DE-ESCALATING VIOLENCE IN HEALTHCARE
STRATEGIES TO REDUCE EMOTIONAL TENSION AND AGGRESSION
BY S.E. McKNIGHT

QUIZ FOR DE-ESCALATING VIOLENCE IN HEALTHCARE

1. Question: Which of the following is a critical element of the de-escalation process?
   A. Assessment and safety
   B. De-escalation techniques
   C. Debriefing
   D. Reporting and documenting
   E. All of the above

2. Question: What is an environmental cause of aggression or violence?
   A. Pollution
   B. Private room
   C. Room window with view of nature
   D. Excessive noise

3. Question: What are the two types of therapeutic communication?
   A. Verbal and nonverbal
   B. Open-ended
   C. Direct and indirect
   D. All of the above

4. Question: Which of the following is a de-escalation technique?
   A. Encouraging verbalization
   B. Having the patient do isometric exercises
   C. Reminiscence therapy
   D. All of the above

5. Question: What is the most common type of mental health emergency that presents to emergency departments?
   A. Suicide
   B. Domestic violence
   C. Alcohol/substance abuse
   D. All of the above

6. Question: When does violence prevention truly begin?
   A. On the day of discharge
   B. On the first day a patient enters a healthcare facility
   C. One week after inpatient admission
   D. All of the above

7. Question: What mental disorder involves prevalent and markedly disturbing hallucinations and delusions?
   A. Bipolar disorder
   B. Major depressive disorder
   C. Schizophrenia
   D. Panic disorder

8. Question: Which of the following is an effective technique for de-escalating anger?
   A. Progressive muscular relaxation
   B. Time-out (counting to 10 before reacting)
   C. Encouraging the patient to verbalize issues
   D. Skipping meals

9. Question: Which of the following are safety techniques used during de-escalation?
   A. Using a buddy system and paying attention to your surroundings
   B. Giving the patient room and being aware of your body language
   C. Standing close to a door for safety
   D. All of the above

10. Question: What is the focus of a post-aggression episode debriefing?
    A. Patient
    B. Staff
    C. Family members involved in episode
    D. All of the above

11. Question: What is the three central components of the model for caring behavior?
     A. Care of the self, care of each other, and care for patients
     B. Care of hope, care of life, and care of eternity
     C. Caring behavior of the future, caring behavior of yesterday
     D. All of the above

12. Question: Which of the following is an effective de-escalation intervention for an individual with major neurocognitive disorder (dementia)?
     A. Encouraging verbalization
     B. Having the patient do isometric exercises
     C. Reminiscence therapy
     D. All of the above

13. Question: Which of the following is an effective way to prevent escalation with patients with delirium?
     A. Shouting loudly
     B. Providing a calm environment
     C. B and D
     D. Building a positive relationship with the patient

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15. Question: Which of the following is a de-escalation technique for difficult patients?
     A. Encouraging the patient to engage in relaxation exercises
     B. Offering choices and educating the patient
     C. Ignoring the patient
     D. A and B

16. Question: Which of the following strategies to reduce emotional tension and aggression are beneficial?
     A. Debriefing
     B. Caring behavior of the future, caring behavior of yesterday
     C. All of the above
     D. None of the above

17. Question: What is an effective technique for de-escalating anger?
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     B. Time-out (counting to 10 before reacting)
     C. Encouraging the patient to verbalize issues
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18. Question: Which of the following are safety techniques used during de-escalation?
     A. Using a buddy system and paying attention to your surroundings
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19. Question: What are the three central components of the model for caring behavior?
     A. Care of the self, care of each other, and care for patients
     B. Care of hope, care of life, and care of eternity
     C. Caring behavior of the future, caring behavior of yesterday
     D. All of the above

20. Question: What areas are the focus of a comprehensive healthcare violence prevention plan?
     A. Day, week, and year
     B. Patient, caregiver, and environment
     C. Past, present, and future
     D. None of the above

ANSWERS

1. E
2. C
3. A
4. D
5. B
6. D
7. B
8. A
9. A
10. D
11. C
12. C
13. D
14. D
15. B
16. C
17. D
18. C
19. C
20. B

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