

## Chapter 2: Communication and Cultural Diversity in Health Care

### Multiple Choice

1. Which of the following is an example of open-ended questioning used during interview of a newly admitted patient?

- A. What brought you into the hospital?
- B. Do you have a history of lung disease?
- C. Are you in any pain?
- D. Are you having difficulty breathing?

ANS: A

2. The primary purpose for communication includes all except which of the following?

- A. relay information
- B. obtain information
- C. change in values
- D. provide instructions

ANS: C

3. Which of the following could hinder effective and meaningful communication?

- A! differences in values
- B! feelings of anxiety
- C. active listening
- D! both A and B

ANS: D

4. Environmental factors that may influence effective communication during a patient interview include which of the following?

- A. timing of interview
- B. room temperature
- C. physical appearance
- D. emotional status

ANS: B

5. During an initial therapeutic setup, the respiratory therapist can improve communication by using which of the following techniques?

- A. provide the message in an authoritative manner
- B. be in control of the patient at all times
- C. share information about the ordered therapy
- D. do not allow the patient to make any comments

ANS: C

6. Which of the following techniques will improve the respiratory therapist's listening skills at the bedside?

- A. stop the patient from talking about unimportant issues
- B. tune out distractions and be attentive to the patient
- C. finish the sentence for the patient to save valuable time
- D. draw conclusions before the patient completes his message

ANS: B

7. Which of the following techniques is best to confirm that effective communication has occurred when giving instruction on the use of an MDI to a patient?

- A. ask the patient if he understands
- B. have the patient verbalize how to use an MDI
- C. have a family member write down instructions
- D. ask the patient to demonstrate use of an MDI

ANS: D

8. The respiratory therapist should incorporate which of the following techniques during the interview process?

- A! ask questions that encourage the free flow of information
- B! actively listen to the patient's response to questions
- C. only ask questions that require a yes or no response
- D! both A and B

ANS: D

9. After administering a treatment to a 5-year-old asthmatic patient, the physician asks the respiratory therapist to teach the patient how to use an MDI with a holding chamber. Which of the following explanations for the instruction with the holding chamber should the therapist use with this patient?

- A. I'm going to tell you how to administer your medication using a different device
- B. I have a better way for you to take your treatment so you feel better faster
- C. The use of this holding chamber will enhance your ability to get more medication
- D. The physician wants you to use this medical device with self-administered treatments

ANS: B

10. During an interview, the patient states that he is experiencing shortness of breath. The respiratory therapist asks the patient to explain his shortness of breath. This is an example of which of the following communication techniques?

- A. clarification
- B. paraphrasing
- C. sympathizing
- D. all of the above

ANS: A

11. Common values, beliefs, traits, traditions, and language that are learned and shared by members of a group defines which of the following?

- A. values
- B. race
- C. culture
- D. ethnicity

ANS: C

12. Each of the following statements is accurate regarding cultural diversity except which of the following?

- A. all patients have the same basic needs regardless of culture
- B. culture must be considered when developing a care plan
- C. verbal communication will result in compliance regardless of culture
- D. patients who speak the same language should be treated alike

ANS: D

13. The respiratory therapist is performing a pulmonary function test on a non-English speaking patient who is having difficulty understanding the therapist's instructions. What action should the respiratory therapist take?

- A. terminate the test and chart that the patient was unable to perform the test
- B. recommend rescheduling the test and that an interpreter be present
- C. tell the patient to take a break and try the test in half an hour
- D. find another patient who speaks the same language to interpret

ANS: B

14. How might a non-English speaking patient best confirm that he understands your instructions?

- A. nod his head up and down to signify yes
- B. write yes in his language on paper
- C. he is able to provide a return demonstration
- D. he signifies he does not have any questions

ANS: C

15. Methods that may be incorporated in health care to address language barriers include which of the following?

- A. use of interpreters for oral communication
- B. use of translators for converting written material
- C. use of communication boards in the patient's language
- D. all of the above

ANS: D

#### Multiple Response

16. Which of the following intrapersonal factors affect communication? *Select all that apply.*

- A. religious beliefs
- B. attitudes and values
- C. developmental stage
- D. cultural heritage

E. state of health

ANS: A, B, C, D, E

17. Nonverbal cues that affect communication include which of the following? *Select all that apply.*

- A. eye contact
- B. voice tone
- C. facial expression
- D. paraphrasing
- E. handshake

ANS: A, C, E

18. In which of the following methods can a respiratory therapist communicate caring to the patient? *Select all that apply.*

- A. maintain distance in social space
- B. unhurried and patient manner
- C. judicious use of touch
- D. present a professional image
- E. continually talk to the patient

ANS: B, C, D

19. Which of the following may help facilitate communication with a non-English speaking patient who has different cultural beliefs? *Select all that apply.*

- A. use of appropriate nonverbal communication
- B. show respect for cultural differences
- C. build trust by displaying caring and confidence
- D. encourage the patient to conform to a new behavior
- E. be persuasive in teaching the patient your beliefs

ANS: A, B, C

20. Which of the following organizations recognize and require health-care facilities to address the needs of our culturally diverse population? *Select all that apply.*

- A. The Joint Commission
- B. Food and Drug Administration

- C. Occupational Safety and Health Administration
- D. Health Maintenance Organization
- E. American Thoracic Society

ANS: A