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:
21st 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:

Thomas LaVeist, PhD, Professor of Health Policy and Management and Director of the Hopkins Center for Health Disparities Solutions, Johns Hopkins Bloomberg School of Health

Kevin Flores, FACHE, Director of Managed Care, St. Elizabeth Regional Medical Center, Lincoln, NE
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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