

ANM - Assistant Nurse Manager Certification Practice Test Questions and Answers

1. What is the SBAR technique used for?

- A) Budget planning
- B) Team scheduling
- C) Patient shift handoff communication
- D) Filing complaints

2. How can patient satisfaction be measured?

- A) By tracking vital signs
- B) By surveying patients post-discharge
- C) By recording staff attendance
- D) By auditing medication logs

3. Why is clarity important in communication?

- A) It adds complexity to the conversation
- B) It ensures the message is understood correctly
- C) It helps keep conversations brief
- D) It allows room for interpretation

4. Which method enhances patient communication?

- A) Using only medical jargon.
- B) Avoiding emotional topics.
- C) Speaking in plain language and confirming understanding
- D) Delegating all communication to assistants.

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

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