

Post-test: Tackling Tough Topics: Recognizing Societal Bias as a Barrier to Crucial Conversations

Complimentary Continuing Education Course

Participant Information Form

Name: _____ Degree (RN, LPN, etc): _____ Date: _____

License # or SS#: _____ Name of Facility: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____ E-mail: _____

***PLEASE NOTE: Full first name, last name, and e-mail address are REQUIRED to receive certificate. Please print legibly.**

Course Information

Course Overview:

This educational program is designed to teach, through independent study, multidisciplinary clinicians an all-new way to approach difficult conversations, especially in the presence of complex societal barriers, which are pervasive in healthcare today. Meaningful communication is at the heart of safety, as well as quality and outcome goals. In order to accomplish the safety goals of patient care, it is imperative to recognize and tackle tough topics.

Course Objectives:

Upon completion of this program, the participant should be able to:

1. Describe the way societal bias transcends power dynamics in the work setting
2. List six steps in the critical conversation process
3. Recognize three distracting "stories" that serve as barriers to effective communication

Completion Time:

This educational program is accredited for a total of 1.0 contact hours.

Target Audience:

This accredited program is intended for nurses who treat patients with obesity.

Provider:

This educational program is provided by Matrix Medical

Communications. Provider approved by the California Board of Registered Nursing, Provider Number 14887, for 1.0 contact hours.

Method of Participation:

Participants must read the designated article and take, submit, and pass the post-test by June 1, 2011. Participants must fill out the Participant Information Form, Answer Form, and Evaluation Form, answer at least 70 percent of the questions correctly, and mail the participant information/answer/evaluation forms to Matrix Medical Communications, Department of Continuing Education, 1595 Paoli Pike, Suite 103, West Chester, PA 19380. Participants also may fax the forms (please include credit card information on Participant Information Form); Fax 484-266-0726. This is complimentary. Upon successful completion, a certificate of completion will be mailed to the participant.

About the Instructor:

Dr. Susan Gallagher Camden is an international lecturer, has had over 75 articles published in peer-reviewed journals, and is the author of several published book chapters.

Provider Contact Information

To submit post-tests or for questions, please contact:
Angela Hayes, Department of Continuing Education
Matrix Medical Communications, 1595 Paoli Pike, Suite 103
West Chester, PA 19380, toll free: 866-325-9907; fax: 484-266-0726;
E-mail: ahayes@matrixmedcom.com

Evaluation Form

1. Did the program meet the stated objectives? yes no
2. Was there any evidence of commercial bias? yes no
3. I have studied the article.
This nursing activity was:
 Extremely useful Somewhat useful Minimally useful
4. The overall quality of this activity was: Excellent Good Fair
5. I feel this activity could be improved by:

6. Suggestions for future educational activities/overall comments:

7. I would recommend this nursing activity to my colleagues for study: yes no
8. How long did it take you to read the entire module and complete the posttest and evaluation form? _____
9. Do you anticipate making any changes to your patient-care practice as a result of this activity? yes no
10. Which educational formats do you prefer? Rank order of preference with 1 being the most preferred and 6 being the least preferred:
 Audio conference Multimedia (online/CD-ROM) Video Conference
 Symposia Printed enduring materials Other: _____
11. Please indicate your willingness to participate in a follow-up survey to evaluate the impact of this nursing activity:
 yes, I will participate no, I will not participate.

Post-test: Tackling Tough Topics: Recognizing Societal Bias as a Barrier to Crucial Conversations

Complimentary Continuing Education Course

Instructions: To obtain contact hours, complete the Participant Information Form (at left), record the best answer to each post-test question on the Answer Sheet (below), complete the evaluation form (at left), and mail or fax to: Matrix Medical Communications, Department of Continuing Education, 1595 Paoli Pike, Suite 103, West Chester, PA 19380 or fax 484-266-0726

Name: _____

Answer Sheet—Completely fill in each circle for that answer.

- | | |
|--|---|
| 1. <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D | 6. <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D |
| 2. <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D | 7. <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D |
| 3. <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D | 8. <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D |
| 4. <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D | 9. <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D |
| 5. <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D | 10. <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D |

Questions

- Today, fight and flight responses persist but have assumed a wider range of behaviors, the fight response in a work environment typically manifests as:
A. A fist fight
B. Angry, aggressive or confrontational conduct
C. Withdrawn behavior
D. Frequent sick calls
- In most situations, we are unaware of the workings of the autonomic nervous system because it:
A. Doesn't always function properly
B. Functions in an involuntary, reflexive manner
C. Seldom responds in post-evolutionary times
D. Causes facial flushing and tachycardia
- Use of a behavior-based model of respectful dialogue to reach agreement is sometimes referred to as:
A. Crucial conversations
B. Tough conversations
C. Fierce conversations
D. All of the above
- Crucial conversations, by definition occur when:
A. Stakes are high
B. Opinions vary
C. Emotions are strong
D. All of the above
- Which of the following statements is true?:
A. Plan the frontline encounter on the patient care unit so everyone hears the conversation
B. Occasionally more than one conversation may be necessary
C. Expect the goal to change mid-conversation
D. Never back down if the conversation goes wrong
- The three common distractions are:
A. Victim stories, Vindication stories, Villain stories
B. Victim stories, Villain stories, Helpless stories
C. Victim stories, No-fault stories, Villain stories
D. No blame, no shame, no change
- Behavior-based frontline conversations are designed to transform anger, stress and fear into:
A. Culture bias
B. Striated power grid
C. Positive, powerful and trusting relationships
D. None of the above
- Which of the following statements are true?:
A. The patient is often at fault for emotions held by caregivers
B. Although discrimination is unacceptable, this behavior is often a result of structural failures
C. Behavioral-change is impossible
D. Behavioral change requires a pattern of change over time
E. B and D
- Race is a complex issue that intersects with many other "isms" in bariatric care, confirmation bias is a term that helps us understand:
A. Most individuals are more open to ideas that fit well with their own worldview.
B. By shifting the dialog of the conversation away from the individual's frustration with difference, he is able to change his behavior without changing his identity.
C. The meaning of difference and its impact on crucial conversations is manifest through individual behaviors but is influenced by society in a general sense
D. All of the above
- The response, "There's nothing I can do!" is an example of:
A. A victim's story
B. A villain's story
C. A helpless story
D. All of the above



This educational program is provided by Matrix Medical Communications. Provider approved by the California Board of Registered Nursing, Provider Number 14887, for 1.0 contact hours.