Competency 1: Describe one’s personal belief system.

1. Which of the following is true regarding one’s belief system?
   1. One’s belief system is totally independent from their culture
   2. Once an individual’s belief system is developed it cannot change
   3. One’s belief system guides their behaviors, communication, and lifestyle
   4. The development of a belief system begins when the individual starts school

Answer: c

1. What is culture?
   1. A principle or body of principles held to be true by a group of people who live together
   2. Family, tribe, people, or nation possessing common traits that are inherited and passed on through generations
   3. Behaviors, languages, customs, and traditions adopted by groups of people out of necessity as they physically relocate to new areas
   4. Common lifestyles, languages, behavior patterns, traditions, and beliefs that are learned and passed down from one generation to another

Answer: d

1. Which of the following pertains to cultural values?
   1. Illness
   2. Family
   3. Climate
   4. Possessions

Answer: b

1. How can a healthcare worker provide culturally sensitive communication?
   1. Avoid silence during interactions
   2. Ask clients how they like to be addressed
   3. Always maintain physical touch during interactions
   4. Only work with patients that are the same sex as the provider

Answer: b

1. If an individual develops beliefs based on what a parent or coach says, they are influenced by:
   1. Evidence
   2. Tradition
   3. Authority
   4. Association

Answer: c

1. Which of the following statements is true regarding culture shock? Culture shock:
   1. affects all people moving to a new culture in the same way.
   2. lasts the entire time the person is in the unfamiliar place or new culture.
   3. often produces anxiety and sadness because the person has left what is comfortable and familiar.
   4. doesn’t occur anymore because people easily travel around the world and are exposed to various cultures.

Answer: c

1. Which of the following best describes what happens with acculturation?
   1. People adapt to or borrow traits from another culture
   2. Foreigners are fully merged into the dominant cultural group
   3. People forget about their native culture and only follow their new culture’s values and beliefs
   4. Foreigners start to believe that members of the dominant cultural group are of lesser value

Answer: a

Competency 2: Explain the belief systems and practices of diverse cultures.

1. How can varying religious beliefs impact healthcare practices?  
    a. Religious beliefs do not affect health decisions  
    b. They can influence treatment choices, dietary restrictions, and end-of-life decisions  
    c. All patients follow the same religious practices  
    d. Only certain religions are relevant in healthcare

Answer: b

1. A middle-age, black female with an average income is most likely to experience:
   1. Ageism and sexism
   2. Racism and sexism
   3. Ageism and racism
   4. Classism and ageism

Answer: b

1. Why is diversity important in the healthcare workplace?  
    a. It leads to conflicts among staff  
    b. It enhances creativity and improves patient care by incorporating various perspectives  
    c. It complicates communication  
    d. It ensures everyone follows the same practices

Answer b

1. In healthcare facilities today, there is greater variety in the ages of employees. What contributes to this change?
   1. People are living longer and either want to continue working or cannot afford to retire
   2. There are laws which mandate retirement age making it easier for younger workers to enter the workplace
   3. Legislation has developed a law which prevents younger workers from taking over jobs held by older workers
   4. Laws have changed making it possible for individuals under the age of 16 to legally work in healthcare settings

Answer: a

1. What is the most important reason for healthcare employees to understand belief systems related to gender and age?
   1. It is required by law
   2. To understand how medical care is paid for
   3. To provide client-focused, individualized care
   4. So employees can choose who they are going care for

Answer: c

Competency 3: Explore personal responsibility as a healthcare worker to treat each person as an individual (customer service).

1. A healthcare employee states, “All old people have joint pain.” This comment is best described as:
   1. A fact
   2. Racism
   3. A stereotype
   4. Ethnocentrism

Answer: c

1. What does ethnocentrism refer to?  
    a. The belief that all cultures are equally valuable  
    b. The belief that one’s own culture or traditions are better than those of other cultures  
    c. The practice of adopting aspects of other cultures  
    d. The recognition of cultural diversity

Answer b

1. A healthcare worker is caring for a client who does not speak English. What would be the most appropriate action for this healthcare worker to take?
   1. Obtain an interpreter
   2. Ask another client to interpret
   3. Request that they do not care for this client
   4. Communicate with the client using only hand gestures

Answer: a

1. A healthcare provider is caring for a client in a cancer treatment center. The client does not speak the local language and their child acting as an interpreter. Is this the best situation for the client and family? Choose the best answer.
   1. No, the patient may not disclose essential information in the presence of the child, to protect the child emotionally.
   2. Yes, the child will be best able to relay important and complex medical information.
   3. Yes, the child will be invested in the conversation and may be able to help the parent make unbiased healthcare decisions.
   4. No, family should not ever be involved in healthcare decision.

Answer: a

1. What is the best reason for healthcare employees to provide quality customer service?
   1. To reduce client frustration
   2. To reduce customer satisfaction
   3. To increase the number of clients served
   4. To increase the amount of money spent on healthcare

Answer: a

Competency 4: Discuss the appropriate workplace expectations to interact with team members and care for clients from diverse cultures, gender, and age groups.

1. What should healthcare professionals do to ensure effective understanding when communicating with patients from diverse backgrounds?  
    a. Avoid asking questions to prevent discomfort  
    b. Clarify for understanding and validate what the patient has communicated  
    c. Assume that all patients understand the information provided  
    d. Provide information only in written form

Answer: b

1. When communicating with clients of diverse cultures, what should a healthcare provider do to help avoid misunderstandings?
   1. Use appropriate medical abbreviations when explaining diseases or treatment plans
   2. Avoid providing written instructions at the same time as giving verbal instructions
   3. Ask the clients to sign a form which indicates they understand what the provider has said
   4. Use gender and age-appropriate communication techniques and ask for clarification as needed

Answer: d

Competency 5: Using a problem solving process applied to healthcare situations, describe how healthcare employees can respect client and staff diversity.

1. A healthcare facility manager recognized that there were communication issues between male and female employees. The manager gathered information from all employees regarding this issue. Which step of the problem-solving process is the manager at when they set up a workshop to increase employee knowledge regarding gender-communication differences?
   1. Evaluating
   2. Gathering information
   3. Implementing solutions
   4. Creating alternative solutions

Answer: c