

Nursing Education Exam

Name: _____
Title: _____
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- Horizontal hostility is defined as a consistent pattern of behavior designed to control, diminish, or devalue another peer (or group) that creates a risk to**
 - a facility's budget
 - individuality
 - span of control
 - health and/or safety
- Bickering, backstabbing, and criticism are examples of what type of behavior?**
 - Overt
 - Covert
 - Positive
 - Delinquent
- Which of the following is *not* an example of an overt behavior?**
 - Fault-finding
 - Sabotage
 - Intimidation
 - Using put-downs

Strengthening Nurse-to-Nurse Relationships: A Guide to Ending Horizontal Hostility

4. A staff member who refuses to work with another coworker may be exhibiting what type of behavior?

- a. Overt
- b. Covert
- c. Positive
- d. Delinquent

5. What is one example of a covert behavior?

- a. Shouting
- b. Physical abuse
- c. Ignoring
- d. Name-calling

6. What effect can behaviors such as gossiping and exclusion have on those involved?

- a. Such behaviors can lower an individual's self-esteem and distort their view of others and the organization.
- b. Such behaviors can help individuals grow.
- c. Such behaviors can effectively prepare individuals for the nursing environment.
- d. Such behaviors can enhance the cohesiveness of the entire unit.

7. High turnover rates, the presence of cliques, and absenteeism are all indications

- a. of the nursing shortage
- b. that horizontal hostility is taking place
- c. that the healthcare system is dysfunctional
- d. that proper management is not in place

8. What is one of the signs that may reveal to managers that horizontal hostility is present?

- a. A decrease in incident reports
- b. A decrease in medical errors
- c. Constant whining/complaining
- d. High retention rates

9. According to theorist Paulo Freire, oppression occurs when

- a. there is no hierarchal structure in place
- b. all the parties involved have equal power
- c. managers lose control of their staff
- d. there are two groups and one has more power than the other

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10. When applying the oppression theory to the healthcare setting, what two groups are said to be involved in the power differential?

- a. Nurses and patients
- b. Physicians and patients
- c. Nurses and physicians
- d. Students and physicians

11. Victims of horizontal hostility typically experience high levels of all of the following *except*

- a. job dissatisfaction
- b. burnout
- c. productivity
- d. depression

12. What is one consequence mentioned in the video that a victim may suffer from after experiencing horizontal hostility?

- a. Tunnel vision
- b. Poor concentration
- c. Stroke
- d. Claustrophobia

13. Which of the following is *not* an example of a consequence a victim may suffer from after experience horizontal hostility?

- a. Personality disorder
- b. Forgetfulness
- c. Anxiety
- d. Depression

14. One strategy mentioned in the video to eliminate horizontal hostility is to

- a. fire problem employees
- b. raise awareness of horizontal hostility
- c. consult hospital administrators
- d. prohibit non-work-related talk

15. What percentage of newly registered nurses leave their first position within six months because of some form of lateral violence perpetuated against them?

- a. 10%
- b. 20%
- c. 50%
- d. 60%

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16. Creating an opportunity for new nurses to reflect on the happenings of the day helps them to

- a. start conversations with coworkers they don't know
- b. identify those coworkers with whom they don't get along
- c. get acclimated to the world of nursing
- d. plan out their schedules for the day

17. Which of the following factors has *not* played a role in the increase of the typical nurse's workload?

- a. An increase in the number of drugs available
- b. A decrease in length of stay
- c. Improved nurse-patient ratios
- d. An increasingly obese patient population

18. Using the word "I" when you speak demonstrates to others

- a. how something made you feel or what your thought process was when you acted a certain way
- b. that you have low self-confidence
- c. that you are in charge
- d. that you have a problem communicating

19. Role play is one strategy that managers can use to teach staff how to

- a. stay out of trouble
- b. handle confrontation
- c. intimidate coworkers
- d. move up the professional ladder

20. Which of the following is *not* one of the components of a good and fair belief system?

- a. Nobody is perfect.
- b. Negativity poisons the work atmosphere for everyone.
- c. Our greatest strength is the relationships we have with each other.
- d. When I have a problem with someone, I will confront him or her in front of others.