

Towards Cultural Competence: A Conversation for Health Care Managers and Leaders
Satellite Webcast
Social Work CEU Quiz
May 6, 2016

(Select only the one best answer)

1. One's culture includes language, thoughts, religious and social groups and communication:
A) True
B) False

2. Cultural awareness and sensitivity includes:
A) Acknowledging that individuals from other cultures have a different world view, different beliefs about health care and illness
B) Respect of the beliefs, attitudes and cultural lifestyles of its patients
C) Understanding how culture shapes patients' health beliefs
D) All of the above

3. Research does not suggest that patient-centered culturally sensitive healthcare may be an important precursor to patient satisfaction and treatment adherence.
A) True
B) False

4. Cultural Competence in healthcare is important and relevant because:
A) Health providers lack cultural diversity
B) Patients' personal experiences of biases within primary care systems
C) Culture influences help-seeking behavior and attitudes toward health providers
D) All of the above

5. Cross-cultural communication promotes a feeling of acceptance:
A) True
B) False

Name: _____

Address: _____ City: _____ State: _____ Zip: _____

Phone #: _____ Email: _____