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Question: 1

The hospital is shifting from paper records to electronic medical records (EMR), and the CNL is a member of the committee that has selected a vendor. Which of the following must be completed before a final selection can be made?

- A. Needs assessment.
- B. Financial plan.
- C. Staff training.
- D. Computer purchases.

Answer: A

Explanation:

The most critical element in the selection of an electronic medical record system is completion of a needs assessment. Most vendors offer different packages and EMRs with different capabilities. Different units of the hospital may have different needs, so the EMR may need to be customizable. For example, the EMRs for pediatrics may need to be set up to evaluate growth and to provide information about childhood immunizations, while the EMR for the emergency department may have quite different needs.

Question: 2

Which of the following is the first step in ethical decision-making?

- A. Identify important/key participants.
- B. Identify options.
- C. Determine moral perspectives.
- D. Gather data.

Answer: D

Explanation:

Ethical decision-making begins with gathering data to determine the issues and the facts as well as to identify moral conflicts. This is followed by identifying key participants and their power to make decisions, level of competence, and rights. Then, one must determine the moral perspective of the participants and phase of moral development before determining desired outcomes and identifying options. Once a decision is made, it must be acted on and then the outcomes evaluated.

Question: 3

The CNL notes an increased incidence of client injuries in a unit with Alzheimer patients. Which of the following BEST demonstrates that the CNL is competent at researching best practices for prevention of patient injuries?

- A. The CNL conducts a survey of staff opinions about prevention.
- B. The CNL makes observations in a facility with a low incidence of patient injuries.
- C. The CNL conducts systematic research utilizing online medical databases.
- D. The CNL utilizes clinical judgment to develop prevention measures.

Answer: C

Explanation:

While surveys, observations, and clinical judgment all have a role in developing evidence-based practice, the best approach must include systematic research, generally utilizing online medical databases to find research that supports specific practices. Evidence may be based on basic science, but clinical patient-centered research is preferred. Research should be reviewed carefully to determine if the results have external validity and are generalizable. The CNL utilizes clinical judgment when evaluating research to determine if it is applicable.

Question: 4

A hospice client with metastatic pancreatic cancer has lost 50 pounds and now weighs only 102 pounds and is very cachectic with loss of adipose tissue and muscle wasting. The client's pain has been treated with fentanyl patches (50 mg), which are changed every 3 days, but the client's pain control is very poor, and she is taking one to two OxyContin (oxycodone) 5 mg tablets every 4 to 6 hours for breakthrough pain. A novice hospice nurse asks the CNL for advice about pain control. Which of the following is the BEST first action?

- A. Increase dosage of fentanyl patches.
- B. Increase dosage of OxyContin for breakthrough pain.
- C. Add an adjuvant medication, such as an NSAID.
- D. Switch from fentanyl patches to long-acting oral narcotic.

Answer: D

Explanation:

Fentanyl patches are poorly absorbed in cachectic clients because of the lack of adequate muscle and adipose tissue, so the best first action is to switch from fentanyl patches to a long-acting narcotic that can be taken once or twice daily while continuing the OxyContin for breakthrough pain. The client must be carefully monitored during the transition and may initially require increased OxyContin, especially during the first 24 hours. Because the patient has probably not been absorbing all of the dosage of fentanyl, the patient may have increased drowsiness from the oral medication.

Question: 5

The CNL's primary responsibility is to provide leadership at

- A. Team conferences.
- B. Administrative meetings.
- C. Point of care.
- D. Discharge planning.

Answer: C

Explanation:

The CNL's primary responsibility is to provide leadership at the point of care. The CNL role was developed to ensure that client care was safe and based on evidence-based research in order to effect positive outcomes. The CNL assists others to make appropriate clinical decisions, to anticipate risks, and to identify preventive measures. The CNL is responsible for evaluating the effectiveness of care, for delegating, and for managing the lateral integration of client care.

Question: 6

Which of the following actions by the CNL is part of the core CNL role of leadership?

- A. The CNL takes a course in oncologic pharmacology when assigned to an oncology unit.
- B. The CNL delegates client care to team members.
- C. The CNL calculates the cost-effectiveness of new procedures.
- D. The CNL uses evidence-based research to develop care plans.

Answer: A

Explanation:

In this case, leadership is evidenced by the CNL taking a course in oncologic pharmacology in preparation for work on an oncology unit. The core role of leadership requires that the CNL serve as a role model to others by advocating for the client the other members of the healthcare team, and the nursing profession. The CNL must communicate effectively to ensure positive client outcomes. Additionally, the CNL must remain an active professional, pursuing knowledge and remaining current in clinical care.

Question: 7

The CNL must evaluate patient safety on a medical-surgical unit. The most effective initial method is to

- A. Interview staff individually.
- B. Conduct a staff survey with the AHRQ Hospital Survey on Patient Safety Culture.
- C. Conduct a patient survey regarding satisfaction with care,
- D. Establish a focus group.

Answer: B

Explanation:

The AHRQ Hospital Survey on Patient Safety is a survey designed for hospital staff to gather information about patient safety issues, including medicine errors and reporting of untoward patient events, such as accidents. The survey comprises 9 sections (A-I), which include questions about the unit, the supervisor, communications, frequency of reported events, patient safety grade, the hospital, the number of untoward patient events reported within the previous 12-month period, background information about the surveyed staff, and a comments section. Results can be submitted to the AHRQ database and compared with other facilities.

Question: 8

The CNL is utilizing the PFA (purpose-focus-approach) method to develop an Internet search for materials for colleagues regarding best practices. Which type of search is most indicated?

- A. Broad, general search using key words.
- B. Lay-oriented search of non-technical sites, such as WebMD.
- C. Professionally oriented search of medical databases and professional organizations.
- D. Narrow technically oriented search with very specific parameters.

Answer: C

Explanation:

With the PFA method, the CNL should first determine the purpose of the search by considering the type of information that needs to be assessed and what the CNL plans to do with the information. The type of search, which is indicated for professional colleagues such as other nurses or team leaders, is a professionally oriented search of medical databases and professional organizations. Government sites and professional organization often provide information specifically intended for professionals.

Question: 9

How would this type of safety event be classified under the Just Culture model?

- A. Human error.
- B. At-risk behavior.
- C. Reckless behavior.
- D. Insubordinate behavior.

Answer: B

Explanation:

This is an example of at-risk behavior. There are 3 classifications using the just culture model:

- Human error: Careless unintentional mistakes and errors, such as failing to double-check a medication dosage.
- At-risk behavior: Risky behavior resulting from failing to follow procedures or failing to

recognize a risk exists. These errors result from an incorrect choice.

- Reckless behavior: Consciously committing errors because of disregard for procedures and risks, such as using contaminated equipment or diverting medications.

Question: 10

What type of response by the CNL is most appropriate under the Just Culture model?

- A. Consolation.
- B. Punitive action.
- C. Self-evaluation.
- D. Coaching.

Answer: D

Explanation:

The appropriate response to at-risk behavior is coaching:

- Human error: Because these types of errors are common and not intentional, the most appropriate response is to console and support the person who made the error. Processes and procedures should be evaluated to determine if the error resulted from systemic problems.
- At-risk behavior: Because the person ignored safety rules or believed they were not necessary: the person should receive coaching and further training as necessary.
- Reckless behavior: These intentional errors should result in punitive action.

Question: 11

The CNL has been chosen to represent nurses in collective bargaining. The management wants to maintain the status quo and give as little as possible while the union wants to maximize salary and benefit gains. If one side wins, the other side loses. This type of collective bargaining is

- A. Distributive.
- B. Integrative.
- C. Productivity.
- D. Composite.

Answer: A

Explanation:

Distributive: One side wins and the other side loses, also known as zero sum, competitive, or win-lose bargaining. This is the traditional approach to collective bargaining. Integrative: This is a win-win type of bargaining in which both sides attempt to arrive at a mutually acceptable solution. Productivity: Settlement depends on productivity, skills, and knowledge. Composite: Unions negotiate for both salary and standards; for example, the union may want input into work norms and environmental hazards.

Question: 12

During lunch with a team member, the team member tells the CNL she overheard a conversation between a client and his visitor and begins to share salacious gossip about the client's personal life. Which is the BEST response?

- A. Listen without responding.
- B. Change the subject.
- C. Confront the team member about violating professional ethics.
- D. Tell the team member he/she shouldn't tell anyone else.

Answer: C

Explanation:

The CNL should confront the team member about violating professional ethics, making clear that the conversation is not appropriate. It's imperative for the CNL to set an example in order to promote an ethical workplace. The organization should have a written code of conduct which should be communicated to all staff, and all staff should be expected to adhere to the code, including respecting a client's privacy, and should also be expected to confront those who violate the code.



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