Care CEUs

How to Understand and Lead All 5 Generations in the Workforce

1. Which of the following statements best defines the term Baby Boomers?

A. A group of individuals born between 1925 - 1945.
B. A group of individuals born between 1946 - 1964.
C. A group of individuals born between 1965 - 1980.
D. A group of individuals born between 1981 - 2000.

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2. According to the course, which of the following best represents a major influence for Traditionalists?

A. The Great Depression
B. The Vietnam War
C. Apollo 11
D. The fall of the Berlin Wall

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3. A health care professional has questions regarding individuals from Generation X. Which of the following informational points of interest should be communicated to the health care professional?

A. Individuals from Generation X are often optimistic, focused, disciplined, goal-oriented, and tend to "overwork" themselves.
B. Individuals from Generation X are not independent.
C. Individuals from Generation X often thrive when they have a work-life balance.
D. Individuals from Generation X only tend to thrive in the workplace when they utilize technology.

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4. According to the course, which of the following best represents a professional motivation for Millennials?

A. Loyalty
B. Duty
C. Team work
D. The quality of their manager/management team

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5. According to the course, which of the following best represents a potential professional benefit of individuals from Generation Z?

A. Individuals from Generation Z typically bring a strong work ethic and commitment to an organization.
B. Individuals from Generation Z typically bring a strong sense of honor and duty to an organization.
C. Individuals from Generation Z typically bring an effective and efficient collaborative, team-work approach to organizations.
D. Individuals from Generation Z typically bring a motivated, creative approach to an organization.

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6. According to the course, which of the following best represents a potential professional limitation of Millennials?

A. Unwilling to change
B. Stereotyped as professional climbers
C. Often put personal life goals over professional life goals
D. Often appear more demanding than individuals from other generation

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7. According to the course, how can health care professionals and health care organizations best maximize the professional impact of Traditionalists?

A. Provide Traditionalists with an opportunity to contribute, while recognizing Traditionalists for their contributions.
B. Provide Traditionalists with the opportunity to work alongside their colleagues and peers in a team environment.
C. Provide Traditionalists with opportunities for flexible work environments and opportunities for work-life balance.
D. Provide Traditionalists with personal attention.

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8. According to the course, how can health care professionals and health care organizations best maximize the professional impact of individuals from Generation Z?

A. Place individuals from Generation Z in mentor roles.
B. Limit the use of technology.
C. Provide individuals from Generation Z with opportunities to work alongside their colleagues and peers in a team environment.
D. Provide individuals from Generation Z with opportunities to work independently on multiple projects at the same time.

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9. A health care professional would like to use effective communication to understand and lead fellow health care professionals. As a result, the health care professional has questions regarding the communication process. Which of the following informational points of interest should be expressed to the health care professional regarding the communication process?

A. The receiver is the source that originates a message.
B. Encoding and decoding refer to the same process.

C. Decoding may refer to the process of selecting sounds, words, gestures, facial expressions, tones of voice, eye contact methods, body language, postures, and/or other means to generate a message.
D. The channel may refer to the medium, which is used to carry communication.

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10. According to the course, which of the following best represents an example of physiological noise?

A. Extremely loud music
B. Excessive talking
C. Hunger
D. Biases

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11. Which of the following statements best defines the term feedback?

A. Noise that disrupts the sender.
B. Noise that disrupts the receiver.
C. A receiver's response to a sender's message.
D. A receiver's response to a sender's message that causes noise.

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12. Which of the following statements best defines the term semantic noise?

A. External or environmental stimulus that acts as a distraction.
B. A distraction related to physiological function.
C. Preconceived notions that interfere with the encoding and decoding process.
D. A disturbance that occurs in the transmission of a message that interferes with the interpretation of a message due the ambiguity of chosen sounds, words, gestures, facial expressions, tones of voice, eye contact methods, body language, postures, and/or other means of communication.

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13. A health care professional engages with a 32-year-old male patient. The health care professional provides the patient with information. The health care professional does not provide the patient with an opportunity to express his ideas regarding treatment or ask any relevant questions. Based on the previous example, which of the following statements is most accurate?

A. The health care professional and the patient engaged in one-way communication.
B. The health care professional and the patient engaged in two-way communication.
C. The health care professional and the patient engaged in linear communication.
D. The health care professional and the patient engaged in both vertical and horizontal communication.

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14. Which of the following best represents an example of horizontal communication?

A. A health care professional informs a manager of a safety hazard.
B. A health care profession discusses patient care with a fellow health care professional.

C. A health care professional provides medication information to a patient.
D. A health care professional discusses treatment options with a patient's family.

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15. A health care professional has questions regarding HIPAA and social media. Which of the following informational points of interest should be communicated to the health care professional?

A. Health care professionals may transmit health-related information via social media channels.
B. Health care professionals should never share any health-related information, that may be used to identify a patient, on any form of social media.
C. HIPAA does not apply to the use of patient pictures on social media.
D. HIPAA does not apply to the use of social media in any way.

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16. A health care professional is developing an education seminar for health care professionals from different generations on 42 CFR Part 2. Which of the following informational points of interest should be included in the health care professional's seminar?

A. Health care professionals may not disclose information that identifies individuals as having, having had, or referred for a substance use disorder without the patient’s consent unless a 42 CFR Part 2 exception applies.
B. Health care professionals may disclose information that identifies individuals as having, having had, or referred for a substance use disorder without the patient’s consent.
C. 42 CFR Part 2 only applies to individuals over the age of 65.
D. 42 CFR Part 2 only applies to individuals under the age of 18.

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17. A health care professional has questions regarding opioids and opioid overdose deaths. Which of the following informational points of interest should be communicated to the health care professional?

A. Fentanyl is 5 to 10 times more potent than morphine.
B. Fentanyl is 50 to 100 times more potent than morphine.
C. Naloxone should not be used on individuals over the age of 25.
D. Naloxone should not be administered via nasal spray for any reason.

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18. A health care professional is developing an education seminar for health care professionals from different generations on masks and PPE. Which of the following informational points of interest should be included in the health care professional's seminar?

A. Health care professionals should engage in hand hygiene before touching a mask of any kind.
B. Health care professionals should not engage in hand hygiene after removing a mask of any kind.
C. Health care professionals should use masks with exhalation valves or vents when caring for patients.
D. Health care professionals should use face shields or goggles as substitutes for masks.

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19. Which of the following statements is most accurate?

A. Masks are always a substitute for social distancing.
B. Children under two years of age should always wear a mask.
C. Wearing a mask increases the carbon dioxide (CO2) level in the air individuals breathe.
D. Cloth masks are not considered to be PPE.

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20. A health care professional is developing an educational lecture on N95 respirators. Which of the following informational points of interest should be included in the health care professional's educational lecture?

A. Health care professionals should wear an N95 or equivalent or higher-level respirator, instead of a facemask, for aerosol generating procedures and/or surgical procedures that might pose higher risk for transmission if the patient has COVID-19.
B. Health care professionals should wear a facemask, instead of a N95 respirator, for aerosol generating procedures and/or surgical procedures that might pose higher risk for transmission if the patient has COVID-19.
C. A N95 respirator should not fit firmly against the face.
D. A N95 respirator should fit above the chin and below the nose.

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21. Which of the following statements best defines the term store-and-forward?

A. Store-and-forward may refer to a live stream, two-way interaction between a patient and a health care professional where both parties are communicating from different locations.
B. Store-and-forward may refer to a two-way interaction between a patient and a health care professional where both parties are communicating from the same location.
C. Store-and-forward may refer to a type of telehealth which involves the transmission of recorded health information through electronic communication systems to a health care professional who evaluates the information and provides a health care-related service to a patient.
D. Store-and-forward may refer to a type of live stream telehealth which involves the transmission of health information through electronic communication systems to a health care professional who evaluates the information and provides a health care-related service to a patient.

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22. A health care professional has questions regarding telehealth. Which of the following informational points of interest should be communicated to the health care professional?

A. Telehealth does not allow for remote patient monitoring.
B. Telehealth does not allow for remote patient monitoring of individuals under the age of 65.
C. Patient prescriptions may be ordered via telehealth.
D. Patient prescriptions may not be ordered via telehealth.

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23. A health care professional is developing an education seminar for health care professionals from different generations on age discrimination. Which of the following informational points of interest should be included in the health care professional's seminar?

A. An employment policy or practice that applies to everyone, regardless of age, can be illegal if it has a negative impact on applicants or employees age 40 or older and is not based on a reasonable factor other than age.
B. An employment policy or practice that applies to everyone, regardless of age, cannot be illegal if it has a negative impact on applicants or employees age 40 or older.
C. The ADEA protects applicants and employees who are under 40 years of age from employment discrimination based on age.
D. The ADEA only protects applicants and employees who are over the age of 65.

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24. Which of the following statements is most accurate?

A. The ADEA stipulates that it is not unlawful to retaliate against an individual for opposing employment practices that discriminate based on age.
B. The ADEA stipulates that it is not unlawful to retaliate against an individual, over the age of 65, for opposing employment practices that discriminate based on age.
C. The ADEA stipulates that it is not unlawful to retaliate against an individual for filing an age discrimination charge.
D. The ADEA stipulates that it is unlawful to retaliate against an individual for opposing employment practices that discriminate based on age or for filing an age discrimination charge.

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25. According to the course, which of the following best represents the preferred management style for Baby Boomers?

A. The preferred management style for Baby Boomers is one that incorporates team work.
B. The preferred management style for Baby Boomers is one that incorporates independence.
C. The preferred management style for Baby Boomers is one that incorporates immediate feedback.
D. The preferred management style for Baby Boomers is one that incorporates coaching with immediate feedback.

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26. According to the course, which of the following best represents the preferred management style for individuals from Generation Z?

A. The preferred management style for individuals from Generation Z is one that does not incorporate technology.
B. The preferred management style for individuals from Generation Z is one that does not incorporate feedback.
C. The preferred management style for individuals from Generation Z is one that allows for collaborative management relationships, coaching, mentoring, and feedback.
D. The preferred management style for individuals from Generation Z is one that utilizes their loyalty, commitment, hard work, and experience.

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27. According to the course, which of the following best represents a Generation Recommendation?

A. Do not allow for mentoring programs.
B. Only allow for mentoring programs involving individuals over the age of 40.
C. Allow for flexible job options.
D. Do not allow for flexible job options.

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28. A health care professional is developing an education seminar for health care professionals from different generations on communication, negative body language, and the use of redirection. Which of the following informational points of interest should be included in the health care professional's seminar?

A. Examples of negative body language include: crossed arms, limited to no eye contact, and body shifting from left to right.
B. Examples of negative body language include making eye contact.
C. Redirection is a tool that can be used by health care professionals to improve communication with patients.
D. Redirection should be used by health care professionals to ensure effective communication takes place.

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29. A health care professional is attempting to improve communication among different generations within a health care facility. As a result, the health care professional has questions regarding active listening. Which of the following informational points of interest should be communicated to the health care professional?

A. When engaging in active listening, health care professionals should not respond to what other individuals are saying.
B. When engaging in active listening, health care professionals should avoid eye contact when responding to other individuals.
C. When engaging in active listening, health care professionals should ask open-ended questions, when applicable.
D. When engaging in active listening, health care professionals should not ask open-ended questions for any reason.

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30. According to the course, how can health care professionals work to avoid miscommunication when transmitting relevant information?

A. Do not ask questions
B. Ask questions
C. Limit eye contact
D. Engage in redirection

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