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 courtesy
   E. a, c, and d