

PREview Practice Test Questions and Answers

1. Resilient professionals in healthcare tend to:

- A) Never experience negative emotions
- B) Rebound from setbacks by drawing on personal and social resources
- C) Avoid all high-stress situations
- D) Depend entirely on supervisors for emotional support

2. Which communication style MOST supports effective teamwork?

- A) Aggressive — asserting your view forcefully to persuade others
- B) Passive — avoiding conflict by always agreeing
- C) Assertive — expressing views clearly while respecting others' perspectives
- D) Passive-aggressive — hinting at disagreements without directly stating them

3. Which of the following BEST describes the teach-back method?

- A) The provider explains a concept and moves on
- B) The provider asks the patient to explain the information in their own words to verify understanding
- C) The patient teaches other patients about their condition
- D) The provider repeats instructions multiple times for emphasis

4. What is the primary goal of service orientation in healthcare?

- A) Achieving personal career advancement
- B) Ensuring maximum patient satisfaction and well-being
- C) Demonstrating medical knowledge
- D) Following protocols strictly without considering patient needs

Answers: 1-B 2-C 3-B 4-B

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