

The RN psychiatric nurse manager in a demographically diverse, urban outpatient mental health clinic has two RNs along with two LPNs and two mental health workers (MHWs) who are unlicensed assistive personnel. There are two receptionists at the front desk. The multiethnic, mostly adult clients have a wide variety of diagnosed and treatable psychiatric conditions. Some of the clients are potentially dangerous to themselves and to others. Most of the clients are currently addicts or have a history of alcohol and drug abuse.

1. The nurse manager is triaging and returning phone calls. Which client should the mental health nurse call **first**?
 1. The client diagnosed with a narcissistic personality disorder who needs to see the psychiatrist today
 2. The client diagnosed with schizophrenia who is hearing voices telling him to hurt his wife
 3. The client diagnosed with major depression who is refusing to get out of bed and go to work
 4. The client diagnosed with bipolar disorder who is manic and has sold the family car for cash
2. The psychiatric nurse is working at the triage desk. Which client should the nurse intervene with **first**?
 1. The client who had a baby 2 months ago and thinks she has postpartum depression
 2. The client who told the receptionist he wants to kill himself and has a gun in the car
 3. The woman who thinks her mother has Alzheimer's disease because her mother is confused
 4. The client who has been washing his hands in the bathroom for almost 20 minutes
3. The mental health clinic nurse manager is reviewing laboratory data for clients seen in the clinic. Which client data **warrants** notifying the psychiatric health-care provider?
 1. The client on lithium whose serum lithium level is 2.0 mEq/L
 2. The client on clozapine whose white blood cell count is 10,000
 3. The client on alprazolam whose potassium level is 3.7 mEq/L
 4. The client on divalproex sodium who has a depakote serum level of 60 µg/mL
4. The nurse manager is working in the mental health clinic and returns a telephone call to a male client who says that "voices are telling me to hurt myself, now." Which intervention should the psychiatric nurse implement **first**?
 1. Call 911 and tell the paramedics the client is a danger to himself or others.
 2. Ask the client if he has taken his medication this morning.
 3. Notify the health-care provider of the client's statement.
 4. Keep the client on the telephone to discuss the voices he is hearing.
5. The client diagnosed with a panic attack disorder in the clinic waiting room becomes anxious, starts to hyperventilate and tremble, and is diaphoretic. After removing the client from the day room, which intervention should the RN mental health nurse implement next?
 1. Administer alprazolam.
 2. Allow the client to verbalize feelings of anxiety.
 3. Encourage the client to take slow, deep breaths.
 4. Instruct the MHW to obtain the client's pulse oximeter reading.

6. Which client would be **most** appropriate for the RN nurse manager to assign to the LPN in the outpatient psychiatric clinic?
 1. The client diagnosed with dementia who is confused and disoriented
 2. The client diagnosed with schizophrenia who is experiencing extrapyramidal side effects
 3. The client diagnosed with bipolar disorder who is pacing up and down the hallway
 4. The client diagnosed with anorexia nervosa who is hypotensive and reporting dizziness

7. Which task is inappropriate for the RN psychiatric nurse manager to delegate to the MHW?
 1. Instruct the MHW to observe the client who is exhibiting compulsive behavior.
 2. Ask the MHW to stay in the waiting room and watch the clients.
 3. Tell the MHW to sit with the client who reports being suicidal.
 4. Request the MHW to draw blood for a serum lithium level.

8. The client diagnosed with paranoid schizophrenia is yelling, talking to himself, and blocking the view of the television. The other clients in the waiting room are becoming angry. Which action should the RN nurse manager implement **first**?
 1. Place the client in a quiet room.
 2. Escort the other clients from the day room.
 3. Request the receptionist to call 911.
 4. Approach the client calmly along with the LPN.

9. The RN mental health nurse manager observes the MHW arguing with a client in the waiting room. The nurse manager requests the MHW to go to his office **immediately**. Which action should the nurse manager implement **first**?
 1. Ask the client what caused the argument.
 2. Discuss the behavior with the MHW.
 3. Document the MHW's behavior in writing.
 4. Terminate the MHW immediately.

10. The nurse has been late to work three times in the last week. The nurse manager talks to the nurse and finds out she has to take the bus to work until her car is fixed, which should be completed in 1 week. Which action should the RN nurse manager implement?
 1. Ask another nurse to give the chronically late nurse a ride to work until the car is fixed.
 2. Document the behavior in writing and place in the nurse's file.
 3. Tell the nurse if she is late again she will be placed on administrative leave.
 4. Do not take any action at this time because the nurse has an excellent attendance record.