CULTURALLY COMPETENT NURSING CARE – QUIZ

1. A hospitalized Native American patient tells the nurse that later in the day a medicine man from his tribe is coming to perform a healing ceremony to return his world to balance. The nurse recognizes that
   a. the patient does not adhere to an organized, formal religion.
   b. the patient’s spiritual needs may be met by traditional rituals
   c. the patient may be putting his health in jeopardy by relying on rituals.
   d. Native American medicine cannot alter the progression of the patient’s physical illness.

2. When the nurse takes a surgical consent form to an Asian woman after the surgeon has provided the information about the recommended surgery, the patient refuses to sign it. The best response by the nurse is:
   a. “Didn’t you understand what the doctor said to you about the surgery?”
   b. “Are there other people you want to talk with before making this decision?”
   c. “Why won’t you sign this form? Don’t you want to do what the doctor recommended?”
   d. “I’ll have to call the surgeon and have your surgery cancelled until you can make a decision.”

3. To determine a patient’s cultural practices regarding communication and eye contact, the nurse should
   a. ask the patient what silence means when communicating with others
   b. avoid all eye contact unless the patient establishes eye contact with the nurse
   c. observe the behaviors and interactions between the patient and other members of the culture
   d. use the communication technique that he or she is most comfortable with in order to make the patient feel comfortable

4. Ethnocentrism is:
   a. Forcing one’s own cultural beliefs and practices on others without regard for their culture.
   b. Divisions of humankind sharing common ancestry and physical characteristics.
   c. The assumption that all members of a culture or ethnic group share the same values and beliefs
d. The belief that one’s own values, beliefs and behaviors are the only right and natural way.

5. A male nurse would be providing culturally competent care by requesting that a female nurse provide the care for a(n)
   a. Arab male
   b. Arab female
   c. Latino male
   d. African American female

Indicate whether the following statements are true or false:

6. JCAHO’s Hospitals, Language and Culture project seeks to explore how a group of hospitals across the country provide health care to culturally and linguistically diverse patient populations.
   T    F

7. The Joint Commission now requires the delivery of services in a culturally and linguistically appropriate manner in order for hospitals to pass the JCAHO site evaluation for accreditation status.
   T    F

8. CLAS is a set of national standards for Culturally and Linguistically Appropriate Services (CLAS) in health care, issued by the U.S. Department of Health and Human Services Office of Minority Health.
   T    F

9. According to CLAS, health care organizations must provide language assistance services at no cost to each patient with limited English proficiency in a timely manner during business hours, Monday through Friday.
   T    F

10. Health care organizations should maintain a current demographic, cultural, and epidemiological profile of their service area in order to accurately plan for and implement services that respond to the cultural and linguistic characteristics of the service area.
   T    F