

Instructions: Listen to the webinar, review the links, and answer the self-assessment questions. Check your knowledge.

**Webinar recorded on June 2, 2010 (40 minutes)**

<http://thecqc.org/Resources.html>

**Creating an Organizational Culture of Inclusion:  
21<sup>st</sup> Century Challenges for Healthcare Organizations**

**Sponsored by: Culture-Quality-Collaborative (CQC), Hopkins Center for Health Disparities Solutions, Johns Hopkins Bloomberg School of Public Health**

**Presenters:**

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**Self-Assessment Questions**

1. True/False

By the year 2020, racial/ethnic minorities will compose the majority of the US population.

2. True/False

The Quintera v. Encarnacion legal case established the liability of providers who treat patients without addressing barriers to understanding due to language.

3. True/False

There is a substantial evidence base for organizational cultural competence.

4. True/False

Agree/Agree organizations tend to change more quickly than other organizations.

5. True/False

Culture is to the organization as personality is to the individual-a hidden, yet unifying theme that provides meaning, direction and mobilization.

For questions 6-10, please review the following suggested webinar links:

- [Office of Minority Health CLAS Standards](#)
- [The Joint Commission Standards](#)
- [NCQA Multicultural Health Care Standards \(Abbreviated Version\)](#)
- [Meaningful Use of Electronic Health Records \(EHRs\) Standards](#)
- [COA360](#)

6. True/False

Adherence to the 14 CLAS Standards on Culturally and Linguistically Appropriate Services is required by Federal law.

7. True/False

The new Joint Commission guidelines include the role of family members, friends, or other individuals in providing emotional support to patients in hospital settings, as a method of respecting patient rights.

8. True/False

The readings provide suggestions for culturally and linguistically appropriate service provision in hospitals.

9. True/False

The federal Medicaid Program provides incentives for innovative use of electronic medical record keeping.

10. True/False

COA360 is a cultural competency tool for assessment of health care organizations and their individual providers.

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**Self-Assessment Questions Answer Key**

1. False
2. True
3. False
4. False
5. True
6. False
7. True
8. True
9. True
10. False