

## Chapter 1

### Person-Centred Care

#### Multiple Choice Questions

1. According to your textbook, personal care providers deliver what percentage of direct care to Canadians living in long-term care facilities and/or in their homes?

A) 75%  
B) 85%  
C) 80%  
D) 70%

Answer: C      LO#1-Identify different titles for the personal care provider

2. Within Canada, the position of personal care provider has many different titles. Two of these titles include:

A) personal support worker and health-care assistant  
B) home-care associate and health-care helper  
C) home support employee and resident-care assistant  
D) complex-care assistant and personal support member

Answer: A      LO#1-Identify different titles for the personal care provider

3. The three most common terms for persons who you will be caring for are:

A) patient, resident, consumer  
B) patient, resident, customer  
C) patient, client, consumer  
D) patient, client, resident

Answer: D      LO#2- Differentiate between the terms patient, resident, and client

4. Clients are typically people cared for within:

A) home health-care providers agencies  
B) extended-care facilities, or complex-care  
C) nursing homes or in long-term care  
D) physicians' offices or clinics

Answer: A      LO#2- Differentiate between the terms patient, resident, and client

5. Putting yourself in your client's shoes and understanding things from your client's point of view is known as:

- A) appreciation
- B) empathy
- C) person-centered care
- D) respectful care

Answer: B                      LO#3- Identify the personal care provider's role in applying the principles of person-centred care.

6. A personal care provider demonstrates empathy by:

- A) speaking to the client's Doctor for care advice
- B) directing the client on the proper course of action
- C) excluding the client in making decisions about their care
- D) placing yourself in your client's situation

Answer: D                      LO#3- Identify the personal care provider's role in applying the principles of person-centred care.

7. Race is defined as:

- A) a group of people who share certain distinctive physical traits
- B) a group of people with shared linguistic, racial, historical, and religious background
- C) a group of people with varied linguistic, racial, historical, and religious background
- D) a group of people with varied certain distinctive physical traits

Answer: A                      LO#4 Discuss how race, ethnicity, age, religion, gender, and other types of group membership contribute to a person's culture.

8. In order to enhance the delivery of person-centred care, the personal care provider is required to:

- A) understand that people will have the same cultural makeup
- B) understand that people will often have the same attitudes, values, beliefs, and practices
- C) understand that those who live in Canada identify themselves ethnically as Canadian
- D) have a thorough understanding of the complexity of culture

Answer: D                      LO#4 Discuss how race, ethnicity, age, religion, gender, and other types of group membership contribute to a person's culture.

9. Two negative outcomes of the personal care provider stereotyping a client include:

- A) prejudice and labelling
- B) prejudice and discrimination

- C) discrimination and labelling
- D) discrimination and belittling

Answer: B

LO#5 Describe cultural diversity between and within groups.

10. How does the personal care provider respect cultural diversity:

- A) by understanding clients identified as Generation Y have similar values and beliefs regarding health care
- B) by understanding that regardless of place of birth, a client raised in Canada will share cultural beliefs with other Canadians
- C) by understanding that variations exist between the different cultures of the world
- D) by understanding that those within a group often share similar characteristics, values, beliefs, and attitudes

Answer: C

LO#5 Describe cultural diversity between and within groups.

11. It is important for the personal care provider to respect differences in communication between cultures by:

- A) respecting differences in communication between cultures
- B) realizing that persons of the same culture may use different communication skills
- C) clarifying with clients their unique characteristics and their cultural identities
- D) all of the above

Answer: D

LO#6-Demonstrate respect for clients' cultural diversity.

12. In order to speak to your client about their unique cultural needs, the personal care provider may ask or state:

- A) "What do I need to know about you to provide you with the best possible care to meet your needs?"
- B) "Tell me about your culture so I can better meet your needs"
- C) "Don't worry, we have cared for all types of cultures in this facility"
- D) "It is best to avoid traditional health-care methods as they may interfere with medicalized health-care strategies"

Answer: A

LO#6-Demonstrate respect for clients' cultural diversity.

13. The first level within Maslow's Hierarchy of Needs is *Physical Needs* and includes the following:

- A) Food, Water, Oxygen, Sleep, Money
- B) Food, Sunshine, Oxygen, Sleep, Shelter
- C) Food, Water, Oxygen, Sleep, Shelter

D) Food, Water, Oxygen, Rest, Shelter

Answer: C                      LO#7-Prioritize basic human needs according to Maslow's  
Hierarchy of Needs.

14. The five levels within Maslow's Hierarchy of Needs from bottom to top are as follows:

- A) physical needs, safety, love and belonging, esteem, self-actualization
- B) physical needs, safety, love and belonging, self-actualization, esteem
- C) physical needs, love and belonging, safety, esteem, self-actualization
- D) physical needs, safety, esteem, love and belonging, self-actualization

Answer: A                      LO#7-Prioritize basic human needs according to Maslow's  
Hierarchy of Needs.

15. Dependence refers to:

- A) the inability to meet one's own needs and/or make decisions about one's own life
- B) the ability to meet one's own needs and/or make decisions about one's own life
- C) the ability to meet one's own needs and/or make decisions about one's own life
- D) the inability to meet one's own needs and/or make decisions about one's own life

Answer: D                      LO#8-Describe the concept of autonomy as it relates to person-  
centred care.

16. Because the personal care provider has knowledge and skill it is best to realize that:

- A) the personal care provider knows what is best for their client
- B) if a client makes a choice which the personal care provider disagrees with, they need to inform the client
- C) if a client is dependent upon the personal care provider, this dependence should be promoted
- D) providing person-centred care means that care decisions and choices are being made by and centred on the client

Answer: D                      LO#8-Describe the concept of autonomy as it relates to person-  
centred care.

17. If the personal care provider notices a change in their client's behaviour, they should:

- A) make a mental note of this change for future reference
- B) report to your nursing supervisor
- C) realize this is part of the illness and disease process

D) realize that often clients become irritable or weak when ill

Answer: B                      LO#9-Identify clients' behaviours that may indicate they have  
unmet needs

18. If your client's needs are not being met, you will notice the following:

- A) mood and behaviour changes in your client
- B) an improvement in your client's condition
- C) your client becoming more independent
- D) your client becoming less anxious

Answer: A                      LO#9-Identify clients' behaviours that may indicate they have  
unmet needs

**True/False Questions:**

1. *Personal care provider* is the only title used in Canada to designate someone who works with clients in hospital, home health-care agencies, and long-term care facilities.

Answer: False              LO#1-Identify different titles for the personal care provider

2. The title "Resident-care attendant" refers to care receivers in a long-term care facility setting only.

Answer: True              LO#1-Identify different titles for the personal care provider

3. This textbook will use the term "consumer" to refer to all persons receiving care.

Answer: False              LO#2- Differentiate between the terms patient, resident, and client

4. One of the most important things to remember is to treat all individuals under your care with respect and courtesy.

Answer: True              LO#2- Differentiate between the terms patient, resident, and client

5. It is recognized that health-care providers should tell clients what to do to improve their health.

Answer: False              LO#3- Identify the personal care provider's role in applying the  
principles of person-centred care.

6. According to your textbook, a person-centred approach to health care can result in improving a client's morbidity.

Answer: False                      LO#3- Identify the personal care provider's role in applying the principles of person-centred care.

7. It is believed that culture is really the same as ethnicity and/or race.

Answer: False                      LO#4 Discuss how race, ethnicity, age, religion, gender, and other types of group membership contribute to a person's culture.

8. Those who were born at the beginning of this century are often referred to as Generation-Z.

Answer: True                      LO#4 Discuss how race, ethnicity, age, religion, gender, and other types of group membership contribute to a person's culture.

9. When the personal care provider forms negative judgements about a client due to her alliance in a particular group-this is known as: discrimination.

Answer: False                      LO#5 Describe cultural diversity between and within groups.

10. The personal care provider assumes a 30-year old male client has the same characteristics as other young adults, this is called "stereotyping".

Answer: True                      LO#5 Describe cultural diversity between and within groups.

11. If you as the personal care provider feel uncomfortable asking others for information about their cultural values, traditions, practices, rituals, or religious beliefs, you can omit this as part of your client assessment.

Answer: False                      LO#6-Demonstrate respect for clients' cultural diversity.

12. If a client has progressed to one of the upper levels in Maslow's Hierarchy of Needs, they do not need to concern themselves with any of the lower levels.

Answer: False                      LO#7-Prioritize basic human needs according to Maslow's Hierarchy of Needs.

13. The top level of Maslow's Hierarch of Needs is *self-actualization*, characterised by personal growth and realization of potential.

Answer: True                      LO#7-Prioritize basic human needs according to Maslow's

Hierarchy of Needs.

14. A client's esteem needs cannot be met unless their right to autonomy is respected.

Answer: True

LO#8-Describe the concept of autonomy as it relates to person-centred care.

15. Clients who rely on personal care providers for physical assistance cannot be independent in regards to making choices about their priorities and their preferences when receiving help.

Answer: False

LO#8-Describe the concept of autonomy as it relates to person-centred care.

16. Changes in a client's behaviour is a normal part of illness and therefore does not require action by the personal care provider.

Answer: False

LO#9-Identify clients' behaviours that may indicate they have unmet needs

17. If a client's emotional need is not met, they may react with anxiety.

Answer: True

LO#9-Identify clients' behaviours that may indicate they have unmet needs