

NAME: _____

DATE: _____

ORGANIZATION: _____

TITLE: _____

HOSPITAL ORIENTATION AND ANNUAL MANDATE

POST TEST 2016

PART 1- SAFETY

1. What is the proper response if you see a possible workplace violence situation within the hospital?
 - a. Do nothing and leave the area?
 - b. Call 411
 - c. Call 911(outside main hospital)
 - d. Dial *9 for emergencies (within main hospital)

2. How do you get a SDS (MSDS) on a product?
 - a. Emergency department
 - b. Call the 3E company – phone number on yellow flyer
 - c. In administration
 - d. Both A & B

3. At the CODE RED scene, you should do which of the following?
 - a. **R**escue and remove patients and visitors to safety.
 - b. Pull the fire **A**larm and alert your co-workers
 - c. **C**all *9/ 911 and contain the fire by closing doors, clear hallways, and station staff at exits.
 - d. Bringing the fire **E**xtinguisher to the scene, extinguish fire, then prepare to evacuate.
 - e. All of the above. (R.A.C.E.)

4. Which are true about operating a fire extinguisher?
 - a. Let someone else operate the extinguisher.
 - b. Only managers should operate the extinguisher
 - c. Pull the pin, aim the nozzle, squeeze the handle, and sweep at the base of fire
 - d. Pull the pin

5. What color of receptacle should all patient medical equipment, especially critical equipment (infusion pump, bed, suction machine, crash cart, etc.), be plugged into?
 - a. White
 - b. Tan
 - c. Red
 - d. Black

6. True or False: An awareness of “good” body mechanics helps to prevent injuries.

7. True or False: When moving objects, you should try to push rather than pull whenever possible.

8. True or False: The BEST definition of Performance Improvement is improving processes to get better outcomes.

9. Lourdes’ performance improvement priorities include improving which of the following?
 - a. Patient safety and quality of patient care
 - b. Financial performance
 - c. Increasing length of patient stay

10. Who is responsible for performance improvement at Lourdes?
 - a. Everybody
 - b. Managers and Directors
 - c. Only those in clinical departments
 - d. Performance improvement department staff only

PART II – INFECTION CONTROL

1. True or False: Transmissible infections are a major concern among health care workers.

2. Some basic concepts of infection control include
 - a. Hand washing
 - b. Workplace practices
 - c. Standard, universal, and isolation precautions
 - d. All of the above

3. True or False: Healthcare workers are not ultimately responsible for understanding the risk of exposure to blood or other potentially infectious materials.

4. True or False: Wearing gloves takes the place of hand washing.
5. True or False: Frequent hand washing is the foundation of infection control.
6. Used needles and other sharp items are disposed into
 - a. Patient trash can
 - b. Dietary tray
 - c. Puncture resistant sharps containers
 - d. All of the above
7. What is the single most important means of preventing the spread of infection?
 - a. Hepatitis B vaccine
 - b. TB skin test
 - c. Personal protective equipment
 - d. Hand washing
8. Personal protective equipment (PPE) provides protection
 - a. From contact with blood or other potentially infectious materials
 - b. From contact with all patients
 - c. From contact with needles
9. Which of the following are examples of Blood Borne pathogens?
 - a. Hepatitis B Virus (HBV)
 - b. Malaria
 - c. Human immunodeficiency virus (HIV)
 - d. All of the above
10. Viruses and bacteria can enter your body through openings such as
 - a. Cuts, scratches, abrasions
 - b. Needle sticks
 - c. Linings of the eyes, nose, and mouth (mucous membranes)
 - d. All of the above
11. True or False: Standard precautions means treating ALL Blood or body fluids as potentially infectious.

12. How is Tuberculosis spread?
 - a. Airbone transmission
 - b. Blood-borne transmission
 - c. Body contact
 - d. Contaminated water

13. Common symptoms of TB include
 - a. Fatigue
 - b. Fever, night sweats
 - c. Weight loss
 - d. All of the above

14. True or False: Reduction of healthcare – associated infections is not a Joint Commission National Patient Safety Goal.

15. Prevention of hospital – associated infections depends upon:
 - a. Shorter hospital stays
 - b. Compliance with all evidence-based practice recommendations
 - c. Healthcare worker behavior compliance with hand hygiene and isolation
 - d. Removal of all catheters and invasive lines and devices promptly when no longer necessary
 - e. All of the above

PART III – PATIENT BILL OF RIGHTS, HIPAA, ABUSE/NEGLECT, END OF LIFE CARE AND ORGANIZATIONAL ETHICS

1. Which statement is true of abuse?
 - a. There are many forms of abuse in our society today.
 - b. Abuse is no longer a concern in our society
 - c. Abuse never passes from generation to generation
 - d. All of the above statements are true of abuse

2. All records pertaining to a patients case will be:
 - a. Given to anyone who requests them
 - b. Treated as confidential
 - c. Broadcast in the local paper
 - d. Left out for public view

3. The following are examples of patient rights **except**:
 - a. Involvement in treatment
 - b. Care in a safe setting
 - c. Disrespect of personal values and beliefs
 - d. Appropriate assessment and management of pain

4. Who is responsible for securing information?
 - a. Privacy department
 - b. Compliance Department
 - c. Everyone

5. When should you share your computer user names and password?
 - a. When you are having a problem and need a friend to help you
 - b. Never
 - c. Only if it is requested by my manager/director.

6. True or False: There is only one form of abuse

7. True or False: Neglect occurs when the basic needs of a dependent adult or child are not provided or arranged for by a caregiver.

8. True or False: It is acceptable to share confidential patient information with your spouse, children, relatives, friends, or neighbors.

9. True or False: There are no federal and state laws and regulations regarding privacy and patient confidentiality.

10. True or False: Patients are allowed to review their medical record only after they are discharged.

11. True or False: A patient's healthcare professional has the right to alter care in the patient's living will if they feel it is in the patient's best interest.

12. True or False: Patients have the right to make advance treatment directives and to have them honored.

13. True or False: One of the greatest gifts you can give a dying patient and their family is simply to listen.

14. True or False: Patients with end of life issues need care that includes the physical, emotional and spiritual.
15. True or False: The patient's physician makes all decisions regarding a patient's care.
16. True or False: According to our principles of Organizational Ethics, we should come to work each day to do three things: Remember the Mission, Be of Service, and Take Care of Our Resources.
17. True or False: If I encounter any situation which I believe violates the Principles of Organizational Ethics, I understand it is my duty and obligation to immediately consult my supervisor/director, a member of the Ethics Committee, and / or the Corporate Compliance Hotline.

PART V – CORPORATE COMPLIANCE

1. Compliance can be BEST defined as:
 - a. Adhering to laws and regulations related to healthcare
 - b. Adhering to professional ethics
 - c. Doing the right thing
 - d. Making good decisions
 - e. Preventing fraud and abuse in financial matters
 - f. All of the above
2. If you observe or find something that you think violates the rules set forth in Lourdes' Corporate Compliance Standards of Conduct, you should:
 - a. Check with another employee in your department to see if they think it is a violation
 - b. Notify the Corporate Compliance Officer or use the Corporate Compliance Hotline
 - c. Reread the Corporate Compliance Plan, so you can decide whether or not it really is a violation
 - d. Warn the person involved so they don't get into trouble
3. True or False: The code of conduct is written guidance that everyone must commit to follow.
4. True or False: All employees are responsible to ensure that their behavior is consistent with the Code of Conduct.
5. True or False: It is not ok to receive gifts or benefits for making referrals to outside agencies.

6. True or False: Patients do not have a right to request to be excluded from our patient directory.
7. True or False: Lourdes can turn patients away from the ED if they do not have the ability to pay for care.
8. True or False: Protected Health Information does not include electronic records.
9. True or False: A “need to know” must exist in order for someone to access protected health information.
10. **I hereby acknowledge:**
 - a. That Our Lady of Lourdes RMC maintains a Corporate Compliance Program and that I have been provided education regarding the program.
 - b. That I have a role in preserving Lourdes’ corporate integrity and thus have an obligation to report potential compliance issues.
 - c. That I have a basic understanding of healthcare compliance and the issues reportable to the Compliance Department
 - d. That I know how to contact the Compliance Officer to ask questions or report compliance related issues. This includes the use of the Compliance Hotline reporting mechanism.
 - e. That Lourdes’ compliance information is available to me on the hospital’s intranet site.
 - f. That I have reviewed the contents of the Lourdes Code of Conduct and understand it represents mandatory guidelines and agree to abide by the Code.

Please initial the below statement that best matches your agreement.

I agree with this acknowledgment _____ (initials)

I do NOT agree with this acknowledgment and will contact the Compliance Officer with my concerns _____ (initials)