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NEA BC Test 1 Exam Questions With 100% Correct Answers

assertive communication - Correct Answer-
a communication style characterized by confidence and consideration for others

Fogging - Correct Answer-
Assertive skill in which a person responds to a criticism by making noncommittal statements that cannot be argued against

passive communication - Correct Answer-
A form of communication in which the individual fails to say what is meant

cybernetic model - Correct Answer-
Nurse executive who wants to implement a program

1. needs assessment
2. program implementation
3. results assessment (program obj., costs, and impact are evaluated).

Collegial Model - Correct Answer-Decision making model
involves collaboration and consensus of a group of peers and is often used in the education settings where professions share similar values and benefit from individual expertise

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Nursing ANCC - Nurse Executive Advanced Certification (NEA-BC) Sample Questions (Q252-Q257):

NEW QUESTION # 252

A special needs patient is admitted to the hospital and is under the care of a physician, a nurse, a social worker and a clinical dietitian. This group of health care providers working together to care for the patient is also known as a what?

- A. Care team.
- B. Doctor's group.
- C. Collaboration.
- D. Community.

Answer: A

Explanation:

The correct term for the group of health care providers working together to care for a special needs patient is a "care team." A care team in the healthcare setting refers to a multidisciplinary group of professionals who collaborate to provide comprehensive care tailored to an individual patient's needs. This team is typically composed of various specialized professionals such as physicians, nurses, social workers, clinical dietitians, and potentially others depending on the patient's specific health requirements.

The primary purpose of a care team is to ensure that all aspects of a patient's health are addressed collaboratively, allowing for a holistic approach to treatment. Each member of the team brings a unique set of skills and expertise, contributing to a more rounded understanding of the patient's needs. For example, while the physician may focus on medical and physical health, the social worker might address social and emotional factors, and the dietitian would provide essential guidance on nutritional needs.

Collaboration within the care team is crucial for developing and implementing a personalized care plan that considers all facets of the patient's health and well-being. Regular meetings and communication among team members ensure that the care plan remains responsive to the patient's evolving needs and that all team members are updated on the patient's progress.

This integrated approach not only enhances the quality of care provided but also optimizes patient outcomes, leading to improved health and potentially quicker recovery. The care team model is particularly beneficial in managing complex cases where multiple health issues need to be addressed simultaneously, ensuring that care is coordinated and efficient.

In summary, the term "care team" accurately encapsulates the essence of a collaborative, multidisciplinary approach to healthcare, aimed at delivering the best possible outcomes for patients through collective expertise and coordinated care efforts.

NEW QUESTION # 253

What documentation type allows sections to be erasable?

- A. Paper.
- B. Functional.
- C. Kardex.
- D. Formal.

Answer: A

Explanation:

The question you're asking about pertains to the type of documentation in which sections can be erased. Let's delve deeper into the options provided and clarify which type of documentation allows for erasable sections.

Functional. This type of documentation generally refers to documents that are designed to perform or facilitate specific tasks or functions. While functional documentation is highly practical, its ability to allow sections to be erased isn't inherent to its type but rather depends on the physical medium (e.g., digital or paper) used to create and maintain it.

Paper. Paper documentation indeed allows for the physical erasing of written or printed content. This can be particularly useful in environments where adjustments and updates need to be made manually. For instance, in a clinical setting, paper charts can be updated by erasing and rewriting information to reflect a patient's current status or treatment regimen. The main advantage here is the tactile and immediate nature of the edits, which can be crucial in dynamic settings. However, the downside includes the potential for reduced legibility and the physical degradation of the document over time due to repeated erasures.

Kardex. The term "Kardex" refers to a brand that became synonymous with a certain type of record-keeping system, traditionally in nursing and hospital settings, involving a series of cards or files that provide a concise patient summary. This system is typically not designed to have erasable sections if implemented in a traditional, non-digital format. It is designed to provide a permanent record where all entries are preserved to maintain an accurate history of patient care.

Formal. Formal documentation usually pertains to documents that adhere to strict formats and standards, often used in legal, academic, or professional contexts. Such documentation is less likely to be designed with erasability in mind, as the integrity and permanence of the record are critical. Changes typically require formally documented amendments or addendums rather than

physical erasing. From the given options, **Paper** is the correct answer. Paper documentation allows for the physical erasing and rewriting of content, which can be essential in many practical scenarios where information needs to be updated frequently and immediately. This capability is inherently linked to the nature of paper as a medium, rather than any particular system or style of documentation.

NEW QUESTION # 254

Which of the following statements best describes active communication?

- **A. It is a participatory form of communication that promotes change.**
- B. It is the response from the receiver, which can be verbal or nonverbal.
- C. It is a process whereby the receiver takes the message and interprets its meaning.
- D. It is an attempt to experience another person's point of view without losing one's own identity.

Answer: A

Explanation:

Active communication is defined as a participatory form of communication that promotes change. This type of communication not only involves exchanging messages but also requires active involvement from all participants in the communication process. Unlike passive communication, where the receiver may simply absorb the information without feedback or action, active communication encourages direct engagement and interaction between the parties involved.

In active communication, each participant plays a crucial role in shaping the conversation. This interaction is not just about conveying information but also about influencing and facilitating actions and decisions that can lead to real change. This could be change within an organization, relationships, community groups, or social structures. Therefore, active communication is often linked with empowerment, advocacy, and collaborative problem-solving.

For active communication to be effective, it must be two-way. This means that each participant not only sends messages but also listens actively and responds accordingly. It involves a high level of listening skills, empathy, and the ability to understand and consider different perspectives. By doing so, it fosters an environment where all voices are heard and valued, which is essential for driving meaningful change.

Moreover, active communication is dynamic and adapts according to the feedback received from the participants. This responsiveness is crucial as it ensures that the communication process is relevant and effective in achieving its goals. Whether in a personal, professional, or societal context, active communication requires openness to change and a commitment to continuous improvement.

In conclusion, active communication is characterized by its participatory nature and its potential to promote change. It goes beyond mere transmission of messages to involve active engagement, mutual understanding, and collaboration among all participants. This form of communication is essential for initiating and sustaining change, making it a powerful tool in various aspects of life and society.

NEW QUESTION # 255

Brainstorming and multivoting are types of which quality management/data analysis tool?

- A. relational charts
- B. evaluative charts
- **C. decision-making tools**
- D. data analysis charts

Answer: C

Explanation:

Brainstorming and multivoting are categorized as decision-making tools, which are essential in the field of quality management and data analysis. These tools are distinct from data analysis charts, relational charts, and evaluative charts, as they primarily focus on facilitating decision-making processes within teams or groups.

Brainstorming is a creative group activity designed to generate a broad range of ideas for solving a particular problem. During a brainstorming session, all participants are encouraged to voice any idea that comes to mind, no matter how unconventional. The key principle is to defer judgment, which promotes a free flow of ideas and can lead to innovative solutions. This technique leverages the diverse perspectives of all team members to enhance the depth and breadth of the ideas produced.

Multivoting, on the other hand, is a technique used to prioritize or narrow down a large list of ideas, issues, or solutions. After a brainstorming session, there may be an overwhelming number of possibilities to consider. Multivoting allows team members to vote on options that they believe should be prioritized, usually by allocating a limited number of votes per person. This process helps teams focus on the most important or popular items, making it easier to decide which ideas to implement or explore further.

Both brainstorming and multivoting are employed to enhance participatory decision-making and are particularly useful in managing

complex issues where multiple stakeholders are involved. These tools not only facilitate the generation of solutions and strategies but also foster team collaboration and consensus-building. As decision-making tools, they play a crucial role in organizational settings where collective agreement and innovative solutions are vital for success.

In conclusion, while data analysis charts are used to visually represent data for easier interpretation and relational charts help in understanding relationships among different variables, decision-making tools like brainstorming and multivoting are specifically geared towards helping teams make informed decisions by generating and refining a variety of options. These tools are vital in ensuring that decisions are well-considered and supported by the entire team, leading to more effective and sustainable outcomes.

NEW QUESTION # 256

When an impartial third party without any decision-making authority meets with management and the labor union to help them reach an agreement, this step is called what?

- A. Arbitration.
- B. Negotiation.
- C. Striking.
- **D. Mediation and conciliation.**

Answer: D

Explanation:

Mediation and conciliation refers to the process in which an impartial third party, known as a mediator or conciliator, assists disputing parties, such as management and labor unions, in reaching a voluntary agreement. This process is crucial in resolving disputes without resorting to more adversarial means like strikes or litigation.

In this setting, the mediator or conciliator typically facilitates discussions and negotiations between the involved parties. The key role of this third party is to help clarify issues, explore potential solutions, and work towards building a mutual understanding and agreement. It's important to note that unlike arbitrators, mediators and conciliators do not have the authority to impose a decision on the parties. Their role is purely advisory and facilitative, aiming to help the parties find a mutually acceptable solution through improved communication and negotiation.

This process is often favored in labor relations because it is generally less costly and time-consuming than formal legal proceedings or continuous strikes. Moreover, mediation and conciliation can aid in maintaining or improving relationships between management and labor by fostering a cooperative dialogue rather than a confrontational one. This is crucial for ongoing labor relations and the overall working environment.

To summarize, mediation and conciliation in the context of labor disputes involve a non-binding, facilitative role played by an impartial third party to help disputing groups such as labor unions and management reach a voluntary agreement. This process is distinguished by its collaborative and non-adversarial nature, which focuses on communication and negotiation to find a shared solution.

NEW QUESTION # 257

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