

# Santa Rosa Medical Center

## Orientation Mandatory Education 2008

### Post Test

Name: \_\_\_\_\_ Date: \_\_\_\_\_  
Department: \_\_\_\_\_

#### **GUEST RELATIONS:**

- \_\_\_\_\_ 1. Customer service is everyone's responsibility.  
(a) True (b) False
- \_\_\_\_\_ 2. Santa Rosa Medical Center's service strategy is "Your key to better health".  
(a) True (b) False
- \_\_\_\_\_ 3. Customers should not expect good guest relations in today's health care market.  
(a) True (b) False
- \_\_\_\_\_ 4. The mission of SRMC is to improve the health and quality of life in our community.  
(a) True (b) False
- \_\_\_\_\_ 5. Patient Satisfaction is important for the success of our organization.  
(a) True (b) False

#### **AGE SPECIFIC CARE**

- \_\_\_\_\_ 1. You should assess each customer to determine if there are any barriers to communication.  
(a) True (b) False
- \_\_\_\_\_ 2. It is important to help the parents of neonates to learn to:  
(a) Do nothing because parenting comes naturally.  
(b) Learn proper skills such as feeding, changing/diapering and bathing.  
(c) Speak louder than normal so the baby learns to recognize their voice.  
(d) Keep the child warm since they have immature heat regulation  
(e) Both b and d
- \_\_\_\_\_ 3. Some ways to involve young children in their healthcare are:  
(a) Use toys and games  
(b) Use talking and singing  
(c) Encourage them to talk about feelings and ask questions  
(d) All of the above
- \_\_\_\_\_ 4. Adolescents should be treated as an adult when making health care decisions.  
(a) True (b) False
- \_\_\_\_\_ 5. Older adults, 65-79 years of age, may require the following issues to be addressed.

- (a) Promoting mental, physical and social activities
- (b) Depression
- (c) Accepting aspects of aging
- (d) All of the above

## **ENVIRONMENT OF CARE**

1. What is the purpose of the EOC?
  - a. Put out fires
  - b. Arrest combative patients
  - c. Ensure a safe and secure facility
  - d. Trust past visitors
  
2. What should someone do if they smell smoke or see flames?
  - a. PASS
  - b. RACE
  - c. RAIN
  - d. YIELD
  
3. Where are fire alarm pull stations typically located?
  - a. In patient rooms
  - b. In storage closets
  - c. In Plant Operations Manager's office
  - d. Near the exit of the department, near the stairwells
  
4. How can employee locate fire doors in their area?
  - a. They are marked with a 2 inch red square in the corner of the door frame
  - b. They swing both ways
  - c. They are held open with a rubber door stop
  - d. They are made of glass
  
5. Relocating to a safe area is other wise know as:
  - a. leaving the building
  - b. Horizontal evacuation
  - c. A bomb shelter
  - d. None of the above
  
6. How often are fire drills preformed?
  - a. Twice a year
  - b. Once a month
  - c. Once a week
  - d. Once year
  
7. Who inspects a patient's non-medical equipment for electrical safety?
  - a. Nursing
  - b. Maintenance
  - c. Materials
  - d. Physical Therapy
  
8. How or where do employees enter the facility during an event/disaster or incident?
  - a. South Lobby and register with the employee pool

- b. ER and begin working
  - c. North Entrance and report to Department
  - d. West stairwell
9. What is a rendezvous location?
- a. A place to get a date
  - b. A location on the same floor just past the fire doors
  - c. The Cafeteria
  - d. A designated location outside where you meet your department in the event the building is damaged or needs to be evacuated.
10. What is a code Yellow?
- a. A patient has fallen and need assistance to get up
  - b. A visitor has fallen and need assistance to get up
  - c. A non combative situation where someone needs addition male staff to assist in resolving the situation
  - d. All of the above

**HIPAA SECURITY:**

- \_\_\_\_\_ 1. The HIPAA security officer is:  
 (a) Scot Reid (b) Angie Dreading (c) Bob Dubay (d) Pam Chesser
- \_\_\_\_\_ 2. The two public accesses into the building are:  
 (a) The Administrative Hallway and the ED  
 (b) The ED and the Front Lobby  
 (c) The doctors side entrance and the ED
- \_\_\_\_\_ 3. Susie works in Medical Records. She comes to visit he mother. Susie knows that she can use her badge to give her access as an employee. Does this violate HIPAA security?  
 (a) Yes (b) No
- \_\_\_\_\_ 4. Judy is working at her desk, and she gets up to go to the bathroom. She does not log off her computer. You come by and her computer is still on and has open access for anyone. What should you do?  
 (a) Contact the IS department  
 (b) Stand by her computer until she returns, and then remind her that the computers must be logged off if the person is away from the desk.  
 (c) Nothing, Judy will be right back.  
 (d) Get on Judy's computer and start using it.  
 (e) Both a and b
- \_\_\_\_\_ 5. A new tech is working and does not have a password yet. He asks if he can use yours until his is setup. You are not sure, but you think it might be okay. What are the potential consequences of sharing passwords?  
 (a) IS can track all logins and passwords being used  
 (b) You can be terminated for sharing passwords  
 (c) You are violating HIPAA security policies  
 (d) All of the above

**ALCOHOL AND DRUG FREE WORKPLACE:**

- \_\_\_\_\_ 1. Reporting to work or being at work with a measurable quantity of alcohol or non-

prescribed drugs is permitted as long as the patients do not know.

- (a) True      (b) False

\_\_\_\_\_ 2. You are using medications but they are interfering with your work performance. This does not have to be reported, because you have a prescription..

- (a) True      (b) False

**RISK/QUALITY MANAGEMENT:**

\_\_\_\_\_ 1. Event reports are used for reporting incidents that are inconsistent with patient care, violation of policies, mishaps related to malfunction equipment, property loss/damage.

- (a) True      (b) False

\_\_\_\_\_ 2. Any person who has reported an event they suspect involved patient safety, may be fired if that report is ruled unfounded.

- (a) True      (b) False

\_\_\_\_\_ 3. When completing an event report:

- (a) Use black ink  
(b) Do not copy  
(c) A only  
(d) Both A & B  
(e) B only

\_\_\_\_\_ 4. Susie received an electrical shock while using the vacuum cleaner in a patient room, but she was not hurt badly. Should an event report be filled out for this?

- (a) Yes      (b) No

\_\_\_\_\_ 5. If you make a mistake on an event report, it is ok to use white out to correct it.

- (a) True      (b) False

**OSHA/ MSDS /HAZMAT:**

\_\_\_\_\_ 1. What is an "MSDS"?

- (a) Material Safety Data Sheet  
(b) Mandatory System of Dilution of Substances  
(c) Multiple Substance Disposal System  
(d) Morbidity of Substance Disclosure Sheet

\_\_\_\_\_ 2. All employees can access MSDS information by calling the 1-800 telephone number posted on each floor.

- (a) True      (b) False

\_\_\_\_\_ 3. All HAZMAT waste spills must be reported using the Event Report.

- (a) True      (b) False

**PATIENT SAFETY GOALS:**

\_\_\_\_\_ 1. Name at least 2 patient identifiers used for patient identification at SRMC:

- (a) Patient Account Number

- (b) Patient Name
  - (c) Patient date of birth
  - (d) All of the above
- \_\_\_\_\_ 2. Patients are encouraged to be involved and make decisions in their healthcare.  
(a) True (b) False
- \_\_\_\_\_ 3. SRMC identifies patients at risk for injury from falls.  
(a) True (b) False
- \_\_\_\_\_ 4. You recognize early changes in a patient's condition. You call \_\_\_\_\_  
(a) a Code Blue  
(b) the Rapid Response Team  
(c) Nursing Administration  
(d) the Emergency Department

### **IMPAIRED PROVIDERS**

- \_\_\_\_\_ 1. Even if you just suspect a provider is impaired, you should report it.  
(a) True (b) False
- \_\_\_\_\_ 2. If you take medications that may affect your judgment you do not have to notify your supervisor if you have a prescription.  
(a) True (b) False
- \_\_\_\_\_ 3. Florida Professional Conduct standards require the following providers to be reported if found to be impaired at work.  
(a) Only licensed professionals  
(b) Only those who have direct patient contact  
(c) Only those who pose a visible risk because of their condition  
(d) Anyone, even if their position does not require a license, certification or registration

### **BACK SAFETY:**

- \_\_\_\_\_ 1. Good body mechanics can prevent you from injuring your back.  
(a) True (b) False
- \_\_\_\_\_ 2. If a patient starts to fall, you should:  
(a) Grab them around the neck and pull forward  
(b) Let them fall  
(c) Step out of the way so they won't hit you  
(d) Don't try to catch, but try to lower them gently to the floor

### **WORKPLACE VIOLENCE:**

- \_\_\_\_\_ 1. Healthcare facilities are safe from workplace violence.  
(a) True (b) False
- \_\_\_\_\_ 2. Jeffrey is a frequent patient who comes to the ED with chronic headaches. The staff know him because he has a tendency to get angry and become hostile very quickly when he is hurting. The best way for the staff to prevent any type of violence is:

- (a) Ignore Jeffrey
- (b) Use caution around Jeffrey and anyone with a history of violence
- (c) Keep any sharp objects away from Jeffrey
- (d) Have the security guard stand next to him with the handcuffs out
- (e) Communicate clearly to Jeffrey
- (f) All except a and d

**CONFIDENTIALITY:**

- \_\_\_\_\_ 1. Patient information is confidential and should not be shared unless there is a need to know.  
 (a) True (b) False
- \_\_\_\_\_ 2. Jeremy, an employee of SRMC, is in Wal-Mart and sees a former patient who recently had surgery. Trying to be polite, he speaks to her and asked her how she is doing since her gallbladder surgery. Is this a HIPAA violation?  
 (a) Yes (b) No
- \_\_\_\_\_ 3. There is no disciplinary action connected to a breach of patient confidentiality as long as it was accidental.  
 (a) True (b) False

**SEXUAL HARASSMENT:**

- \_\_\_\_\_ 1. Sexual harassment will go away if it is ignored.  
 (a) True (b) False
- \_\_\_\_\_ 2. Identify the statement that is true about sexual harassment:  
 (a) Sexual harassment makes it more difficult to do your job  
 (b) Forms of sexual harassment can be verbal or non-verbal  
 (c) Dirty jokes may be a form of sexual harassment to some people  
 (d) All are true

**DIVERSITY:**

- \_\_\_\_\_ 1. Ms. Ramirez is an elderly patient who speaks very little English. Some considerations are:  
 (a) Food preferences  
 (b) a, c, and d  
 (c) Communication and understanding of what is happening to her  
 (d) Her religion
- \_\_\_\_\_ 2. By encouraging diversity we may \_\_\_\_\_.  
 (a) decrease productivity because we don't have time to be "touchy feely".  
 (b) increase our hiring and training of more talented employees.

**CHILD AND ADULT (Elderly) ABUSE:**

- \_\_\_\_\_ 1. Health care professionals are required by law to report any type of suspected child or adult abuse.  
 (a) True (b) False

- \_\_\_\_\_ 2. The following are forms of abuse...
- (a) Deprivation
  - (b) Social isolation
  - (c) Emotional aggravation
  - (d) All of the above
- \_\_\_\_\_ 3. You do not have to consider a patient at risk for abuse if he or she is an in-patient.
- (a) True
  - (b) False

**INFECTION CONTROL:**

- \_\_\_\_\_ 1. Standard precautions should be applied to everyone in the hospital.
- (a) True
  - (b) False
- \_\_\_\_\_ 2. Which of these are true?
- (a) Hand washing is the single most important means of preventing infection
  - (b) Artificial nails can be worn by patient care providers
  - (c) Zip-lock bags are used to carry ice into the patients room to limit the spread of germs
  - (d) Both a and c
  - (e) Both b and c
- \_\_\_\_\_ 3. When contact with blood / body fluids is expected, the healthcare worker should do what?
- (a) Wash your hands with alcohol
  - (b) Put a lab coat on before entering the patients room
  - (c) Wear personal protective equipment ( gloves, mask, and eye wear)
  - (d) Avoid the patients room
- \_\_\_\_\_ 4. The two forms of hand washing used by SRMC are foam and soap/ water.
- (a) True
  - (b) False
- \_\_\_\_\_ 5. Which of the following two diseases are caused by blood-borne pathogens?
- a) Syphilis and tuberculosis
  - b) Hepatitis B and AIDS
  - c) Hepatitis C. and pneumonia
  - d) Hepatitis A and influenza
- \_\_\_\_\_ 6. Blood-borne pathogens are carried in blood and sometimes in:
- a) Saliva
  - b) Hair
  - c) Eyelashes
  - d) Fingernails
- \_\_\_\_\_ 7. Three types of personal protective equipment that can protect you from exposure to blood and/or body fluids include:
- a) Hard hats, surgical scrubs, and gloves
  - b) Gloves, mask, and hand wash
  - c) Gloves, goggles, and gowns

- d) Particulate respirator mask, eye protection, and hand wash

**TB EXPOSURE PLAN:**

- \_\_\_\_\_ 1. If an employee is exposed to TB, they will be monitored by Employee Health and tested after the exposure as per CDC guidelines.  
(a) True (b) False

**EMTALA (Emergency Medical Treatment Act)**

- \_\_\_\_\_ 1. How often is every employee required to have EMTALA training?  
(a) Every 6 months  
(b) Only if they work in the Emergency Department  
(c) Monthly  
(d) Annually
- \_\_\_\_\_ 2. ED staff are required to have an additional hour of EMTALA training per year.  
(a) True (b) False
- \_\_\_\_\_ 3. EMTALA requires us to evaluate and stabilize all patients regardless of financial status.  
(a) True (b) False

**STOP!**

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**SUPPORT STAFF / NON-CLINICAL STAFF STOP HERE.**  
***CLINICAL STAFF MUST CONTINUE.***

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**THE FOLLOWING SCENARIOS COVER EMTALA, SMDA, RESTRAINTS, BLOOD TRANSFUSIONS, INFORMED CONSENT, ADVERSE DRUG REACTIONS, REPORTING IMPAIRED PROFESSIONALS, PAIN MANAGEMENT, READ BACK POLICY, FALL PRECAUTIONS, CORE MEASURES, AND CARE PLANS.**

**NURSING MUST COMPLETE ALL SECTIONS; ANCILLARY CLINICAL DEPARTMENT MANAGERS MUST CHOOSE WHICH SECTIONS APPLY / DO NOT APPLY TO THEIR AREA. IF A SECTION DOES NOT APPLY THEN PLEASE PUT "N/A" IN THAT SLOT.**

A 30 year old white female comes into the ED with abdominal pain and vomiting via ambulance. She is responsive, but pale and diaphoretic. While the ED nurse is assessing the patient, the family mentions that they do not have any insurance. The doctor overhears, pulls the nurse aside and tells her to stop treatment.



- \_\_\_\_\_ 1. This would be a violation of:
- (a) The Safe Medical Devices Act
  - (b) EMTALA (Emergency Medical Treatment and Labor Act)
  - (c) HIPAA
  - (d) JCAHO
- \_\_\_\_\_ 2. The patient is un-cooperative and you need to draw blood. The lab personnel ask the nurse to apply restraints. The appropriate response to this is:
- (a) Have the nurse go ahead and put soft wrists restraints on
  - (b) Restraints are to be used to protect the patient from harm, not for convenience
  - (c) Hold the patient down while applying restraints
  - (d) Have the lab personnel apply the restraints themselves
- \_\_\_\_\_ 3. The registration clerk tells you that the family said the patient is mentally handicapped, but that she was able to sign her consent for treatment form. Understanding the policy re: consents, you know that:
- (a) the patient is able to sign her own consent
  - (b) we must question the patient's mental ability to give consent
  - (c) we must verify legal guardianship
  - (d) both a and c
  - (e) both b and c

Ms. Jackson, an 87 y/o black female, is admitted to CCU for chest pain. She is connected to the monitor and started on the appropriate medications. Her family tells you that Ms. Jackson gets confused at times, and tries to get out of bed. They also inform you that Ms. Jackson did not want to come to the hospital and may not tell you if she is hurting or needs something.

- \_\_\_\_\_ 4. Based on the family's information, the following would be true:
- (a) Ms. Jackson's age makes her a high risk for falls
  - (b) Ms. Jackson's history of confusion makes her a high risk for falls
  - (c) Being in a strange environment might exacerbate Ms. Jackson's confusion
  - (d) All of the above
- \_\_\_\_\_ 5. Radiology comes up to take an x-ray, and while they are in the room the patient grabs her chest, but does not say anything. The most appropriate action for the Radiology Tech. would be:
- (a) Ignore the action
  - (b) Tell the nurse
  - (c) Call a code
  - (d) Assess the patient
- \_\_\_\_\_ 6. The nurse assesses Ms. Jackson for pain using the pain scale. Which would be true:
- (a) All disciplines must document pain on the pain flow sheet
  - (b) Pain will be assessed only as the patient complains about it
  - (c) The scale 1-100 is used
  - (d) The pain form must go with the patient when they leave the floor
  - (e) A and D only
- \_\_\_\_\_ 7. The lab calls to give a low potassium value (2.9) to the nurse. The critical test results must meet what criteria?
- (a) Only licensed personnel can take the critical results
  - (b) The person receiving the results must "read back" the results
  - (c) The department calling the results must document whom the results were given to.

- (d) All of the above
- \_\_\_\_\_ 8. The nurse calls the doctor about the low potassium to receive orders for Ms. Jackson. The nurse needs to confirm with the physician that he/ she heard the right results, and should ask for a “read back” if the physician does not repeat the results.  
(a) True      (b) False
- \_\_\_\_\_ 9. Ms. Jackson is found to have had an acute MI. Smoking cessation is one of the core measure activity that is indicated. Core measures are indicators that are used to improve clinical care for what three diagnoses?  
(a) heart failure, COPD, and bronchitis  
(b) heart failure, bronchitis, and asthma  
(c) heart failure, pneumonia, and acute MI  
(d) acute MI, bronchitis, and diabetes
- \_\_\_\_\_ 10. The treatment for adverse drug reactions includes:  
(a) Monitor and treat the patient  
(b) Terminate drug  
(c) Contact the physician  
(d) Document the facts only in the medical record  
(e) Fill out an event report and the adverse drug form  
(f) All of the above
- \_\_\_\_\_ 11. Symptoms of a blood transfusion reaction include:  
(a) Fever, 1.8 above baseline  
(b) Anxiety and restlessness  
(c) Chills  
(d) Tachycardia  
(e) All of the above  
(f) Only a and c
- \_\_\_\_\_ 12. Blood must be checked by: 2 Registered nurses or a physician and a nurse, against the patients hospital armband.  
(a) True      (b) False
- \_\_\_\_\_ 13. Consents may be given by:  
(a) Legal guardians  
(b) Emancipated minors  
(c) Parents  
(d) All of the above
- \_\_\_\_\_ 14. Anyone suspected of being impaired while caring for patients must be reported to the Department Manager, House Supervisor, or HR.  
(a) True      (b) False
- \_\_\_\_\_ 15. The use of 4 bedrails being completely pulled up would be considered "restraints".  
(a) True      (b) False
- \_\_\_\_\_ 16. Signs of possible impairment in a healthcare professional may include:  
(a) Slurred speech  
(b) Anxiety and agitation  
(c) Severe mood swings  
(d) All of the above

- \_\_\_\_\_ 17. The patient Plan of Care is:
- (a) To be used by all disciplines
  - (b) To remain in the chart
  - (c) To be discussed with the patient and caregivers
  - (d) Only a and c
  - (e) All of the above
- \_\_\_\_\_ 18. If the plan of care states that a patient will receive incentive spirometry at least every 2 hours, then there must be documentation to show this.
- (a) True
  - (b) False
- \_\_\_\_\_ 19. A patient is assessed by PT and denies pain. After being ambulated the PT staff asks the patient if they have pain and they reply “yes”. What should the PT staff do with this information?
- (a) Nothing, it is not their responsibility
  - (b) Ask the patient to rate their pain on a scale of 1-10
  - (c) Inform the patient that they will tell the nurse
  - (d) Document in their PT notes what the pain level is
  - (e) All of the above except a
- \_\_\_\_\_ 20. Pain must be assessed and documented within 1 hour of receiving pain or comfort measures.
- (a) True
  - (b) False

**Thank you for completing the OMEN Post-Test. Please return this test along with the signed completion acknowledgement to HR.**

**Should you have any questions, comments or recommendations, please contact the Human Resources Department in person or at ext. 5384.**

**Thank You!**