

Post Test- Diversity in the Workplace

1. Ethnic or racial minority groups make up approximately _____ if the population of the United States.
 - a. 20 %
 - b. 25%
 - c. 30%
 - d. 33%
2. Cultural sensitivity:
 - a. fosters acceptance among cultures.
 - b. Is an important ingredient to provide quality care for all patients.
 - c. Guarantees that a person from one culture will not offend a person from another culture.
 - d. A and b
3. Select the interpersonal attitude that best describes the following example: Nursing assistances tend to take breaks with other nursing assistance on the same floor.
 - a. Assumed similarity
 - b. Comfort with the familiar
 - c. Ethnocentrism
 - d. Stereotype
4. Select the interpersonal attitude that best describes the following example: A doctor assumes that his or her patient understands English.
 - a. Prejudice
 - b. Anxiety and tension
 - c. Assumed similarity
 - d. Ethnocentrism
5. When caring for patients from diverse cultures, do all EXCEPT:
 - a. Assess patients for cultural attitudes regarding treatment.
 - b. Keep patient's culture in mind when explaining treatment options.
 - c. Modify your communication style to meet the needs of the patient.
 - d. Match a minority patient with a healthcare worker from the same minority group.
6. Cultural sensitivity in healthcare is important because the number of patients and healthcare workers from minority groups is:
 - a. Increasing
 - b. Decreasing
 - c. Staying the same
7. Which is/are common conversational cues that are often misinterpreted from one culture to the next?
 - a. Eye contact
 - b. Proximity
 - c. Volume and rate of speech
 - d. Posture
 - e. All of the above
8. Taking the time to learn about a patient's culture as it relates to treatment:
 - a. Is not feasible in a fast-paced healthcare facility.
 - b. Can prevent errors in treatment.
 - c. Must only be done by a healthcare worker from the same cultural group as the patient
 - d. Is not appropriate in a healthcare facility.
9. Select the interpersonal attitude that best describes the following example: American nurses are hostile toward a nurse from another country.
 - a. Ethnocentrism
 - b. Assumed similarity
 - c. Stereotype
 - d. Prejudice
10. By decreasing misconceptions and missed signals while dealing with patients from different cultures, you will:
 - a. provide better healthcare to patients
 - b. increase job satisfaction.
 - c. Improvement patient satisfaction.
 - d. All of the above

END OF LIFE ISSUE

Name _____ Date _____

TRUE/FALSE:

- _____ 1. The 5 stages of Grief discussed by Kubler-Ross are denial, anger, bargaining, depression and acceptance.
- _____ 2. The 5 stages must come in order and experienced by all with grief issues.
- _____ 3. It is not necessary to provide excellent, humane care to clients near the end of life when curative means are either no longer possible or, no longer desired by the client.
- _____ 4. Independence and dignity are central issues for many dying clients particularly in the elderly.
- _____ 5. Care for a dying clients should focus on the relief of symptoms, not limited to pain and should use both pharmacological and non-pharmacologic means.
- _____ 6. Palliative care refers to care directed toward the quality of life of clients who are dying including attention to the psychological, emotional, social and spiritual needs of the client.
- _____ 7. Providing support for the client's family, including a period after the client dies, is an important aspect of the care of dying clients.
- _____ 8. CLSH Clinical Policy #14 discusses Advanced Directives for our clients.
- _____ 9. The American Society for Parenteral and Enteral Nutrition (A.S.P.E.N.) is dedicated to assuring that every client, especially clients with "End of Life Issues" receive optional nutritional care.
- _____ 10. History of delayed or prolonged grief, over identification with the deceased and phobias about illness or death are symptoms of unresolved grief.



Bobby Jindal
Governor

STATE OF LOUISIANA
DEPARTMENT OF HEALTH AND HOSPITALS

Privacy Program
Statement of Understanding



Alan Levine
Secretary

I, _____, have been trained and informed about the business practice changes in the Department of Health and Hospitals as a result of the Health Insurance Portability and Accountability Act (HIPAA).

I understand that I must ensure the privacy of DHH clients and participant's information obtained and held by the Department of Health and Hospitals.

I have reviewed, understand, and agree to abide by the following DHH Privacy Policies:

1. General Privacy Policy
2. Client and Participant Privacy Rights
3. Uses and Disclosures of Client or Participant Information
4. De-Identification of Client and Participant Information and Use of Limited Data Sets
5. Uses and Disclosures for External Research, Internal Research Needs and Waiver of Privacy Rights for Research
6. Minimum Necessary Information
7. Business Associate Relationships
8. Administrative, Technical, & Physical Safeguards
9. Enforcement, Sanctions and Penalties for Violations of Individual Privacy

I understand that non-compliance will be cause for disciplinary action up to and including dismissal from DHH, and possible legal actions for violations of applicable regulations and laws.

I agree to promptly report all violations or suspected violations of any of the above policies to the Privacy Office through the designated reporting channels.

Print Employee Name

Employee Signature

Date

Supervisor Signature

Date

Central Louisiana State Hospital
Violence In The Work Place Post Test

Name _____ Work Area _____ Date _____

1. Yelling at your co-worker because they just did something stupid is **not** an example of Work Place Violence.

A. True B. False
2. Which of the following is **not** an example of a threat?

A. If you don't get this report finished by today this patient will not be ready for their Treatment Team and will miss their pass.
B. Get this report done now or I'll tell the patient that it was your fault they missed their pass and if they want to take it out on someone it should be you.
C. If this paperwork isn't finished by the end of your shift you will be very sorry.
D. Finish this paperwork in the next ten minutes or you might as well quit because life here will suddenly be very unpleasant for you.
3. If you suspect work place violence you **should do** which of the following?

A. Report it immediately to your supervisor.
B. Report the incident to the Security Department.
C. Remain calm and ensure that the safety of yourself and those around you.
D. All of the above.
4. Violence towards someone only counts if they are physically assaulted or touched in anyway.

A. True B. False
5. List four possible warning signs that someone may be considering violence.

A.
B.
C.
D.

APPENDIX

Central Louisiana State Hospital

VIDEO SURVEILLANCE POLICY

Acknowledgement

I acknowledge that I have received a copy of CLSH's updated policies, that I have been given the opportunity to read and ask any questions that I might have about the same, and that by signing this acknowledgement, I agree to adhere to the policies as a condition of my employment and/or continuing employment with CLSH.

I further acknowledge that my failure to adhere to these policies may subject me to disciplinary action, up to and possibly including immediate termination.

I further understand that in order to promote the safety of clients and staff, as well as the security of its facilities, CLSH may conduct video surveillance of any portion of its premises at any time, the only exception being areas outlined in the surveillance policy where there is an expectation of privacy (see AP 75).

Employee Signature

Date

Employee's Name - Printed

Supervisor

Date