

# 2020 FH CULTURAL AWARENESS & INCLUSION TEST

Revised/Effective May 2020

Name \_\_\_\_\_ Department \_\_\_\_\_ Date \_\_\_\_\_  
Employee ID \_\_\_\_\_ Exposure Risk Category \_\_\_\_\_ Test Score \_\_\_\_\_

## SEND THE COMPLETED TEST TO YOUR SUPERVISOR

---

- \_\_\_ 1. As representatives of Frederick Health, all staff – including physicians, contractors, and volunteers – must comply with our Patient Non-Discrimination Policy LD418. The policy includes WHICH of the following requirements:
  - a) At each public entrance, a Notice of Non-Discrimination is posted with information on how they can make a complaint if they have a concern or report.
  - b) Frederick Health Staff will not discriminate against people based on their membership in a group defined by Federal, State or Local law.
  - c) Any staff member who witnesses violations of our non-discrimination policies should tell their immediate supervisor (to take steps to intervene, if relevant) and report it in VERGE.
  - d) All of the Above
  
- \_\_\_ 2. Why shouldn't we use family or friends to interpret?
  - a) They may not be familiar with medical terminology
  - b) They may have their own agenda that impacts whether they interpret what the provider is saying
  - c) Both a & b
  - d) None of the above
  
- \_\_\_ 3. Which of the following is NOT an example of good documentation of communication with an LEP or Deaf patient?
  - a) Onsite interpreter JoAnn Griffin used for informed consent
  - b) Telephone interpreter, Spanish # 67895, used for triage to ask parents what happened in the accident
  - c) Patient denies past history of pain or swelling in abdomen
  - d) VRI interpreter, Christina, used for wound care visit
  
- \_\_\_ 4. CultureVision can be accessed:
  - a) Through the CultureVision icon on your FH computer desktop
  - b) By calling the Department of Health and Human Services
  - c) Through a 3-ring binder located in your department titled "CultureVision"
  - d) At work only
  
- \_\_\_ 5. Which of the following statements are NOT correct?
  - a) Providing patient centered care includes knowing more than the statistics that are collected in a patient record
  - b) Every patient with diabetes should receive exactly the same treatment.
  - c) Health systems are creating new partnerships in the community to know more about the community's health needs and barriers.
  - d) Some groups that are most vulnerable to social determinants are minorities, the elderly, and disabled.

**MORE →**

- \_\_\_ 6. Why is it important to acknowledge that all people, including ourselves, have unconscious biases and stereotypes?
- a) To understand why some people can jump to conclusions or perceive the same situation differently.
  - b) To explain how our decisions about important matters can be influenced by unrecognized biases and stereotypes.
  - c) To realize that most of the time, people have good intentions, and don't mean to hurt another person's feelings or cause them harm.
  - d) All of the above
- \_\_\_ 7. Which of the following could be part of developing your own cultural competence or overcoming some of the stereotypes and biases based on false information?
- a) Have an open attitude toward people and situations.
  - b) Take time to explore how your own background and experiences have influenced your deepest feelings, thoughts, and actions.
  - c) Start a diversity related book club or recurring lunch appointment with other people who seem open and willing.
  - d) All of the above
- \_\_\_ 8. Mr. Johnson is a 70 year old White male who has just moved onto your unit from the OR. While he's very ill, he's in good spirits and teases the Nurses and Techs, slightly flirtatious with some of the females. When Dr. Moon, the Surgeon comes in, Mr. Johnson is cooperative and friendly.

At Rounds the next day, the Hospitalist, a Black female, comes in to meet him and reviews all of the information that has been gathered so far. She introduces herself as Dr. Cook. After she reviews his history, labwork and diagnosis he says, "When is my Doctor going to come in to talk with me?" She explains again, "I'm Dr. Cook, your hospitalist, and I will be following your case while you are here in the hospital. I'm going to check your incision to make sure it's healing. She reaches to pull back the sheet covering his belly when he screams "Get away from me. You aren't my doctor. I don't want you to touch me!" He pushes her hand away and shrinks back.

You are called to mediate the situation. What do you think is going on?

- a) You assume Mr. Johnson is prejudiced, he doesn't want her to touch him because she is black.
- b) You assume Mr. Johnson is embarrassed and doesn't want a woman to care for him.
- c) You assume Mr. Johnson's interaction with doctors is limited, and he is operating under the stereotype that only men can be doctors.
- d) It is best to ask the patient, rather than make assumptions that he is biased. There could be something else bothering him about being examined.

**MORE →**

- \_\_\_ 9. Frederick Health expects every team member to fulfill the expectations of a culture of dignity and respect, which is important for all stakeholders – including patients, families, staff and our community. These include policies that apply to Civil Rights, Patient Rights, and the Standards of Behavior. Based on your learning, why are these so important?
- a) When we welcome all people and reflect the communities we serve, people are more likely to want to commit to Frederick Health as an Employer and Provider of choice.
  - b) Team members must be protected from the types of behavior that demean, harass or discriminate in order to bring their best to work each day. Otherwise they may be distracted from their work and contribute to mistakes, increased costs, lower productivity, and patient harm.
  - c) Neither A or B
  - d) Both A & B
- \_\_\_ 10. Interpreting services waivers (explained in policy RI 136) should be signed by the patient when:
- a) The family decides that they can interpret for the patient
  - b) The staff decides that the family can interpret for the patient
  - c) Anyone, other than the patient, can decide how effective communication can best be achieved
  - d) The patient refuses FH interpreting services