



# 2015 SRMC Orientation Learning Assessment

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

Circle One:            Agency                    Student                    Volunteer

School Affiliation (if applicable): \_\_\_\_\_

### **GUEST RELATIONS:**

- \_\_\_\_\_ 1. Customer service is everyone’s responsibility.  
(a) True            (b) False
- \_\_\_\_\_ 2. Santa Rosa Medical Center's service strategy is “AIDET”.  
(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 “Enabling America’s best local health care.”  
(a) True            (b) False
- \_\_\_\_\_ 5. Patient Satisfaction is important for the success of our organization.  
(a) True            (b) False

### **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.
  - (c) Maintain and environment of respect
  - (d) Both b & c
  - (e) None of the above

**PATIENT SAFETY GOALS:**

- \_\_\_\_\_ 1. Which of the following may be used for patient identification at SRMC?  
(a) Patient Account Number  
(b) Patient Name  
(c) Patient date of birth  
(d) All of the above
- \_\_\_\_\_ 2. Always use at least two ways to identify patients.  
(a) True (b) False
- \_\_\_\_\_ 3. SRMC utilizes the SBAR tool to improve the effectiveness of communication among caregivers.  
(a) True (b) False
- \_\_\_\_\_ 4. Staff will assure that patients know which medications to take when they are discharged home..  
(a) True (b) False
- \_\_\_\_\_ 5. ONLY employees are responsible for responding to alarms.  
(a) True (b) False
- \_\_\_\_\_ 6. Which of the following applies to proper hand hygiene?  
(a) It is the single most effective method of infection control  
(b) Wash for a full 15 seconds  
(c) Alcohol hand sanitizer can be used if hands are not visible soiled  
(d) All of the above
- \_\_\_\_\_ 7. SRMC identifies patients at risk for injury from falls.  
(a) True (b) False
- \_\_\_\_\_ 8. What is significant of a Yellow armband on a patient?  
(a) The patient has an infectious disease  
(b) The patient has allergies  
(c) The patient is at risk for falls  
(d) The patient is ready for discharge

**HIPAA SECURITY:**

- \_\_\_\_\_ 1. HIPAA is a federal law that was enacted to:
- (a) Protect the privacy of a patient's personal and health information
  - (b) Provide for the physical and electronic security of personal health information
  - (c) Identify billing fraud
  - (d) Both a & b
- \_\_\_\_\_ 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. Access to protected health information is on a **need to know** basis?
- (a) True
  - (b) False
- \_\_\_\_\_ 4. The consequences of breaking a HIPAA rule include which of the following:
- (a) Civil action in federal court
  - (b) Monetary fines
  - (c) Loss of facility privileges
  - (d) All of the above
- \_\_\_\_\_ 5. Steps you should take to protect patient privacy include which of the following:
- (a) Close treatment doors or use privacy curtains
  - (b) Ensure medical records are not left where others can see or gain access to them
  - (c) Do not place anything with the patient's name or identifier in the regular trash
  - (d) All of the above

**EMERGENCY PREPAREDNESS**

1. What is the correct number to dial to the operator for emergency situations?
  - (a) 911
  - (b) 666
  - (c) 777
  - (d) 999
  
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. Detailed descriptions of all SRMC Emergency Codes can be found:
  - (a) Throughout the hospital
  - (b) At the front desk
  - (c) In RED binders labeled "Emergency Preparedness Procedures"
  - (d) Both a & c
  
5. 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.
  
6. If you witness a theft, accident, vandalism, or act of physical violence, security can be notified by:
  - (a) Dialing 911
  - (b) Dialing 777
  - (c) Dialing "O" and ask the operator to page security
  - (d) Dialing 777 and ask the operator to page security
  
7. What is significant of a Yellow armband on a patient?
  - (a) The patient has an infectious disease
  - (b) The patient has allergies
  - (c) The patient is at risk for falls
  - (d) The patient is ready for discharge

**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. The Risk Manager at SRMC is:  
(a) Kimberly James  
(b) Kathy Lirette  
(c) Pam Chesser,  
(d) Betsy Stewart
- \_\_\_\_\_ 3. The role of agency staff, volunteers, or students regarding concerns or incidents is to report their concerns immediately to their immediate supervisor (site supervisor, instructor).  
(a) True (b) False
- \_\_\_\_\_ 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. You may keep a copy of a patient's medical record when you are involved in a patient or visitor incident.  
(a) True (b) False

**INFECTION CONTROL:**

- \_\_\_\_\_ 1. The policy of no eating, drinking, applying make-up/personal hygiene products in areas where patient contact occurs or contact with contaminated equipment or surfaces can occur is to protect both the patient and the caregivers.  
(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) Students may never enter a patient's room that is on airborne precautions  
(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 patient's room  
(c) Wear personal protective equipment (gloves, mask, and eye wear)  
(d) Avoid the patient's room

- \_\_\_\_\_ 5. If you should have a Bloodborne Pathogen Exposure (sharps injury, mucous membrane exposure), you should:
- a) Wait until the end of your shift to report
  - b) Go immediately to the emergency room
  - c) Report the exposure to your immediate supervisor immediately (site supervisor, clinical instructor)
  - d) Call the infection control nurse
- \_\_\_\_\_ 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

**BIOMEDICAL WASTE**

- \_\_\_\_\_ 1. Which of the following are rules to follow when handling biomedical waste:
- (a) Package and seal at the point of origin in a red bag
  - (b) Do not fill the biomedical waste bag more than 3/4 full
  - (b) Always wear gloves when handling biomedical waste
  - (c) Always carry waste away from your body
  - (d) All of the above

**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 using the desktop link to MSDS Online or by calling the MSDS 24 hour hotline at 1-888-362-2007. on each floor.
- (a) True
  - (b) False
- \_\_\_\_\_ 3. All HAZMAT waste spills require notification of the SRMC Safety Officer.
- (a) True
  - (b) False

**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 prescription 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

**This completed learning assessment must be submitted for grading as follows:**

- **Agency staff** turn in completed assessment to SRMC Clinical Education Coordinator in Nursing Administration
- **Students attending class with clinical instructor** turn in completed assessment to clinical instructor
- **Preceptor students** turn in completed assessment to SRMC Clinical Education Coordinator in Nursing Administration
- **Volunteers** turn in completed assessment to Volunteer Services Director