

## Reflective Writing Assignment 2: **Provider/Patient Sensitivity**

DEN 1114 - Histology & Embryology  
City Tech  
Fall 2011- [Evening Section](#)

### **Personal Reflection Guidelines**

Anytime during the semester you should view the two assigned video clips and answer the questions that follow.

This writing assignment should be informal (conversational – like telling a story). It is a self-reflection that should express your beliefs and values on the topic based on your own life's experience.

You can view the video clips any time that is convenient for you during the semester and submit the assignment in the Forum section of the website by the due date.

You will be placed into groups of five and given the names of each member of your group.

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## Reflective Writing Assignment 2: **Provider/Patient Sensitivity**

Please view the assigned clips posted on the class website entitled: provider/patient sensitivity.

Please submit your reflective narrative in the Forum section of the class website by midnight Wednesday Nov. 9, 2011.

The writing should be insightful, interesting and help add to our understanding of the questions.

Each reflective writing assignment will be graded using the attached grading rubric and will be 5% of the final grade

You will read each group members entry. Your group is to work together to combine answers and create a set of answers that will be discussed in class.

The group must decide by midnight Sunday Nov. 13, 2011 and notify me by email.

Each group's choice will be posted as a Blog on the class website ready for discussion on Wednesday Sept. 21, 2011 after Test 1.

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All materials for this assignment have been taken from: Wellenkamp, Jane C., James R. Freed, and Jay A. Gershen. *Cultural and Behavioral Issues in Dental Care. Stimulus Vignettes Instructor's Manual*. Los Angeles, California: University of California, Los Angeles School of Dentistry, 1996. 5-24. Print.

## Reflective Writing Assignment 2: Provider/Patient Sensitivity

### GROUP 1

#### Vignette #1

**Main Issues:** Recognizing cultural differences in provider-patient roles.

Recognizing individual and cultural differences in communication styles.

**Introduction:** As part of an overall treatment plan, it is recommended to your patient that he have a crown on a broken down tooth. The tooth has a sharp edge but the patient has no other symptoms.

**Dialogue:** “Ok, now I know what you think ought to be done. Let me tell you what I think. I just don’t see any reason for doing anything as long as this problem doesn’t affect my appearance. And if it’s not critical from a dental; point of view. Why not just smooth down the edges, see if that works?”

**Please answer the following questions by reflecting on your own life’s experiences.**

**This informal writing assignment does not need to be long – just thoughtful.**

Questions:

1. Put yourself in the place of provider and describe your reaction.
2. Put yourself in the place of the patient and describe your concerns.
3. What kind of communication style does the patient have? Is he being challenging or just assertive? Give a brief reason for your decision.
4. Could his communication style be related to his cultural background?
5. From your own background, do you view his behavior as appropriate for the health care setting (as opposed to, for instance, a business setting)?

## Reflective Writing Assignment 2: Provider/Patient Sensitivity

### GROUP 2

#### Vignette #4

**Main Issues:** Recognizing communication difficulties resulting from language barriers and the use of translators.

Recognizing cultural differences in provider-patient roles.

**Introduction:** Two treatment options have been given to a patient who has come in for an emergency visit. The patient does not speak English so you must communicate through a translator. You have just told the translator to ask the patient which option he prefers. The translator speaks to the patient and then the following occurs:

**Dialogue:** Patient: “Esta´ bien. Lo que quieras hacer esta´ bien conmigo.”

Translator: “He say, ‘Go ahead.’ Whatever you want to do is okay with him.”

**Please answer the following questions by reflecting on your own life’s experiences.**

**This informal writing assignment does not need to be long – just thoughtful.**

Questions:

1. Put yourself in the place of provider and describe your reaction.
2. What do you think is going on from the patient’s point of view?
3. To what extent do you think the use of a translator interferes with patient-provider communication?
4. What can a provider do to improve this type of communication?
5. What do you think the patient’s ideas are about how providers are supposed to act?

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### GROUP 3

#### Vignette #12

**Main Issues:** Recognizing individual and cultural differences in communication style.

**Introduction:** This is a patient with whom you have experienced some communication difficulties. You feel that the patient doesn't directly tell you what he wants or needs. You have now completed the treatment plan and tell him that he will need to return for one more visit. You have the feeling he may not be coming back and will bread the appointment, but he says:

**Dialogue:** "That sounds like a very good plan to me. I'm grateful for the time that you have taken with me and I think that could be a good thing for me. Thank you."

**Please answer the following questions by reflecting on your own life's experiences.**

**This informal writing assignment does not need to be long – just thoughtful.**

Questions:

1. Put yourself in the place of provider and describe your reaction, what would you be thinking or feeling?
2. What do you think is going on from the patient's point of view?
3. What cultural factors could be influencing the patient's behavior?
4. How can you encourage patients to express their thoughts and feelings without being confrontational?
5. What does it mean to you to be culturally sensitive with regard to the practice of dental hygiene in Brooklyn, NY - the most culturally diverse region in the country?

## Reflective Writing Assignment 2: Provider/Patient Sensitivity

### GROUP 4

#### Vignette #15

**Main Issues:** Recognizing cultural differences in communication style.

**Introduction:** You are a patient in the dental hygiene clinic who is looking for professional advice about your severe periodontal condition. After completing all of the assessment, intraoral examination, full mouth pocket charting (probing) and radiographs you are anxiously waiting to speak to the dental hygiene student along with the dentist about the recommended treatment plan when the dentist says:

**Dialogue:** “We’ve complete our evaluation. You will need quadrant scaling and root planning followed by gum surgery.”

**Please answer the following questions by reflecting on your own life’s experiences.**

**This informal writing assignment does not need to be long – just thoughtful.**

Questions:

1. As the patient, what would you be thinking or feeling?
2. How would you characterize the dentist’s communication style?
3. Do you think some patients would respond better to her approach than others?
4. To what extent would you tailor your approach to patients depending on the background of the patient?
5. As the patient, how would you respond in this situation?

#### NYCCT Dental Hygiene Department

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### WRITING ASSIGNMENTS Grading Rubric

1. Submitted on class website.
2. Submitted by midnight of date due.
3. Informal, self-reflective and insightful entries.
4. Complete sentences utilizing proper grammar, spelling and punctuation.

	<b>0</b> <b><u>Unsatisfactory</u></b>	<b>1</b> <b><u>Satisfactory</u></b>	<b>2</b> <b><u>Excellent</u></b>	<b>COMMENTS</b>	<b>TOTAL</b>
<b>Submitted on time</b> ( 0 or 2)					
<b>Content</b>	Little thought and effort	<u>Meets</u> requirements	<u>Exceeds</u> requirements		
<b>Spelling, Grammar, Punctuation</b>	More than 3 mistakes	2 or less mistakes	no mistakes		

**6/6 = 100%**

5/6 = 83%

4/6 = 67%

3/6 = 50%

2/6 = 34%

0/6 = 0%

**Your grade is**\_\_\_\_\_

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