

	Story Summary	Critical Incident	"Best" Solution	Reflections on the Activity
Resident from Thailand				
Roommates (Cambodian)				
Katherine Low (Chinese Amer.)				
Indignant Grandma (Mexican)				
The bruised baby (Vietnamese)				
The Ghost (Native American - Cheyenne)				
Man with an ulcer (Egypt)	An Egyptian Muslim man goes to a clinic and he finds out that he has an ulcer. The nurse tells Mr. Mohammed to go to the pharmacy to pick up medicine.	After Mr. Mohammed picks up his medicine from an African American pharmacist he (i.e., Mohammed) is seen throwing away the bottle.		

White

The Roommates

Henry Cook had shared many classes with Nhak Bun, an émigré from Cambodia, during his senior undergraduate year at the local commuter college. The two men got along well, and when they discovered they were both going to attend the same medical school, they made arrangements to share a dormitory room together.

During their first week at medical school, the roommates studied together, sympathized with each other's problems, and gave each other moral support.

Then one evening Henry went back to his room early to study, and Nhak attended a campus recital. Henry was sitting with his feet propped up on his desk when his roommate returned. Being very comfortable and a little sleepy, Henry just waved hello and went back to his reading. Much to his surprise, Nhak left their room and did not return. The next day, a staff member packed up Nhak's belongings and removed them, telling Henry that Nhak had asked to be relocated.

Henry was shocked and at a loss to explain what had happened. Can you enlighten him?

Possible Explanations

- (1) Nhak's feelings were hurt because Henry did not ask him whether he had enjoyed the concert.
(Turn to page 111.)
- (2) Nhak had just found out he had failed the last examination he and Henry had taken, and he was so ashamed of himself that he could no longer face his roommate.
(Turn to page 106.)
- (3) Henry's failure to accompany his roommate to the recital was interpreted as a rejection of their relationship.
(Turn to page 116.)
- (4) Cambodian etiquette says exposing the soles of one's feet to view is an intolerable offense to the individual who sees them.
(Turn to page 113.)

From p. 111
For The Roommates, you chose Answer No. 1

Nhak's feelings were hurt because Henry did not ask him whether he had enjoyed the concert.

Cambodians, like many Southeast Asians, tend to appreciate scrupulously good manners, so Nhak is probably suffering from injured feelings. But there is a more serious issue in this situation. Go back to page 37 and try again.

From p. 106
For The Roommates, you chose Answer No. 2

Nhak had just found out he had failed the last examination he and Henry had taken, and he was so ashamed of himself that he could no longer face his roommate.

There is nothing in the episode about an examination. Return to page 37 and try again.

From p. 116
For The Roommates, you chose Answer No. 3

Henry's failure to accompany his roommate to the recital was interpreted as a rejection of their relationship.

This is unlikely. Nothing in the description indicates that Nhak felt the two were inseparable. Try again on page 37.

from p. 113
For The Roommates, you chose Answer No. 4

Cambodian etiquette says exposing the soles of one's feet to view is an intolerable offense to the individual who sees them.

This is the best explanation. Most Southeast Asians consider showing the soles of one's feet an unforgivable insult. So do many Middle Easterners. Another posture one should avoid is crossing one's legs (here, too, the soles may be visible).

B

The Ghost

Luz Gomez is the nurse responsible for Clara Runninghorse's care. Mrs. Runninghorse is a 29-year-old Cheyenne Indian who is being treated for alcoholism. One of the student nurses, Tina Williams, reported to Ms. Gomez that Mrs. Runninghorse was carrying on an animated conversation, but there appeared to be no one else in the room, nor was there a telephone. Tina had been instrumental in finally getting this patient to cooperate with the staff, so she had a strong motivation to do whatever she could to speed Mrs. Runninghorse's recovery.

Ms. Gomez reminded Tina that this patient had been institutionalized because of a four-week drinking bout, with attempted violence, six months after the death of her favorite brother, Jim.

"Give Mrs. Runninghorse an opportunity to talk to you about Jim," counseled Ms. Gomez, adding, "I think you will find that she will tell you that she had a good visit with her brother today and feels much better because he told her everything will be okay."

Tina was surprised to see that Ms. Gomez seemed pleased, not upset about this development. She made a mental note to ask one of the more experienced staff members for more information. If you were the one she asked, what would you tell her?

Possible Explanations

- (1) "Any attempt to converse with someone, even a hallucinating person, is an improvement over being withdrawn and noncommunicative. That is why Ms. Gomez wants you to encourage Mrs. Runninghorse's behavior."
(Turn to page 118.)
- (2) "Ms. Gomez is simply testing your willingness to use your own good sense. You should have challenged the advice offered to you."
(Turn to page 104.)
- (3) "It would be unwise for me to get between you and your supervisor. I would suggest that you pursue the matter directly with Ms. Gomez."
(Turn to page 99.)
- (4) "Seeing and interacting with the ghost of a dead relative, especially a beloved and recently deceased one, is normal and proper behavior among the Cheyenne (and some other Native Americans). Presumably, Ms. Gomez thinks that you should show Mrs. Runninghorse that you understand this custom so you can reinforce Mrs. Runninghorse's return to normal Cheyenne ways and also supply a milieu for this grieving sister to ventilate and work out her sorrow and anger."
(Turn to page 131.)

For The Ghost, you chose Answer No. 1

"Any attempt to converse with someone, even a hallucinating person, is an improvement over being withdrawn and noncommunicative. That is why Ms. Gomez wants you to encourage Mrs. Runninghorse's behavior."

Encouraging a patient to become more extroverted is often a good therapeutic technique. However, there is a better explanation. Return to page 61 and try again.

For The Ghost, you chose Answer No. 2

"Ms. Gomez is simply testing your willingness to use your own good sense. You should have challenged the advice offered to you."

It is very unlikely that Ms. Gomez wants to encourage Tina to question her orders. Go back to page 61 and try again.

For The Ghost, you chose Answer No. 3

"It would be unwise for me to get between you and your supervisor. I would suggest that you pursue the matter directly with Ms. Gomez."

A staff member would be well advised to avoid interfering between a supervisor and a subordinate, but there is a better choice. Go back to page 61 and try again.

For The Ghost, you chose Answer No. 4

"Seeing and interacting with the ghost of a dead relative, especially a beloved and recently deceased one, is normal and proper behavior among the Cheyenne (and some other Native Americans). Presumably, Ms. Gomez thinks that you should show Mrs. Runninghorse that you understand this custom so you can reinforce Mrs. Runninghorse's return to normal Cheyenne ways and also supply a milieu for this grieving sister to ventilate and work out her sorrow and anger."

Katherine Low

Katherine Low, a Chinese American student in Louise Malcolm's sex education class, taps lightly on the open office door and asks if Ms. Malcolm can spare a few minutes to talk to her. Ms. Malcolm, who has become very friendly with Katherine, invites her to sit down and reminds her that these are regular office hours to see students individually. Since Katherine seems nervous, Ms. Malcolm closes her office door and says, "Now we can speak privately without being disturbed. What is it you wanted to talk about?" After some encouragement, Katherine tells Ms. Malcolm that she, her father, and two brothers have been in the United States for only one year, her mother having died before the family immigrated. They have no other relatives here. Katherine's menstrual periods have become erratic and very painful, with occasional hemorrhaging. She is worried and wonders what she should do. Ms. Malcolm refers her to a free clinic for women near the school and reassures her that the staff is courteous, friendly, and highly competent. Ms. Malcolm telephones the clinic, after obtaining Katherine's permission, and arranges an appointment for her.

"Well, I hope everything will be okay," concludes Ms. Malcolm in a hearty tone of voice. "Do feel free to come back to talk to me at any time."

Katherine does not show up for class the next week, and Ms. Malcolm is informed that Katherine requested and received a transfer to another section. Why did Katherine want to transfer out of Ms. Malcolm's class?

Possible Explanations

- (1) Katherine thought Ms. Malcolm was angry with her, so she wanted to avoid dealing with this teacher in the future.
(Turn to page 100.)
- (2) Katherine was angry at Ms. Malcolm because the teacher called the clinic. She thought Ms. Malcolm was not confident that Katherine knew how to make an appointment over the telephone.
(Turn to page 134.)
- (3) Katherine regretted mentioning her personal problems to Ms. Malcolm and wanted to avoid her.
(Turn to page 109.)
- (4) Katherine was unable to keep her appointment at the clinic, and she didn't want Ms. Malcolm to find out.
(Turn to page 143.)

For Katherine Low, you chose Answer No. 1

Katherine thought Ms. Malcolm was angry with her, so she wanted to avoid dealing with this teacher in the future.

In the United States, a person shows sincerity and friendliness by using a hearty tone of voice, raising the speaking volume. In China, raising one's voice is a sign of anger. This is the best choice. Turn to page 88 for the next incident.

For Katherine Low, you chose Answer No. 2

Katherine was angry at Ms. Malcolm because the teacher called the clinic. She thought Ms. Malcolm was not confident that Katherine knew how to make an appointment over the telephone.

It is unlikely that Katherine would resent Ms. Malcolm's initiative in telephoning. Ms. Malcolm was acting properly in accordance with both cultures: American, because she asked for permission before proceeding; Chinese, because, as an older person, Ms. Malcolm should take the initiative. Go back to page 87 and try again.

For Katherine Low, you chose Answer No. 3

Katherine regretted mentioning her personal problems to Ms. Malcolm and wanted to avoid her.

While Katherine could have regretted discussing her problem with her teacher, there is a better explanation. Return to page 87 and try again.

For Katherine Low, you chose Answer No. 4

Katherine was unable to keep her appointment at the clinic, and she didn't want Ms. Malcolm to find out.

We have no information on whether or not Katherine kept her appointment. Go back to page 87 and try again.

The Resident from Thailand

Dr. James Barlow, the Chief of Surgery at Milwaukee State Hospital, agreed to supervise four visiting Thai physicians who were sent by their government to the United States for additional training. The first-year residency went very well, and the Thai doctors have been asked to stay on for a second year. A party is being held to celebrate the end of the first year. Toward the end of the festivities, people are seated in small groups, reminiscing about the events of the past year. Dr. Barlow sits with the Thai residents. One of the residents, a particular favorite of Dr. Barlow's, confesses shyly how nervous he had been when he first came to Milwaukee State.

"Yes," responds Dr. Barlow, "but look how much progress you have made. Why, I remember the time you were told to prepare two male beds, and you asked me how you could tell a male bed." Dr. Barlow slaps the resident on the back and breaks into laughter. The Thais exchange glances, examine their watches, and, calling attention to the lateness of the hour, excuse themselves and leave. The next morning, Dr. Barlow finds a letter of resignation on his desk from the young doctor he liked so much.

What precipitated the resignation?

Possible Explanations

- (1) When the resident returned to his room, he found a message saying that his mother was critically ill in Thailand, and he wanted to fly home to be with her. (Turn to page 126.)
- (2) Dr. Barlow's slap was too forceful, and the resident thought he was being hit for his early mistake. Since the Thais do not use such punishment, the resident was very ashamed. (Turn to page 117.)
- (3) The physicians from Thailand felt a responsibility to their government, and after they left the party, the other residents said he should resign because he had disgraced the Thai government. (Turn to page 127.)
- (4) Dr. Barlow committed a grievous breach of etiquette by embarrassing the resident in front of his friends, and the Thai doctor felt he could no longer work under Dr. Barlow. (Turn to page 147.)

From p. 126

For The Resident from Thailand, you chose
Answer No. 1

When the resident returned to his room, he found a message saying that his mother was critically ill in Thailand, and he wanted to fly home to be with her.

A Thai would feel compelled to return to the family in the event of a life-threatening illness of a relative, but there is nothing in the story about a sick mother. Go back to page 81 and try again.

From p. 117

For The Resident from Thailand, you chose
Answer No. 2

Dr. Barlow's slap was too forceful, and the resident thought he was being hit for his early mistake. Since the Thais do not use such punishment, the resident was very ashamed.

A slap, even a light tap, is not considered a friendly gesture in Thailand (or other parts of the world, for that matter), but this is only a partial explanation. Return to page 81 and try again.

From p. 127

For The Resident from Thailand, you chose
Answer No. 3

The physicians from Thailand felt a responsibility to their government, and after they left the party, the other residents said he should resign because he had disgraced the Thai government.

The physicians from Thailand would feel a responsibility to behave correctly at all times as representatives of their country, but this is not a likely explanation inasmuch as all four had been asked to continue at the hospital for another year. Return to page 81 and try again.

From p. 147

For The Resident from Thailand, you chose
Answer No. 4

Dr. Barlow committed a grievous breach of etiquette by embarrassing the resident in front of his friends, and the Thai doctor felt he could no longer work under Dr. Barlow.

This is the best explanation. Thai culture, like many cultures in Southeast Asia, strongly condemns scolding or embarrassing a person in front of friends or coworkers, even in a light-hearted manner.