

Physician Patient Communication & Self-Management Support: Enhancing Quality Of Care For The Hispanic Elderly

Circle correct answer.

1. Which of the following elements relate to enhancing healthcare provider-patient communication?

- A. Supporting goal setting and action planning
- B. Incorporating cultural values into patient care
- C. Establishing trust and positive rapport
- D. Increasing understanding by addressing language and literacy barriers
- E. All of the above

2. One of the most critical elements at the beginning of the healthcare provider-patient encounter is?

- A. Support goal setting and action planning
- B. Use “shortcuts” or “gestalts” to complete information based on prior beliefs
- C. Establish trust and positive rapport
- D. Use complicated clinical language to get respect from the patient
- E. Ask a family member to translate

3. Patient distrust and perceptions of healthcare provider disrespect may...

- A. Interfere with goal setting and action planning
- B. Increase patients’ adherence to preventive and chronic disease recommendations
- C. Decrease healthcare disparities
- D. Be more likely to return for treatment and follow recommendations for screening tests
- E. Improve patient access to care

4. To address language barriers and health literacy...

- A. Talk directly to the interpreter, not the patient
- B. Use a literal word-by-word translation
- C. Use family members as translators
- D. Avoid using concrete examples since they may not be applicable
- E. Use simple, simple, and clear language

5. Which of the following elements relate to incorporating cultural values into patient care of elderly Hispanics?

- A. Incorporate family support
- B. Introduce “advanced access” scheduling
- C. Maintain respect and elicit patient feedback
- D. Understand simpatía (kindness) and maintain courtesies
- E. a, c, and d