the three words most associated with dignity?
 - a. Self-worth, self-respect and pride
 - b. Values, respect and self-respect
 - c. Self-worth, respect and values
 - d. Self-worth, values and pride
 - e. Respect, self-worth, pride

- 2) What does the right to dignity mean?
 - a. To be given as much modesty as possible
 - b. To be given support needed to make own decisions
 - c. The right to die with respect
 - d. The right to choose who will support you
 - e. To be given treatment in a timely manner

- 3) What does the right to independence mean?
 - a. To be able to live in your own house for as long as you want
 - b. The right to do tasks in a way you like
 - c. To be able to do as much for yourself as possible free from feeling awkward and embarrassed
 - d. To be able to be self-governing
 - e. To be able to do as much for yourself as you want to do

- 4) Fill in the blank: Having dignity means that a person has a level of _____ over their situation.
 - a. Peace
 - b. Influence
 - c. Autonomy
 - d. Control
 - e. Safety

- 5) Which of the following is an example of a support worker causing a loss of dignity?
 - a. Ignoring the call bell
 - b. Not changing a person straight away after an accident
 - c. Standing over a person and feeding them
 - d. Rushing or pulling a person
 - e. These all cause loss of dignity

- 6) What is dignity by status?
 - a. When a person receives more respect due to their financial status
 - b. When a person prefers to be addressed as “Mr” “Ms” “Mrs”
 - c. A person who has been given a title such as Dr or Sir gains more respect
 - d. When a person struggles to feel dignity due to their financial status
 - e. There is no such thing as dignity by status

7) Fill in the blank: A person should be free of being controlled by another person and be _____ to do as much for themselves as possible.

- a. Encouraged
- b. Discouraged
- c. Forced
- d. Asked
- e. Empowered

8) When thinking about helping a person be independent, what is a key question to be asking yourself?

- a. How can I make this person do it for themselves?
- b. Should I allow this person to do it for themselves?
- c. Can this person do it for themselves?
- d. Is it safe to let this person do it for themselves?
- e. How can I help this person do this task?

Segment 6 – Right to Service of Appropriate Standard

- 1) The right to service of an appropriate standard essentially means what?
 - a. They have the right to receive care appropriate for what they are paying
 - b. Have the right to receive care by the right person who can do the job
 - c. Have the right to receive care that the person deems appropriate to their status
 - d. Have the right to receive required services in a timely manner
 - e. Have the right to receive required services at the level they are paying for

- 2) Which of the following is NOT part of care of appropriate standard?
 - a. Care that is ethical
 - b. Care that is legal
 - c. Care that meets the persons status
 - d. Care that is respectful
 - e. Care that is consistent

- 3) Why do caregivers need training?
 - a. To meet the requirements of the nursing council
 - b. To receive qualifications to improve the status of support worker
 - c. To form a career path with increased pay
 - d. To protect the people that receive care from you
 - e. To protect the facility from being sued

- 4) When you have finished your qualification, what additional training should you do?
 - a. None, you have your qualification
 - b. You need to do additional training in areas you are not qualified
 - c. You need to complete more advanced training
 - d. It depends on whether you want to become a senior support worker or not
 - e. You need to continue training to refresh your memory and understand any changes that have occurred

- 5) When you are caring for a person, why do you need to check the care plan?
 - a. You only need to check the care plan until you have memorised all the tasks that need completing for them
 - b. You only need to check the care plan until you are qualified, then you can make your own judgements
 - c. You only need to check the care plan if you have been notified there are changes to the plan
 - d. You need to check the care plan to see if there are any changes required
 - e. You need to check the care plan if you care concerned that the person may require different cares

- 6) Your recording and reporting of clients needs to be what?
 - a. Accurate
 - b. Time sensitive
 - c. Subjective
 - d. Written with medical terminology
 - e. From the perspective of the client

- 7) What can you do that is considered a violation of the right to service of an appropriate standard?
 - a. Treat a person differently based on race
 - b. Tell others what a client has said
 - c. Tell a client they must have a specific treatment
 - d. Not tell a client you are using them for a research project
 - e. Work outside your skill level

- 8) How do you position your body to speak to a person with hearing loss?
 - a. Face to face
 - b. Stand facing their ear
 - c. You treat them the same as you would anyone else
 - d. It is better to just write everything down for them
 - e. Get them hearing aids

- 9) If a person has English as a second language how can you help them?
 - a. Speak loud and clear
 - b. Get an interpreter
 - c. Speak slowly
 - d. Write it down
 - e. Use simple words and point

- 10) If you have concerns that you have not got the message across to the client, what should you do?
 - a. Keep talking to them and say it in different ways
 - b. You can only do your best, hopefully they have understood enough
 - c. It is their responsibility to make sure they understand
 - d. Talk to your manager about it
 - e. Tell their family

Segment 7 – Right to Be Fully Informed

- 1) What does right to be fully informed mean?
 - a. Cannot withhold information from the client
 - b. Cannot withhold information from family
 - c. Must help a client research alternative
 - d. Cannot disclose information about a client
 - e. All people caring for a client must know all the details to properly care for them

- 2) What event caused the addition of the right to be fully informed to be added into the code?
 - a. The disastrous experiment
 - b. The unfortunate experiment
 - c. The secret experiment
 - d. The unethical experiment
 - e. There was no one particular event, it is just considerate

- 3) Which of the following is an example of a client not being fully informed?
 - a. Picking them up out of a seat without telling them you were about to do it
 - b. Not telling them if they are part of an experiment
 - c. Not telling them you are using their case as a case study for an assignment
 - d. Not telling them if their medication has been changed
 - e. All of the above

- 4) For a person to be fully informed, they will know what?
 - a. What the treatment involves, what the possible outcome is
 - b. What the holistic options are
 - c. They will know the answer to whatever questions they have asked
 - d. They will know the names and qualifications of each staff member involved, along with all the possible side effects and outcomes
 - e. They will know as much information as the doctor feels they are capable of understanding

- 5) If a client asks you a question, how should you answer?
 - a. Refer to manager
 - b. Give your opinion
 - c. Answer honestly within your scope of practice
 - d. Tell them you will find out
 - e. Tell them what you think they want to hear

- 6) If you are unsure what you can tell a client, what should you do?
 - a. Tell the client everything you know
 - b. Don't tell the client anything
 - c. Talk to your manager
 - d. Tell them you will get the manager
 - e. Avoid their questions

- 7) Fill in the blank: As a support worker you are in a _____ which means they might feel more comfortable asking you questions than a doctor
- a. Low level health care position
 - b. Familiar position
 - c. Impartial position
 - d. High Trust position
 - e. Caring position
- 8) Why do clients need to have all the correct information?
- a. To make an informed decision
 - b. So, they understand all the outcomes
 - c. It is their right
 - d. So, there are no surprises
 - e. All of the above

Segment 8 – Right to Informed Choice and Informed Consent

- 1) What does the right to informed choice and informed consent mean?
 - a. This means a person must be able to make their own decisions and choose the course of treatment and be able to change their mind if they want to
 - b. This means a person must be able to dictate the level and type of care they receive
 - c. This means a person must be able to understand everything that is happening to them and why
 - d. This means a person can determine when, where and how they receive the treatment of their choice
 - e. This means that a doctor can give all the options they deem relevant and the person can decide which of the treatment options they will undertake

- 2) What does consent mean?
 - a. A person agrees to engage in activities with another person, usually used in a sexual context
 - b. Granting another person permission to do something to them, that you would not have the right to do without their permission
 - c. Understanding what it is that a person is agreeing to
 - d. Term used when a person has not given permission for someone else to touch them
 - e. Term used to determine the level of understanding a person has about the options available to them

- 3) A person needs to be what, in order to make a decision?
 - a. Awake
 - b. Conscious
 - c. Competent
 - d. Over 18
 - e. Over 15

- 4) Who determines if a person is competent to make a decision?
 - a. The person themselves
 - b. The persons family
 - c. Any support worker or health worker that has interacted with the client for more than 6 months
 - d. A lawyer
 - e. A medical practitioner

- 5) True or False: If a person has diminished competence, you still need to explain what you are going to do before you do it.
 - a. True
 - b. False

- 6) Which of the following examples requires written consent?
- Any time a person must be in a state of undress in front of a practitioner
 - Any time a person has exposed genitalia in front of a practitioner
 - If a person required Intravenous medication
 - If a person requires general anaesthetic
 - All of the above
- 7) What is another name for an advance directive?
- End of life care
 - Living will
 - Incompetence directive
 - Last rights
 - Standard procedures
- 8) Which of the following is an example of what might be in an advance directive?
- If a person would like CPR performed
 - If the person wants to be kept alive on a ventilator
 - If the person wants to be kept alive by tube feeding
 - Treatment they do not wish to receive
 - All of the above
- 9) When does an advance directive come into effect?
- When the person is deceased
 - When the person is no longer able to make choices for themselves
 - When the doctor deems it necessary
 - When the person does not want to make any more decisions for themselves
 - Anytime the person decides
- 10) True or False: If a person has given consent for a procedure, they are not able to withdraw consent.
- True
 - False
- 11) What is an Enduring Power of Attorney?
- A person who will speak on a clients' behalf if they become incompetent
 - A person who has the authority to override an advance directive
 - A person who has the authority to override refusal to consent
 - A person who advocates for the wishes of people with disabilities
 - A person who represents clients if their rights have been breached
- 12) Why do you need to know if a person has an advance directive?
- So, you know what medical procedures you can do
 - So, you know how they feel about the care they are receiving
 - So, you do not get sued for giving incorrect care
 - So, you know if they are for resuscitation or not if they collapse while with you
 - You will not need to have anything to do with advance directives

Segment 9: Right 8 Support, Right 9 Respect with Research and Teaching

- 1) You are able to support someone by being a what for them?
 - a. Advocate
 - b. Bystander
 - c. Crutch
 - d. Teacher
 - e. Aid

- 2) What does an advocate mean?
 - a. Someone who will make the decisions for a person
 - b. Someone who will explain terminology to the person
 - c. Someone who will speak up for a person if required
 - d. Someone who will explain all the options to a person
 - e. Someone who will hold a persons' hand during a procedure

- 3) As a support person, are you are formal advocate?
 - a. Yes, it is part of your role
 - b. You might advocate for clients but not in a formal role
 - c. You can step into a formal advocate role if asked by client
 - d. No, if a formal advocate is required you would use an agency like age concern
 - e. No, you are not to advocate for clients, it is out of your scope of practice

- 4) If people want support from a person while they are having a procedure done, they usually want a person they what?
 - a. A person they can respect
 - b. A person they can trust
 - c. A person they have known a long time
 - d. A professional
 - e. A family member

- 5) Helping a person to the shower or taking them to the shops are examples of what type of support?
 - a. Advocation
 - b. Task centred support
 - c. Emotional support
 - d. Responsive support
 - e. Physical support

- 6) If a person is going to have a student nurse or doctor do something, what must happen first?
 - a. Nothing in particular, students need to learn
 - b. They need to ask permission to touch the patient
 - c. They must identify themselves as a student then ask for permission
 - d. The student must be supervised but do not need to make an additional considerations to the patient
 - e. They must give written permission

- 7) True or False: If a person agrees to be part of a research project, but then change their mind part way through, they must continue to the completion of the research.
- True
 - False
- 8) What permission needs to be obtained from a patient for being a part of research?
- No permission needs to be obtained
 - Implied permission
 - Verbal permission
 - Written permission
 - Patients cannot be a part of research
- 9) If you are completing a case study and have chosen a client to do the case study on, what must you do?
- Obtain permission
 - Explain the purpose of the case study
 - What will happen to the information collected
 - All of the above
 - You do not need to obtain consent for case studies
- 10) If you overhear a person trying to convince a hesitant client to be a part of research, what should you do?
- Report it to your manager
 - Go in and tell the person off
 - It is not your concern and should not get involved
 - If you think it will benefit the client, help convince them
 - Give the people permission to use the client without the clients knowledge

Segment 10: Right to Complain

- 1) The right to complain about the care received is a result of what event?
 - a. The great hospital scandal
 - b. The unfortunate experiment
 - c. The death of a baby
 - d. Small events leading to a protest
 - e. Discovered abuse within mental health facilities

- 2) Who can a person make a complaint to?
 - a. The individual that provided the service
 - b. Independent advocate working under health and disability commission
 - c. Health and disability commissioner
 - d. Any person authorised to receive complaints about the facility
 - e. All of the above

- 3) What does a person need to know if they want to make a complaint?
 - a. Who the appropriate person is to make a complaint to
 - b. Whether they have a legitimate complaint
 - c. What the complaint process is
 - d. When to make a complaint
 - e. If they should make a complaint

- 4) It is a requirement of the code that complaints are what?
 - a. Considered if valid
 - b. Actioned
 - c. Resolved to clients' satisfaction
 - d. Listened to
 - e. There is no requirement from the code as to how complaints are handled

- 5) Where will a complaints process be outlined within a facility?
 - a. The admission booklet
 - b. A booklet will be handed to someone if they want to make a complaint
 - c. You as the support worker will have to explain it to them
 - d. There should be a poster on the facility noticeboard
 - e. There is no set process, it all depends on the seriousness of the complaint

- 6) Fill in the blank: When a complaint is received, the organisation must facilitate a fair, simple, _____ and efficient resolution to the complaint.
 - a. Complete
 - b. Speedy
 - c. Impartial
 - d. Rational
 - e. Honest

- 7) The complaint has to be acknowledged in writing within how many days?
- 5 working days
 - 7 working days
 - 10 working days
 - 14 working days
 - 30 days
- 8) If a client does not accept the results of the complaint, what happens?
- There is nothing they can do
 - They have to complain to a higher person
 - There is an appeal process
 - They can complain again within 7 days
 - They can complain about the complaint process
- 9) If you receive a complaint, and you aren't sure what the process is, what should you do?
- Tell the person you cannot receive the complaint, they will have to talk to someone else
 - Try and do the best you can
 - See if you can resolve the complaint
 - The process is within the policies and procedures manual so you should read that
 - Tell them to speak to the manager
- 10) If you have received a complaint, what should you do?
- Apologise
 - Explain if necessary
 - Acknowledge their feelings
 - Report it to your manager
 - All of the above
- 11) What do you need to write up if you receive a complaint?
- An incident form
 - Document it in persons notes
 - The official CAR form
 - a and b
 - b and c