

***Primary Preventive Dentistry, 8e (Harris et al.)***  
**Chapter 2 Cultural Health Influences**

1) Culture is defined as integrated patterns of human behavior that include the language, thoughts, communications, actions, customs, beliefs, values, and institutions of racial, ethnic, religious or social groups. A dental hygienist should be culturally competent, only if he or she chooses to do so.

- A) Both statement and reason are true.
- B) Both statement and reason are false.
- C) Statement is true but reason is false.
- D) Statement is false but reason is true.

Answer: C

Explanation: C) Dentists and dental hygienists are contractually accountable to society and must be committed to competence. The obligation to engage in the process of cultural competence is a professional responsibility.

2) Which of the following is projected to have to slowest population growth through the year 2050?

- A) Hispanic
- B) White, non-Hispanic
- C) Asian
- D) Black

Answer: B

Explanation: B) The slowest projected population growth through 2050 will be in the

on-Hispanic White group.”

3) The ethnocentric values of individualism and freedom motivate the practice of the giving health information; directly to the patient and NOT the family or family head, and to expect patients to make their own health care decisions. This holds true with all cultures.

A) Both statements are true.

B) Both statements are false.

C) First statement is true, second statement is false.

D) First statement is false, second statement is true.

Answer: C

Explanation: C) This may be true for many people who live in the United States but this may NOT be the case for those from other cultures, such as the Japanese, who view themselves in context of the family unit. They may prefer the delivery of health information to the family, NOT the patient.

4) Which of the following is a concern for clients who have limited English proficiency?

A) Difficulty using the telephone to schedule appointments

B) Inability to understand implications for informed consent

C Problems complying with specialized instructions for medications or chemotherapeutic agents

D) Asking for and understanding directions to the health care facility

E) All of the above

Answer: E

Explanation: E) All of the above situations may arise if a client is NOT proficient in English and no translators are available during appointments.

5) The L-E-A-R-N model stands for Listen, Explain, Acknowledge, Recognize, and Negotiate.

This model replaces the dental interview process when treating those from different cultures.

A) Both statements are true.

B) Both statements are false.

C) First statement is true, second statement is false.

D) First statement is false, second statement is true.

Answer: C

Explanation: C) The L-E-A-R-N model is as follows:

**L**     *Listen* with sympathy and understanding

**E**     *Explain* your perception of the problem

**A**     *Acknowledge* and discuss the differences and similarities

**R**     *Recommend* treatment

**N**     *Negotiate* agreement

The LEARN model is intended to supplement the dental interview process and NOT replace it.

6) In order to be culturally competent, one should eliminate idioms in speech because these have a basis in American culture are NOT universally understood. Avoiding “yes” and “no” questions and encouraging clients to ask questions is also a basic tenet for all health communication.

A) Both statements are true.

B) Both statements are false.

C) First statement is true, second statement is false.

D) First statement is false, second statement is true.

Explanation: A) Avoiding idioms will help to prevent any miscommunication. Avoiding “yes” and “no” questions will reduce the likelihood that the client is simply saying “yes” or “no” due to lack of understanding and make it more likely for them to ask questions.

7) From a legal perspective, cultural competence can help to avoid:

A) Liability

B) Malpractice claims

C) Both A and B

D) None of the above, cultural competence has no effect on legal matters

Answer: C

Explanation: C) A lack of awareness of cultural differences and failure to provide culturally appropriate care may result in liability, under tort principles, for breach of professional standards of care. Providing effective communication (both verbal and written) in other languages and addressing the need of individuals with low or no literacy have been shown effective in reducing malpractice claims.<sup>31</sup>

.

8) Which of the following is NOT one of the skill areas assessed in the Cross-Cultural Adaptability Inventory (CCAI)?

A) Emotional resilience

B) Flexibility/openness

C) Nonjudgmental

D) Personal acuity

Answer: C

Explanation: C) The four skill areas assessed in CCAI are: emotional resilience, flexibility/openness, personal acuity, and personal autonomy

9) Which is the BEST way to pursue cultural competency for a lifetime?

A) Legal school

B) Continuing education

C) Understanding one's self

D) Competency education

Answer: B

Explanation: B) Continuing education through readings, attending conferences and workshops, interacting with experts, and taking language classes are some formal ways to pursue the process of cultural competency.