**Quizzes for “Communicating with Patients with Dementia” Website**

**Pre-Quiz**

1. Name. For me to be able to evaluate outcomes, please put your first name/nickname here, using the same name for the post-quiz as well: (fill in the blank)
2. Which of the following is *true*?
   1. Dementia only affects memory skills
   2. Dementia can be cured with medications
   3. Dementia is not a specific disease
   4. Different etiologies of dementia cause the same symptoms

Correct answer: C. Dementia describes a range of symptoms, that can vary from memory problems, language impairment, and hallucinations. The different types typically have their own unique presentation. The symptoms of dementia can be managed with medications, but there is no cure.

Source: Content page 1: General Knowledge of Dementia

1. Which of the following is common in the presentation of Alzheimer’s Dementia?
   1. Disinhibited social conduct
   2. Vivid visual hallucinations
   3. Decreased language skills
   4. Spontaneous parkinsonism

Correct answer: C. While patients can present with multiple types of dementia and therefore a combination of symptoms, Alzheimer’s Dementia is typically associated with cognitive, memory, and language deficits. Hallucinations and parkinsonism are associated with Dementia with Lewy Bodies, while changes in social conduct are typical with Frontotemporal Dementia.

Source: Content page 1: General Knowledge of Dementia

1. Which of the following is *not* a change that may occur in the communication abilities of a person with dementia?
   1. Difficulty finding the right word to express an idea
   2. Providing vague answers to questions
   3. Repetitively using the same statements or questions
   4. No longer expressing their emotions

Correct answer: D. Someone with dementia will still express emotions, but the form of this expression may change. Repetition is common due to lack of short-term memory abilities. Responses that lack detail may be a way of covering up for a lack of memory of details. Word-finding and language deficits are also common.

Source: Content page 2 : Verbal and Non-Verbal Communication

1. MESSAGE is a common acronym for strategies to enhance verbal and nonverbal communication with someone with dementia. Which of the following is not a part of MESSAGE?
   1. Memory Support
   2. Simple Statements
   3. Assist with visual aids
   4. Encourage conversation

Correct Answer: A. While strategies to support memory are helpful to improve communication, they are not a component of the verbal and nonverbal approaches described by MESSAGE.

Source: Content page 2: Verbal and Non-Verbal Communication

1. Which is an effective strategy to use when communicating with a patient with dementia?
   1. Allow them to say what is on their mind, even if it does not relate to the conversation
   2. Use endearments such as “dear” or sweetie” so they feel cared for
   3. Continue to ask a question to help them remember details
   4. Have the television or radio on so the content can provide a conversation topic

Correct answer: A. Allowing the patient to speak without interruption can help maintain orientation and flow of conversation. Endearments can be demeaning to some patients and should be avoided out of respect. Continuing to ask the same question when you do not get an adequate response may only frustrate a patient who understands the question but does not have the answer. Distractions like television should be eliminated to increase the patient’s attention to conversation.

Source: Content pages 2: Verbal and Non-Verbal Communication and 5: Self-Reflection

1. Which of the following behaviors may indicate that a patient with dementia is in pain?
   1. Staying still with little movement
   2. Maintaining a blank facial expression
   3. Lack of verbalizations
   4. Changing how they typically interact with you

Correct answer: D. Verbalizations/vocalizations, grimacing, fidgety movements, and changes in routines or behavior are all behaviors indicative of pain.

Source: Content page 4: Problem Behaviors and Pain

1. Which of the following personal factors do you believe prevent you from effectively communicating with patients with dementia? Choose all that apply.
   1. Lack of general knowledge about dementia as a condition
   2. Lack of knowledge about specific communication strategies for this population
   3. Lack of knowledge about how to handle problem behaviors related to dementia (examples-agitation, paranoia, repetitive speech)
   4. Other (fill in the blank)
   5. None

No “correct” answer, for evaluation purposes

1. Which most closely describes how confident you are in effectively communicating with patients with dementia?
   1. I am completely confident in communicating with people with dementia independently in a professional, physical therapy setting.
   2. I am confident I could communicate with a person with dementia independently in a casual setting, but not as confident in a professional setting.
   3. I believe I could engage a person with dementia with the assistance of someone else.
   4. I feel anxious about working with people with dementia.

No “correct” answer, for evaluation purposes

**Post-Quiz**

1. Name. Please type your name as you did on the Pre-Quiz to allow me to track changes: (fill in the blank)
2. Which of the following is *not* a typical age-related change?
   1. Occasionally getting confused about the day of the week
   2. Withdrawing from social activities and favorite pastimes
   3. Having to retrace your steps to find a misplaced item
   4. Forgetting an appointment, but remembering it later

Correct Answer: B. An age-related change may be that a patient gets tired from constant activity, but will typically not completely remove themselves from hobbies and loved ones. Occasionally forgetting things and getting confused are typical, and typical patients can often problem-solve around these (i.e. retracing steps to find the item)

Source: Content page 1 : General Knowledge of Dementia

1. All of the following are likely to be topics that are difficult for a person with dementia to discuss *except*:
   1. Discussing what they ate at their last meal
   2. Answering how long ago they retired
   3. Talking about their love of animals
   4. Discussing their thoughts on a news story

Correct answer: C. Topics that require use of memory or conceptualization of time and current events would be most difficult to those with dementia. A more general topic that is of interest to them would be the most engaging for them.

Source: Content page 2: Verbal and Non-Verbal Communication

1. Which of the following is *not* an effective strategy for maintaining memory while performing a task with a patient with dementia?
   1. Practice skills often
   2. Change the environment often
   3. Break tasks into steps
   4. Avoid distractions

Correct answer: B. Changing their surroundings can lead to disorientation and hamper their memory recall. Breaking tasks into more manageable steps and repetition of tasks in a quiet, distraction-free space can facilitate learning and memory of the skills involved in the task.

Source: Content page 3: Memory Strategies

1. A patient asks if they have told you about something that they already have told you before, what is the best response to avoid confrontation?
   1. “Yes, I know about that already”
   2. “Tell me about that”
   3. “Do you remember us talking about that yesterday?”
   4. “I think your son told me about that actually.”

Correct Answer: B. When the patient does not remember a conversation, drawing attention to their memory impairment may upset them. It is best to let them tell you again rather than shutting the conversation down, questioning their memory, or bringing someone else into it unnecessarily.

Source: Video Example #4

1. You are working in a skilled nursing facility and your patient with dementia states that they want to go home when they cannot. What is an effective response to this request?
   1. Explain to the patient that they cannot go home
   2. Tell them they have to go on a walk first before they go home
   3. Say that it is up to their doctor and not you whether they can go home or not
   4. Ignore the request and continue your session as planned

Correct answer: B. Redirecting the patient to complete another activity first utilizes redirection, in which the request may be forgotten by the time the complete the task to which they were redirected. Attempting to ignore or argue with the patient may lead to agitation.

Source: Content page 4

1. The patient with dementia that you are working with in their room in the acute care setting has become agitated and is starting to become aggressive. Which of the following is the *least* appropriate response?
   1. Remove yourself from the situation as quickly as possible
   2. Attempt to distract the patient with an activity they enjoy
   3. Get help from another staff member
   4. Ask yes/no questions to try to determine the cause of the behavior

Correct answer: A. Leaving the patient in an agitated state poses a safety risk in that they may injury themselves or wander if left unattended. Distraction is a strategy that could shift the patient’s attention to something less upsetting. Getting help from others to help manage the patient may reduce the risk of the patient injuring you or themselves. Yes/no questions provide the option of simple responses that the patient can use to express their thoughts.

Source: Content page 4

1. Which of the following personal factors do you believe this resource has helped you improve? Choose all that apply.
   1. Lack of general knowledge about dementia as a condition
   2. Lack of knowledge about specific communication strategies for this population
   3. Lack of knowledge about how to handle problem behaviors related to dementia (examples-agitation, paranoia, repetitive speech)
   4. Other (fill in the blank)
   5. None
2. Which most closely describes how confident you are in effectively communicating with patients with dementia?
3. I am completely confident in communicating with people with dementia independently in a professional, physical therapy setting.
4. I am confident I could communicate with a person with dementia independently in a casual setting, but not as confident in a professional setting.
5. I believe I could engage a person with dementia with the assistance of someone else.
6. I feel anxious about working with people with dementia.

No “correct” answer, for evaluation purposes

1. Overall, how informative and useful was this website resource?
   1. Extremely, I learned a lot and will likely reference this resource again
   2. Very, I learned a lot but I do not think I will need to look at it again
   3. Somewhat, I learned some but not enough for this resource to be useful
   4. Not at all, I did not learn anything new from this resource

No “correct” answer, for evaluation purposes

1. In the future this resource will accompany a course during the Spring semester of the second year of the UNC eDPT program. Which course do you think this resource would best accompany?
   1. PHYT 736 – Physical Therapy for Older Adults
   2. PHTY 785 – Neuromuscular II PT Intervention
   3. Other: (fill in the blank)

No “correct” answer, for evaluation purposes

1. General Feedback- What did you find most helpful about this resource, what could be changed/added, etc. (free response)

No “correct” answer, for evaluation purposes