



MODULE 3 · KNOWLEDGE CHECK

Quick Bites Quiz

Test your knowledge of inclusive, accessible communication in healthcare.

Get Started



Question 1

Which of the options is NOT one of the three domains of the OSTRICH?

A Environment

B Interactions

C Resources

D Conversation

Question 1 — Answer

Which of the options is NOT one of the three domains of the OSTRICH?

CORRECT ANSWER: D

A Environment

B Interactions

C Resources

D Conversation



Question 2

Capturing consumer and healthcare worker voices helps to:

A Understand what healthcare users want and need

B Show respect and responsiveness

C Build trust in the healthcare service

D Develop direct solutions to healthcare problems

Question 2 — Answer

Capturing consumer and healthcare worker voices helps to:

CORRECT ANSWER: A, B, C

A

Understand what healthcare users want and need



B

Show respect and responsiveness



C

Build trust in the healthcare service



D

Develop direct solutions to healthcare problems

Question 3

What steps are suggested when seeking feedback from consumers?

A

Explain in simple terms why the feedback is being collected

B

Reassure the person that there will be no negative consequences

C

Offer the opportunity to participate

D

Provide a detailed explanation about why the feedback is being collected

Question 3 — Answer

What steps are suggested when seeking feedback from consumers?

CORRECT ANSWER: A, B, C

A

Explain in simple terms why the feedback is being collected



B

Reassure the person that there will be no negative consequences



C

Offer the opportunity to participate



D

Provide a detailed explanation about why the feedback is being collected

Question 4

Who can administer the OSTRICH tool?

A A healthcare receptionist

B A consumer

C A healthcare manager

D A nurse

E A support worker

Question 4 — Answer

Who can administer the OSTRICH tool?

CORRECT ANSWER: A, C, D

A

A healthcare receptionist



B

A consumer

C

A healthcare manager



D

A nurse



E

A support worker

Question 5

Which of the following statements about the OSTRICH is NOT correct?

- A** The OSTRICH is an environmental domain assessment
- B** The OSTRICH offers insights into services and systems underlying inclusive communication
- C** The OSTRICH helps to examine inclusive communication in usual care
- D** The OSTRICH aims to follow the patient journey through a healthcare service
- E** The OSTRICH helps to understand the weaknesses of a healthcare service

Question 5 — Answer

Which of the following statements about the OSTRICH is NOT correct?

CORRECT ANSWER: E

A

The OSTRICH is an environmental domain assessment

B

The OSTRICH offers insights into services and systems underlying inclusive communication

C

The OSTRICH helps to examine inclusive communication in usual care

D

The OSTRICH aims to follow the patient journey through a healthcare service

E

The OSTRICH helps to understand the weaknesses of a healthcare service



Question 6

What processes were undertaken to refine the OSTRICH tool?

A User testing in healthcare sites

B Readability review

C Consumer review

D Terminology review

E Consumer testing

Question 6 — Answer

What processes were undertaken to refine the OSTRICH tool?

CORRECT ANSWER: A, B, C, D

A

User testing in healthcare sites



B

Readability review



C

Consumer review



D

Terminology review



E

Consumer testing

Question 7

What areas would be evaluated in the Environment domain?

A

Wayfinding support e.g. maps

B

Healthcare service entrance signs

C

Colours used on signs

D

Noise in the waiting area

E

Using gesture to aid communication

Question 7 — Answer

What areas would be evaluated in the Environment domain?

CORRECT ANSWER: A, B, C, D

A Wayfinding support e.g. maps 

B Healthcare service entrance signs 

C Colours used on signs 

D Noise in the waiting area 

E Using gesture to aid communication

Question 8

What areas would be evaluated in the Interactions domain?

A Asking about communication support needs

B Using gesture to aid communication

C Use of everyday, jargon-free language

D Adjusting explanations when needed

E Noise in the waiting area

Question 8 — Answer

What areas would be evaluated in the Interactions domain?

CORRECT ANSWER: A, B, C, D

A Asking about communication support needs 

B Using gesture to aid communication 

C Use of everyday, jargon-free language 

D Adjusting explanations when needed 

E Noise in the waiting area

Question 9

What areas would be evaluated in the Resources domain?

A

Clear title

B

Use of plain language

C

Use of headings to organise information

D

Avoidance of acronyms

E

Healthcare service entrance signs

Question 9 — Answer

What areas would be evaluated in the Resources domain?

CORRECT ANSWER: A, B, C, D

A Clear title 

B Use of plain language 

C Use of headings to organise information 

D Avoidance of acronyms 

E Healthcare service entrance signs

Question 10

Review the following resource and complete the OSTRICH
Tick all that were used in the resource to enable communication:

A

Purpose of the resource is captured in the title

B

Relevant information chunked together using headings

C

Uses short, simple sentences that are written in Plain English (e.g. no jargon, medical terms defined.)

D

Avoid acronyms (if unavoidable the resource should provide a definition)

E

Dot points



Question 10 — Answer

Review the following resource and complete the OSTRICH

Tick all that were used in the resource to enable communication:

CORRECT ANSWER: A, B, D, E

A

Purpose of the resource is captured in the title



B

Relevant information chunked together using headings



C

Uses short, simple sentences that are written in Plain English (e.g. no jargon, medical terms defined.)

D

Avoid acronyms (if unavoidable the resource should provide a definition)



E

Dot points



Question 11

Review the following scenario showing an interaction between a dentist and patient.

Dentist: It was great to see you today, Sally. Today we removed a tooth. It's important that you don't spit or rinse your mouth strongly as this can make it bleed again. Avoid any heavy activity and avoid smoking or alcohol for 2 days.

Dentist: Can you tell me in your own words what you need to remember?

Person: No hard spitting, no hard exercise and no alcohol.

Dentist: That's right. Also, no smoking for 2 days. Do you have any questions?

Person: No.

Dentist: Here is some written information about these instructions for you to keep (provides handout).



Select how the staff member checked that the person understood the information provided?

- A** Asks person to explain the information provided in their own words (e.g., a procedure, aftercare, next steps)
- B** Repeats information to the person
- C** Asks questions (e.g., "Does this make sense?", "Do you have any questions?")
- D** Gives written and/or visual handout to reiterate important information (e.g., email, SMS, video)

Question 11 — Answer

Review the following scenario showing an interaction between a dentist and patient.

Dentist: It was great to see you today, Sally. Today we removed a tooth. It's important that you don't spit or rinse your mouth strongly as this can make it bleed again. Avoid any heavy activity and avoid smoking or alcohol for 2 days.

Dentist: Can you tell me in your own words what you need to remember?

Person: No hard spitting, no hard exercise and no alcohol.

Dentist: That's right. Also, no smoking for 2 days. Do you have any questions?

Person: No.

Dentist: Here is some written information about these instructions for you to keep (provides handout).



Select how the staff member checked that the person understood the information provided?

CORRECT ANSWER: A, C, D

A Asks person to explain the information provided in their own words (e.g., a procedure, aftercare, next steps) 

B Repeats information to the person

C Asks questions (e.g., "Does this make sense?", "Do you have any questions?") 

D Gives written and/or visual handout to reiterate important information (e.g., email, SMS, video) 

Question 12

Review this healthcare environment below.
Select if you observe any of the following enablers:

A

Reception area sign

B

Bathroom signs and/or directions

C

Exit sign

D

Emergency signage



Question 12 — Answer

Review this healthcare environment below.
Select if you observe any of the following enablers:

CORRECT ANSWER: C

A Reception area sign

B Bathroom signs and/or directions

C Exit sign



D Emergency signage





That's a wrap

You've completed the Module 3 Quick Bites quiz.
Revisit any question to review the correct answer.