Therapeutic Communication for Health Care Professionals 4th edition Tamparo Test Bank

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TRUE/FALSE

1 : The Americans with Disabilities Act requires that health care facilities bill the client for provision of effective communication alternatives. _____
A : true
B : false

Correct Answer : B

2 : Bias is the belief that one's own culture and traditions are better than those of another.
_____
A : true
B : false

Correct Answer : B

3 : Folk medicines do not cause harmful or dangerous effects. _____
A : true
B : false

Correct Answer : B

4 : A medical interpreter is most useful during the consent process.
_____
A : true
B : false

Correct Answer : A

5 : Low-context communication is "in your face." _____
A : true
B : false

Correct Answer : A

6 : Perceptions are unconscious insights or intuitions. _____
A : true
B : false

Correct Answer : B

7 : Culture has a greater effect on the attitudes relating to medical treatment and therapeutic communication than race and physical characteristics. _____
A : true
B : false

Correct Answer : A

8 : Persons from Asian cultures have a high acceptance of Western medicine, relying on pharmaceutical products and surgical procedures to treat illness and disease.
_____
A : true

B : false

Correct Answer : B

SHORT RESPONSE

9 : Name Purnell's five cultural domains that pertain to therapeutic communication.

Correct Answer : The five cultural domains are as follows, in any order1. Communication2. Family roles in health care3. Health care practices4. Health care practitioners5. Spirituality

10 : List three common biases and prejudices in today's society.

Correct Answer : Three common biases include, in any order:1.A preference for Western medicine2.Providers chosen according to gender3.Prejudice related to a person's sexual preference4.Discrimination based on race or religion5.Hostile attitudes toward individuals with different value systems6.A belief that people who cannot afford health care should receive less care than someone who can pay for full services

11 : List three ways a language deficiency can be overcome

Correct Answer : Answers may include three of the following in any order:1. Use of an interpreter2. Employing a human translator3. Using a telephone or service translator4. Using an online translation system with software applications

12 : Define culture.

Correct Answer : Culture refers to a way of life of a group of people—the behaviors, beliefs, values, and symbols that they accept and are passed along from one generation to the next.

13 : Explain HIPAA as it pertains to caregiving by relatives or extended family.

Correct Answer : When clients wish to have a caregiver present during their appointments, clients must give their permission because confidential medical information will be shared.

14 : Discuss how persons of Native American cultures view eye contact and expressed emotions.

Correct Answer : Eye contact is considered disrespectful. Native Americans are frequently quiet and frequently show little emotion.

15 : Describe the dietary needs of someone of the Jewish faith.

Correct Answer : People of the Jewish faith keep a kosher diet, and during Passover leaven is to be avoided.

MULTIPLE CHOICE

16 : According to a 2013 survey, _____ of those surveyed showed a negative bias toward the LGBT community.
A : 22%

B : 25%
C : 39%
D : 45%

Correct Answer : C

17 : Which of the following is NOT considered a barrier to multicultural therapeutic communication?
A : perceptions
B : stereotyping
C : ethnocentrism
D : the Internet

Correct Answer : D

18 : Stereotyping refers to the
A : procedures or guidelines followed by health care facilities
B : belief that all people or things with a particular characteristic are the same
C : opinions or judgments that are formed before all the facts are known
D : behaviors that result from language limitations between and within culture

Correct Answer : B

19 : Racism implies
A : desegregation
B : tolerance
C : discrimination
D : sensitivity

Correct Answer : C

20 : A low-context communication style refers to one that
A : utilizes few environmental idioms
B : relies on body language
C : is defined by culturally relevant terms
D : requires cultural knowledge

Correct Answer : A

21 : Which culture is NOT strongly influenced by folk medicine.?
A : Caucasian (Western)
B : Native Americans
C : Islamic
D : Jewish

Correct Answer : D

22 : According to the text, the Christian God plays a particularly strong role in which culture?
A : Asian
B : Hispanic
C : Pacific Islander
D : Japanese

Correct Answer : B

23 : Which culture embraces Confucian principles of mind control over the body?
A : Caribbean
B : East Asian
C : Pacific Islander
D : Hispanic

Correct Answer : B

MATCHING

24 : ?Match each item with the correct statement below. An item may be used more than once.

A : ?believes all illness and suffering is illusory	A : ?Buddhism
B : ?includes principles of mind control over the body and maintaining a balance between natural forces	B : ?Judaism
C : ?believes in reincarnation and prescribes a vegetarian diet	C : ?Islam
D : ?avoids discussion of taboo subjects such as mental illness, contraception, and hospice care	D : ?Christian Science
E : ?requires Kosher food and prohibits consumption of pork; considers the Sabbath as a day of rest	E : ?Confucianism

Correct Answer :
A : D

B : E

C : A

D : C

E : B