

4

Communication and Cultural Diversity

1. Define communication

Short Answer

1. List the three basic steps of communication.

2. Why is feedback an important part of communication?

3. Why is effective communication a critical part of a home health aide's (HHA's) job?

2. Explain verbal and nonverbal communication

Multiple Choice

1. Which of the following is an example of nonverbal communication?
- (A) Asking for a glass of water
 - (B) Pointing to a glass of water
 - (C) Screaming for a glass of water
 - (D) Saying, "I do not like water"
2. Verbal communication includes
- (A) Facial expressions
 - (B) Nodding one's head
 - (C) Speaking
 - (D) Shrugging one's shoulders
3. Types of nonverbal communication include
- (A) Speaking
 - (B) Facial expressions
 - (C) Yelling
 - (D) Oral reports

4. Which of the following is an example of a confusing or conflicting message (saying one thing and meaning another)?
- Mr. Williams smiles and tells his home health aide that he is excited because his daughter is coming to visit.
 - Mr. Sanchez looks like he is in pain. When his home health aide asks him about it, Mr. Sanchez tells her that his back has been bothering him.
 - Mr. Sanders agrees with his home health aide when she says it is a nice day, but Mr. Sanders looks angry.
 - Mr. Lee will not watch his favorite TV show. He says he is a little depressed.
5. In the previous question, how could the home health aide clarify the confusing or conflicting message?
- State what the HHA has observed and ask if the observation is correct
 - Ignore the conflicting message and accept what the client said
 - Ask the client to repeat what he just said
 - Tell the client that the HHA knows he is not telling the truth
6. Which of the following is true of cultures?
- All cultural groups view standing close to another person as a potential threat.
 - The use of touch is the same for all cultures.
 - Different cultures may have different behaviors, attitudes, and customs.
 - Maintaining eye contact while talking is preferred by all cultures.

3. Identify barriers to communication

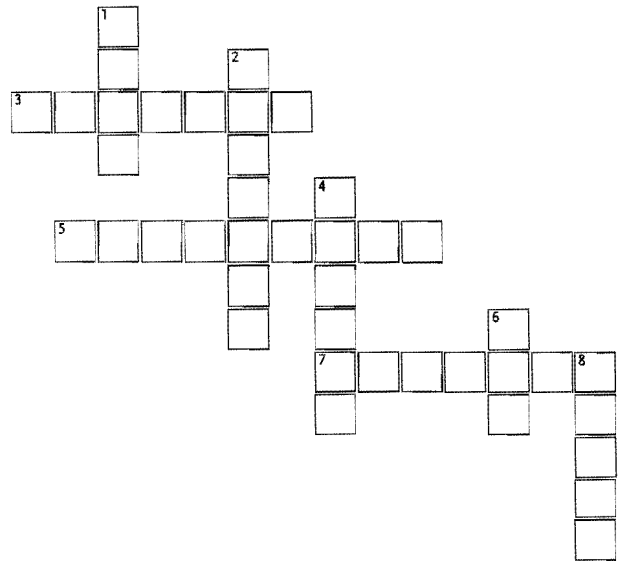
Crossword

Across

- Type of terminology that may not be understood by clients or their families; HHAs should speak in simple, everyday words
- Type of questions that should be asked because they elicit more than a "yes" or "no" answer
- Phrases used over and over again that do not really mean anything

Down

- Type of language that is part of nonverbal communication; HHAs should be aware of this when speaking
- Being this way and taking time to listen when clients are difficult to understand help promote better communication
- HHAs cannot offer opinions or give this because it is not within their scope of practice
- Type of question that should be avoided, as it often makes people feel defensive
- Type of words and expressions that should not be used by HHAs because they are unprofessional and may not be understood



4. List ways to make communication accurate and explain how to develop effective interpersonal relationships

Multiple Choice

- One way for an HHA to be a good listener is to
 - Finish a client's sentences for him to show that the HHA understands what the client is saying
 - Pretend that the HHA understands what a client is saying even if she does not
 - Restate the message in the HHA's own words
 - Fill in any pauses to avoid awkwardness

2. Active listening involves
 - (A) Focusing on the sender and giving feedback
 - (B) Avoiding speaking to the client if the HHA cannot understand him
 - (C) Deciding what the client is going to say before he says it
 - (D) Talking about the HHA's personal problems to relate to the client
3. Mrs. Velasco is a new client who recently moved to the United States. Her home health aide is giving her a bath before helping her into bed. He notices that she seems to have difficulty speaking English and seems nervous. What can her HHA do to make her more comfortable?
 - (A) Give her advice about how to fit in better with American culture
 - (B) Talk constantly so that she will not have to speak
 - (C) Use some words and phrases that he is familiar with in her language
 - (D) Avoid speaking to her while giving care
4. When clients report symptoms or feelings, the best response by the HHA is to
 - (A) Give medical advice
 - (B) Suggest medications
 - (C) Avoid speaking
 - (D) Ask for more information
5. Which of the following statements describes a way for an HHA to have positive relationships with clients?
 - (A) The HHA should fold her arms in front of her while clients are talking.
 - (B) The HHA should tell clients she knows exactly how they feel, so clients will feel that they have something in common.
 - (C) The HHA should ignore a client's request if she knows she cannot fulfill it.
 - (D) The HHA should be empathetic and try to understand what clients are going through.
6. Mr. Vernon is an elderly client who has terminal cancer. He is telling Katie, his home health aide, that he is very depressed about dying. He feels he has left many things unfinished. Hearing this makes Katie

uncomfortable. Which of the following would be the best response by Katie?

- (A) She should ignore what he is saying.
- (B) She should try to interest him in a brighter subject.
- (C) She should listen to him and ask questions when appropriate.
- (D) She should tell him she knows exactly how he feels.

True or False

For each of the following statements, write T if the suggestion will help HHAs develop good relationships with clients, and write F if it will not.

7. ____ The HHA should be empathetic.
8. ____ If a subject makes the HHA feel uncomfortable, she should change the subject.
9. ____ The HHA should lean forward in her chair when listening to clients.
10. ____ The HHA should not talk down to clients.
11. ____ If the HHA cannot honor a particular request, she should just ignore it.
12. ____ The HHA should tell clients that she knows how they feel.
13. ____ The HHA should approach clients when they are talking.

5. Describe the difference between facts and opinions

Fact or Opinion

For each statement made by the HHA, decide whether it is an example of a fact or an opinion. Write F for fact or O for opinion in the space provided.

1. ____ It is better to take your bath before you eat.
2. ____ You will get depressed if you stay in your pajamas all day.
3. ____ Mr. Ellington sounds angry.
4. ____ My agency says I cannot accept a gift.

Name: _____

5. ____ Your care plan calls for snacks between meals.
6. ____ Ms. Porter did not drink any of her milk at dinnertime.
7. ____ I think Mr. Holling is lonely.
8. ____ Mr. Larking's pulse was elevated last night after dinner, but it was back to normal this morning.
9. ____ Mr. Ford drinks more coffee than is good for him.
10. ____ Mr. Ford drinks three cups of coffee every morning.
11. ____ Mrs. Myers needs assistance to stand up.
12. ____ Mrs. Myers looks like she is in a lot of pain.

6. Describe basic medical terminology and approved abbreviations

Matching

For each of the following abbreviations, write the letter of the correct term from the list below.

1. ____ ac, a.c.
2. ____ amb
3. ____ BM
4. ____ C
5. ____ c/o
6. ____ CPR
7. ____ F
8. ____ FBS
9. ____ f/u, F/U
10. ____ hs, HS
11. ____ I&O
12. ____ NPO
13. ____ OOB
14. ____ pc, p.c.
15. ____ prn, PRN
16. ____ PWB

17. ____ ROM
18. ____ SOB
19. ____ vs, VS
20. ____ w/c, W/C
- (A) Fahrenheit degree
- (B) Hours sleep
- (C) After meals
- (D) Nothing by mouth
- (E) Bowel movement
- (F) Cardiopulmonary resuscitation
- (G) Complains of
- (H) Range of motion
- (I) Partial weight-bearing
- (J) Vital signs
- (K) Shortness of breath
- (L) Before meals
- (M) Fasting blood sugar
- (N) Wheelchair
- (O) As necessary
- (P) Intake and output
- (Q) Celsius degree
- (R) Out of bed
- (S) Follow-up
- (T) Ambulate, ambulatory

7. Explain how to give and receive an accurate oral report of a client's status

Multiple Choice

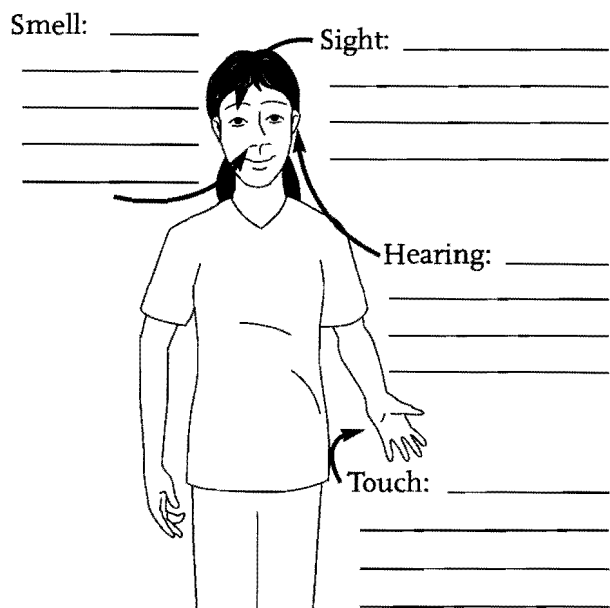
1. Which of the following is true of oral reports?
 - (A) HHAs should use facts when making oral reports.
 - (B) HHAs should use opinions when making oral reports.
 - (C) HHAs should make oral reports directly to clients' families.
 - (D) HHAs do not make oral reports.

2. Which of the following should be reported to the supervisor immediately?
 - (A) The client says she had trouble sleeping.
 - (B) The client fell.
 - (C) The client's family visited.
 - (D) The client requested help getting to the toilet.
3. What is the best way for a home health aide to remember important details for an oral report?
 - (A) Rely on his memory
 - (B) Repeat the information to a friend
 - (C) Write notes and use them for his report
 - (D) Tell another home health aide to remind him

8. Explain objective and subjective information and describe how to observe and report accurately

Short Answer

Looking at the diagram, list examples of observations using each sense.



For each of the following, decide whether it is an objective observation (you can see, hear, smell, or touch it) or a subjective observation (the client must tell you about it). Write O for objective and S for subjective.

1. _____ Skin rash
2. _____ Crying

3. _____ Rapid pulse
4. _____ Headache
5. _____ Nausea
6. _____ Vomiting
7. _____ Swelling
8. _____ Cloudy urine
9. _____ Feeling sad
10. _____ Red area on the skin
11. _____ Fever
12. _____ Dizziness
13. _____ Wheezing
14. _____ Chest pain
15. _____ Toothache
16. _____ Coughing
17. _____ Fruity breath
18. _____ Itchy arm

9. Explain why documentation is important and describe how to document visit records and incident reports

Multiple Choice

1. Which of the following statements is true of a client's medical chart?
 - (A) A medical chart is the legal record of a client's care.
 - (B) Not all care needs to be documented.
 - (C) The information in a medical chart can be shared with anyone who asks to review it.
 - (D) Medical charts are not legal documents.
2. When should care be documented?
 - (A) Before care is given
 - (B) Immediately after care is given
 - (C) At the end of the next day
 - (D) Whenever there is time

3. An incident is
 - (A) An accident or unexpected event that occurs during a visit
 - (B) Any interaction between clients and home health aides
 - (C) A normal part of personal care routines
 - (D) Any event in a client's day
4. Which of the following would be considered an incident?
 - (A) A client complains of a headache.
 - (B) A client falls but is okay afterward.
 - (C) A client wants his meal brought to his bedroom.
 - (D) A client needs to be transferred from his bed to a chair.

Short Answer

Convert the following times to military time.

5. 2:10 p.m. _____
6. 4:30 a.m. _____
7. 10:00 a.m. _____
8. 8:25 p.m. _____

Convert the following times to regular time.

9. 0600 _____
10. 2320 _____
11. 1927 _____
12. 1800 _____

10. Demonstrate the ability to use verbal and written information to assist with the care plan

Short Answer

1. If an HHA is not sure what is important to mention in a care plan meeting, what should he do?

Name: _____

2. Why is accurate reporting by an HHA so important to the other members of the care team?

11. Demonstrate effective communication on the telephone

Short Answer

Read the home health aide's side of the following telephone conversations and think about how the HHA could have better presented herself on the phone.

Example #1: Leaving a message for the supervisor

Hi, who's this?

Could you get Ms. Crier, please? I need to talk to her.

She's not there? Do you know where she is? I really have to talk to her right now. My client forgot to take her pill this morning, and now she wants to take two. I don't know if that's okay or not, so that's why I need to talk to Ms. Crier.

Okay, well tell her Ella called and have her call me back. Ella. Ella Ferguson. I should be on the schedule.

I don't know how much longer I'll be here, but have her call me as soon as possible. Bye.

1. What did the home health aide do incorrectly in this phone conversation?

Example #2: Answering calls for the client

Hello? Mrs. Lee? No, she can't come to the phone right now. She's in the bathroom. Who's calling?

And your number?

Can I tell her what this is about?

Okay. I'll give her the message. Goodbye.

2. What did the home health aide do incorrectly in this phone conversation?

12. Describe cultural diversity and religious differences

Matching

Write the letter of the correct description beside each term related to the religious faith or belief. Use each letter only once.

- 1. ____ Agnosticism
- 2. ____ Atheism
- 3. ____ Buddhism
- 4. ____ Christianity
- 5. ____ Hinduism
- 6. ____ Islam
- 7. ____ Judaism

- (A) Praying fives times a day facing Mecca and worshipping at mosques are part of this religion's practices.
- (B) Being baptized and receiving communion may be part of this religion's practices.
- (C) Believing that one does not know or cannot know if God exists
- (D) Emphasizing meditation and believing that Nirvana is the highest spiritual plane a person can reach are part of this religion.
- (E) Believing in karma is a part of this religion.
- (F) Believing that God gave laws through Moses in the form of the Torah is part of this religion.
- (G) Actively denying the existence of any deity or higher power

13. List examples of cultural and religious differences

Short Answer

List three examples of dietary restrictions that may be due to religious beliefs.

1. _____

2. _____

3. _____

Multiple Choice

4. Which of the following is the name of a type of diet in which no animals or animal products are consumed, and animal products may not be used or worn?
- (A) Fast
 - (B) Vegan
 - (C) Kosher
 - (D) Lacto-ovo vegetarian

Name: _____

5. Not eating food or eating very little food for a period of time is called
- (A) Bingeing
 - (B) Restricting
 - (C) Fasting
 - (D) Testing

14. List ways of coping with combative behavior

Fill in the Blank

1. _____ behavior means being violent or hostile.
2. This behavior may be the result of _____, or part of someone's _____.
3. HHAs should try not to take combative behavior _____.
4. HHAs should always _____ and _____ combative behavior.
5. It is important for the care team to be _____ of this behavior, even if the HHA does not find it upsetting.

15. List ways of coping with inappropriate behavior

Short Answer

1. List three examples of client behavior that would be considered inappropriate.

2. For each example listed in question 1, describe how an HHA should respond.