

***Therapeutic Communication for Health Care
Professionals 4th edition Tampo 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 order
1. Communication
2. Family roles in health care
3. Health care practices
4. Health care practitioners
5. 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 medicine
2. Providers chosen according to gender
3. Prejudice related to a person's sexual preference
4. Discrimination based on race or religion
5. Hostile attitudes toward individuals with different value systems
6. 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 interpreter
2. Employing a human translator
3. Using a telephone or service translator
4. 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 B : ?Judaism

body and maintaining a balance between

natural forces

C : ?believes in reincarnation and prescribes a C : ?Islam

vegetarian diet

D : ?avoids discussion of taboo subjects such D : ?Christian Science

as mental illness, contraception, and hospice

care

E : ?requires Kosher food and prohibits E : ?Confucianism

consumption of pork; considers the Sabbath as

a day of rest

Correct Answer :

A : D

B : E

C : A

D : C

E : B