

Nurse-Client Relationship Quiz

1. At the start of his shift, a nurse introduces themselves to their clients. What information should be shared?
 - a. The nurse should introduce themselves by their name and designation
 - b. The nurse should discuss their role in the nurse-client relationship
 - c. The nurse should ask the client their preferred name
 - d. **All of the above**

Rationale: Indicators 3.1 & 3.2 of the *Standards for the Nurse-Client Relationship* address the initial nurse-client interaction; nurses should introduce themselves by name, explain their role in the relationship, and address the client by their preferred name.

2. A client offers their nurse two tickets to a show they will not be able to attend. What should the nurse do?
 - a. Accept the tickets discreetly so the nurse manager does not find out
 - b. **Turn down the tickets and explain to the client that it violates the *Standards for the Nurse-Client relationship***
 - c. Accept the tickets and invite a coworker to avoid a conflict of interest

Rationale: Nurses should generally abstain from accepting gifts because of the conflict of interest it causes. See Appendix B of the *Standards for the Nurse-Client Relationship* for more information.

3. A nurse witnesses one of their colleague verbally threatening a client when walking into the room. What should the nurse do?
 - a. Keep the situation to themselves to protect their colleague
 - b. **Intervene and report the situation according to employer policy**
 - c. Call security

Rationale: Indicators 4.7 & 4.8 of the *Standards for the Nurse-Client Relationship* require nurses to intervene and report behaviours toward clients that may be perceived to be disrespectful, violent, threatening or intended to inflict harm.

4. A client asks a nurse to buy snacks at the grocery store and offers them money. What should the nurse do?
 - a. The nurse should not accept the money but could buy snacks for the client
 - b. **The nurse should not accept the money and not buy snacks for the client**
 - c. The nurse should accept the money and buy snacks during their lunch break

Rationale: As per indicator 2.9 of the *Standards for the Nurse-Client Relationship*, the nurse should abstain from financial transactions with the client. Purchasing items for clients (unless part of the plan of care) should be avoided to maintain the boundaries of the nurse-client relationship.

5. Which of the following is not a characteristic of the nurse-client relationship?
- a. The location of the relationship is limited to where nursing care is provided
 - b. The nurse is responsible for establishing and maintaining the relationship
 - c. The nurse's behaviour is regulated by a code of ethics and professional standards
 - d. There is equal power between the nurse and the client**

Rationale: Appendix A of the *Standards for the Nurse-Client Relationship* outlines the differences between a professional and a personal relationship. The balance of power in the nurse-client relationship is unequal; the nurse has more power due to their knowledge, authority, influence, and access to privileged information about the client.

6. What are the five components of the nurse-client relationship that are always present regardless of the context or length of the interaction?

- a) Trust
- b) Self-awareness
- c) Power
- d) Professional intimacy
- e) Respect
- f) Fiduciary duty
- g) Diversity

- ☐ a, b, c, d, e
- ☒ a, c, d, e, f
- ☐ a, b, e, f, g
- ☐ a, c, d, f, g

Rationale: There are five components to the nurse-client relationship: power, trust, respect, professional intimacy, and fiduciary duty. Regardless of the context or length of interaction, these components are always present (see "Boundaries and Components of the Nurse-Client Relationship" on page 6 of the *Standards for the Nurse-Client Relationship*).

7. A nurse developed a close relationship with a palliative client. They often traded assignments to care for the client. Having developed a close relationship with the client and family, the nurse offered their cell phone number in case they needed anything. Are the nurse's actions crossing the boundaries of the nurse-client relationship?

- e. No, it is appropriate for the nurse to trade assignments and share their contact information with the family
- f. Yes, the nurse's behaviour is crossing the boundaries of the nurse-client relationship**

Rationale: Appendix C of the *Standards for the Nurse-Client Relationship* outlines the warning signs of boundary crossing in the nurse-client relationship. It is important to remember that the nurse-client relationship is meant to serve the client's needs and not the nurse's needs. Because the nurse traded assignments to care for this client and provided his personal contact information, he is crossing boundaries. He could have provided information and resources to support the client's family rather than sharing his contact information. Indicator 2.6 of the *Standards for the Nurse-Client Relationship* states that nurses "should recognize when

boundaries are at risk of being compromised”. Furthermore, indicator 2.12 states that nurses “need to consult a supervisor, colleague, or NANB if they are unsure about a behaviour crossing the boundaries of the nurse-client relationship”.

8. A nurse has just started working on the pediatrics unit. How can they demonstrate Standard Three: Therapeutic Communication, in this area of nursing?
 - a. By withholding information from the clients because the nurse knows they will not understand
 - b. By only speaking with the clients’ parents as the clients are too young to understand
 - c. **By adapting their communication style so that their young clients will understand**

Rationale: As per indicator 3.6 of the *Standards for the Nurse-Client Relationship*, nurses adapt their communication style to meet the needs of the client.

9. Case study 1

Lisa, a graduate nurse, prepares to take the report. The night nurse shares that the indigenous client, who is one day post-op from an amputation, is lazy, non-compliant, and deserves this outcome. Lisa, who is also of indigenous descent, feels disrespected and wishes she could stop the report and share her disappointment with her colleagues seated around the table.

As the day progresses, Lisa cannot get this experience out of her mind and feels it is impacting her nursing care. She does not feel safe to share her thoughts as she is new to this unit and does not want to affect her career.

- What should Lisa do?
 - a. Lisa should say nothing because the client is not assigned to her
 - b. **Lisa should address the situation and advocate for the client**
 - c. Lisa should not say anything because she is new to the unit and does not want any repercussions

Answer: Indicator 3.9 of the *Standards for the Nurse-Client Relationship* states, “the RN advocates on the client’s behalf....”. Further, indicator 4.2 states that nurses “must refrain from discrimination...”. Lisa, as a GN, is responsible to adhere to the regulatory standards and the *Code of Ethics for Registered Nurses*. Therefore, she must advocate for the client and herself. It is important that she addresses this situation. If Lisa is not comfortable to speak up by herself, she could consult her Nurse Manager/Supervisor for guidance.

10. Case study 2

Nico is having difficulty establishing a relationship with Mr. Stedman, a new dialysis client. He is non-communicative, unfriendly, and responds to Nico’s questions with one-word answers. For the first few weeks, Nico works at building a rapport with Mr. Stedman but his efforts seem unsuccessful. Feeling powerless, Nico rationalizes that it is not worth the effort because Mr. Stedman won’t change. He decides to minimize contact and conversation with his client.

Today, Nico leaves Mr. Stedman waiting after his treatment, and disconnects him from the dialysis machine without saying a word. His co-worker, Melissa is watching. Later she stops Nico and asks, "Is everything alright? You don't seem yourself with Mr. Stedman." Nico responds that he's given up trying to get through to him. Melissa looks surprised and shares that she finds Mr. Stedman is a sweet old guy. Nico replies that he has made an effort and expects Mr. Steadman to make an effort too. Melissa responds thoughtfully, "It's not always easy, but building a relationship is up to us - not the client".

- Are Nico's actions consistent with the *Standards for the Nurse-Client Relationship*?
 - a. Yes, Nico has tried to establish a relationship with Mr. Stedman but the client is not interested
 - b. No, it is Nico's responsibility to establish and maintain the nurse-client relationship**

Rationale: The nurse-client relationship exists on a continuum, from under involvement (neglect) to over involvement (crossing boundaries); the nurse-client relationship should fall in the center of this continuum (see "Principles of the Nurse-Client relationship" on page 5 of the *Standards for the Nurse-Client Relationship*). In this case study, Nico has gotten under involved with his client, and he has forgotten his role in the nurse-client relationship. Appendix A in the *Standards for the Nurse-Client Relationship* states that, "the nurse is responsible for establishing and maintaining the professional relationship, not the client."

Thank you to the BC College of Nursing Professionals for permission to adapt their case study.