

Chapter 02: Cultural Competency

Ball: Seidel's Guide to Physical Examination, 9th Edition

MULTIPLE CHOICE

1. Which statement is *true* regarding the relationship of physical characteristics and culture?
 - a. Physical characteristics should be used to identify members of cultural groups.
 - b. There is a difference between distinguishing cultural characteristics and distinguishing physical characteristics.
 - c. To be a member of a specific culture, an individual must have certain identifiable physical characteristics.
 - d. Gender and race are the two essential physical characteristics used to identify cultural groups.
 - e. Whereas all cultural traits can be viewed as static, physical traits are dynamic.

ANS: B

Physical characteristics do not symbolize cultural groups; there is a difference between the two, and they are considered separately. Cultures are dynamic in their evolution.

TOP: Discipline: Behavioral Science MSC: Organ System: General

2. A fixed image of any group that rejects its potential for originality or individuality is known as a(n):
 - a. acculturation.
 - b. norm.
 - c. stereotype.
 - d. ethnos.
 - e. custom.

ANS: C

This definition describes a stereotype. A norm, on the other hand, is a standard of allowable behavior within a group, ethnos implies the same race or nationality, and acculturation is a process of adopting another culture's behaviors. A custom refers to a habitual activity of a group in a given situation.

TOP: Discipline: Behavioral Science MSC: Organ System: General

3. Your new patient is a 40-year-old Middle Eastern man with a complaint of new abdominal pain. You are concerned about violating a cultural prohibition when you prepare to do his rectal examination. The best tactic would be to:
 - a. do the examination because it is a necessary part of the physical examination.
 - b. ask a colleague from the same geographic area if this examination is acceptable.
 - c. inform the patient of the reason for the examination and ask if it is acceptable to him.
 - d. refer the patient to a provider more knowledgeable about cultural differences.
 - e. forego the examination for fear of violating cultural norms.

ANS: C

Asking, if you are not sure, is far better than making a damaging mistake. You would not be doing your job as a professional if you deferred the examination without a reason. It is not necessary to refer a skill you are capable of performing.

TOP: Discipline: Behavioral Science MSC: Organ System: General

4. Which statement is *true* regarding impoverished people?
- In the United States, socioeconomic status does not influence the delivery of health care.
 - The morbidity and mortality rates of impoverished people are greater than those of the middle class.
 - The morbidity and mortality rates of impoverished people are less than those of the middle class.
 - No reliable statistics exist regarding the relationship of poverty to morbidity and mortality.
 - The morbidity and mortality rates of impoverished people are similar to those of the middle class.

ANS: B

Poorly educated people and people in poverty die at higher rates than those who are advantaged; the same is true for morbidity.

TOP: Discipline: Behavioral Science MSC: Organ System: General

5. In terms of cultural communication differences, Americans are more likely to _____ than other groups of patients.
- emphasize attitudes and feelings
 - maintain eye contact
 - come quickly to the point
 - use silence comfortably
 - speak more softly than other cultures

ANS: C

In the United States, individuals are very direct in conversation and come to the point quickly. They also tend to talk more loudly and to worry less about being overheard.

TOP: Discipline: Behavioral Science MSC: Organ System: General

6. Which question has the most potential for exploring a patient's cultural beliefs related to a health problem?
- "How often do you have a medical examination?"
 - "What are your age, race, and educational level?"
 - "What types of symptoms have you been having?"
 - "Why do you think you are having these symptoms?"
 - "Do you take herbal remedies?"

ANS: D

This open-ended question avoids stereotyping, is sensitive and respectful toward the individual, and allows for cultural data to be exchanged.

TOP: Discipline: Behavioral Science MSC: Organ System: General

7. A person's definition of illness is likely to be most influenced by:
- race.
 - ritual.
 - enculturation.
 - age group.
 - socioeconomic class.

ANS: C

The definition of "ill" is determined in large part by the individual and the process whereby an individual assumes the traits and behaviors of a given culture.

TOP: Discipline: Behavioral Science MSC: Organ System: General

8. An aspect of traditional Western medicine that may be troublesome to many Hispanics, Native Americans, Asians, and Arabs is Western medicine's attempt to:
- use a holistic approach that views a particular medical problem as part of a bigger picture.
 - determine a specific cause for every problem in a precise way.
 - establish harmony between a person and the entire cosmos.
 - use herbal remedies and rituals.
 - promote balance in an individual's life.

ANS: B

A more scientific approach to healthcare problem solving, in which a cause can be determined for every problem in a precise way, is a Western approach. Hispanics, Native Americans, Asians, and Arabs embrace a more "holistic" approach.

TOP: Discipline: Behavioral Science MSC: Organ System: General

9. A naturalistic or holistic approach to health care often assumes:
- that hot conditions require treatment with a hot remedy.
 - a reductionist view that looks to a very narrow cause and effect.
 - there are external factors that must be kept in balance.
 - that there are hot and cold conditions but not hot and cold remedies.
 - that hot and cold conditions are the same among different cultures.

ANS: C

A naturalistic or holistic approach often assumes that there are external factors—some good, some bad—that must be kept in balance if we are to remain well.

TOP: Discipline: Behavioral Science MSC: Organ System: General

10. Which maternal factor is most predictive of whether an infant will receive inoculations?
- The mother has family support.
 - The mother is divorced.
 - The mother breast-feeds.
 - The mother uses drugs.
 - The mother received prenatal care.

ANS: E

Mothers who take advantage of appropriate prenatal care generally take advantage of other infant care practices as well.

TOP: Discipline: Behavioral Science

MSC: Organ System: General

11. Knowledge of the culture(s) of the patient should be used to:
- form a standard practice procedure for that culture.
 - draw conclusions regarding individual patient needs.
 - form stereotypical categories.
 - help make the interview questions more pertinent.
 - form a sense of the patient based on prior knowledge.

ANS: D

The purpose of understanding the patient's culture(s) is to help the provider construct pertinent questioning and avoid stereotyping.

TOP: Discipline: Behavioral Science

MSC: Organ System: General

12. The attitudes of the healthcare professional are largely:
- acculturated and cannot be changed.
 - uninfluenced by patient behavior.
 - difficult for the patient to sense.
 - culturally derived.
 - irrelevant to the success of relationships with the patient.

ANS: D

The attitude of a healthcare provider is foundationally derived from his or her own culture but cannot cause stereotypical judgments to be made; understanding this is relevant to the success of patient relationships. Attitudes of the healthcare professional are easily detected by others, and they influence patient behavior.

TOP: Discipline: Behavioral Science

MSC: Organ System: General

13. All of the following are important aspects of reducing disparities in health care except:
- identify and monitor conscious and unconscious biases.
 - help the patient to learn about his or her disease or condition.
 - consider the health literacy of one's patients.
 - try to discuss aspects of care without the influence of friends, partner, or family members.
 - encourage patients to complete patient satisfaction and demographics forms.

ANS: D

All of the above are ways a healthcare provider can reduce disparities in health care except the exclusion of a patient's friends, partner, or family members. It is important in reducing disparities in health care for the provider to partner with patients and families to provide high-quality care.

TOP: Discipline: Behavioral Science

MSC: Organ System: General

14. Which of the following is not an aspect of cultural humility?
- Ability to recognize one's limitations in knowledge and cultural perspective
 - Self-reflection and self-critique
 - Assuming all patients of a particular culture fit a certain stereotype
 - Meeting patients "where they are" without judgment

e. Genuine interest in understanding our patients' belief systems and lives

ANS: C

Rather than assuming all patients of a particular culture fit a certain stereotype, healthcare providers should view patients as individuals. In doing so, cultural humility helps equalize the imbalance in the patient-provider relationship.

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