Care CEUs

Turnover and Burnout

1. A health care professional has questions regarding burn-out. Which of the following informational points of interest should be communicated to the health care professional?

A. Burn-out typically only lasts for a period of two weeks.
B. Burn-out typically only lasts for a period of two months.
C. Increased energy is a dimension of burn-out.
D. Reduced professional efficacy is a dimension of burn-out.

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2. Which of the following best represents a physical sign/symptom of burn-out?

A. Muscle stiffness
B. Nocturnal enuresis
C. Dysphagia
D. Polydipsia

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3. Which of the following best represents a behavioral sign/symptom of burn-out?

A. Irritability
B. Polyphagia
C. Dyspnea
D. Dysuria

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4. Which of the following best represents a leading cause of burn-out/employee turnover within the health care system?

A. The use of the collaborative staffing model
B. Decreasing patient morbidity and mortality rates
C. Technology overload
D. Organizational communication

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5. Which of the following statements is most accurate?

A. Stress can be related to a "negative" event such as an accident, as well as a "positive" event such as a promotion.
B. Stress can only be caused by a "negative" event such as an accident.
C. Stress is not typically associated with headaches or high blood pressure.
D. Stress typically only affects male individuals over the age of 25.

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6. A health care manager gives instructions to a health care professional. The health care manager does not allow the health care professional to ask questions or respond in any way. Which type of communication occurred between the health care manager and the health care professional?

A. One-way communication
B. Two-way communication
C. Liner communication
D. Non-linear communication

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7. Which of the following statements best defines the term "professional autonomy?"

A. Professional autonomy may refer to any allowance that enables an employee to complete a task while receiving instructions.
B. Professional autonomy may refer to any allowance that enables an employee to complete a task without receiving instructions or a deadline.
C. Professional autonomy may refer to any allowance that enables an employee to complete a task with help from management and staff.
D. Professional autonomy may refer to any allowance that enables an employee to complete a task with little to no interruption or interference.

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8. A health care professional has questions regarding work-related factors that can add to stress during the COVID-19 pandemic. Which of the following informational points of interest should be communicated to the health care professional?

A. Typically work-related factors do not add to stress related to the COVID-19 pandemic.
B. Typically concern about the risk of being exposed to the virus that causes COVID-19 at work is not a stress factor for health care professionals.
C. Guilt about not being on the frontline can add to stress related to the COVID-19 pandemic.
D. Decreasing COVID-19 cases can add to stress.

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9. A health care professional is developing an educational lecture centered around the personal complications associated with chronic stress and related burn-out. Which of the following informational points of interest should be included in the health care professional's lecture?

A. Chronic stress and related burn-out only typically affect short-term memory in male populations.
B. Chronic stress and related burn-out only typically affect short-term memory in female populations.
C. Chronic stress and related burn-out do not impact self-esteem.
D. Chronic stress and related burn-out may lead to digestive issues.

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10. Which of the following statements regarding burn-out and depression is most accurate?

A. Depression is not associated with burn-out.
B. Burn-out related depression typically only affects individuals over the age of 25.

C. Diminished ability to think or concentrate is a sign/symptom of major depressive disorder.
D. Excessive worry is the first sign of major depressive disorder.

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11. A health care professional suffering from burn-out has questions regarding anxiety. Which of the following informational points of interest should be communicated to the health care professional?

A. An anxiety disorder may refer to a mental health disorder characterized by a short-term period of persistent, excessive worry about a number of events or activities, which cause clinically significant distress or impairment in social, occupational, or other important areas of functioning.
B. An anxiety disorder may refer to a mental health disorder characterized by prolonged periods of persistent, excessive worry about a number of events or activities, which cause clinically significant distress or impairment in social, occupational, or other important areas of functioning.
C. Only anxiety disorders that do not cause distress or impairment in social, occupational, or other important areas of functioning are associated with chronic stress and burn-out.
D. Anxiety is not associated with burn-out.

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12. A 40-year-old female patient suffering from burn-out has questions regarding insomnia. Which of the following educational points should be expressed to the patient?

A. Insomnia may be characterized by early morning awakening.
B. Insomnia may be characterized by shortness of breath while sleeping.
C. Insomnia may be characterized by muscle spasticity.
D. Insomnia may be characterized by restless legs while attempting to sleep.

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13. A 28-year-old male patient suffering from burn-out has questions regarding heavy drinking. Which of the following educational points should be expressed to the patient?

A. Heavy drinking is defined as eight or more drinks a week for men.
B. Heavy drinking is defined as 10 or more drinks a week for men.
C. Heavy drinking is defined as 12 or more drinks a week for men.
D. Heavy drinking is defined as 15 or more drinks a week for men.

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14. A health care professional has questions regarding the professional complications associated with chronic stress and related burn-out. Which of the following informational points of interest should be communicated to the health care professional?

A. Chronic stress and related burn-out do not typically impact team work.
B. Chronic stress and related burn-out do not typically impact patient care.
C. Chronic stress and related burn-out may lead to increased medical errors.
D. Chronic stress and related burn-out may lead to increased health care documentation.

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15. Which of the following best represents an essential element of emotional intelligence?

A. Self-deference
B. Self-regulation
C. Indifference
D. Attachment

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16. A health care professional is working to improve employee safety in order to prevent burn-out and employee turnover. As a result, the health care professional has questions regarding the OSH Act. Which of the following informational points of interest should be communicated to the health care professional?

A. The OSH Act states that employers have the responsibility to provide a safe workplace.
B. The OSH Act states that employers must notify OSHA within 24 hours of a workplace fatality.
C. The OSH Act states that employers must notify OSHA within 72 hours of any work-related inpatient hospitalization, amputation, or loss of an eye.
D. The OSH Act states that employers can retaliate against workers by putting them on suspension.

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17. Which of the following best represents a burn-out/employee turnover prevention recommendation?

A. Provide positive feedback
B. Only provide positive feedback to new employees
C. Only provide positive feedback during health care emergencies
D. Do not provide positive feedback

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18. Which of the following statements best defines the term "transparency?"

A. Transparency may refer to a method of transmitting information involving organizational needs.
B. Transparency may refer to a method of transmitting information involving employee conduct.
C. Transparency may refer to a rapid form of communication.
D. Transparency may refer to an open and honest method of transmitting information and messages to other individuals.

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19. A health care professional is working to avoid burn-out by engaging in breathing exercises. As a result, the health care professional has questions regarding breathing exercises. Which of the following informational points of interest should be communicated to the health care professional?

A. Breathing exercises may lead to hypertension.
B. Breathing exercises may lead to sleep problems.
C. A quiet location with as few distractions as possible is an essential element of breathing exercises.
D. Continual movement is an essential element of breathing exercises.

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20. A health care professional is working to avoid burn-out by engaging in physical activity. As a result, the health care professional has questions regarding physical activity. Which of the following informational points of interest should be communicated to the health care professional?

A. Adults should do muscle-strengthening activities of moderate or greater intensity that involve all major muscle groups once a week.
B. Adults should do muscle-strengthening activities of moderate or greater intensity and that involve all major muscle groups on two or more days a week.
C. Adults should do muscle-strengthening activities of severe intensity that involve lower body muscle groups on four or more days a week.
D. Adults should avoid muscle-strengthening activities.

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