

2010 Registry Orientation POST-TEST

PRINT NAME: _____ Registry _____ ID Number: _____ Date: _____

Note: In the multiple choice sections, circle all that apply, there may be more than one correct answer!

SERVICE STANDARDS

1. ____ TRUE ____ FALSE There are times when the whole reputation of our organization rests on one person's shoulders.
2. ____ TRUE ____ FALSE Most customers judge quality of care by whether they feel they were treated well. This may have little to do with the actual quality of the nursing and medical care, but everything to do with the quality of the service received.
3. ____ TRUE ____ FALSE We have room for growth in how we interact from department to department. It is essential that all employees remember that everyone's job is important. Each of us regardless of job title, deserve to be acknowledged, addressed by name and thanked for our efforts.
4. ____ TRUE ____ FALSE You are expected to try to work out problems between another coworker and yourself before taking the issue to your supervisor.
5. When walking to the cafeteria on your meal break you are expected to do the following:
 - a. Make eye contact with those you see and offer a smile.
 - b. Offer to assist anyone looking lost
 - c. When you come upon a family crying in a hallway, ask if you can be of help
 - d. You are clocked out for break, you need not offer assistance
6. Your director informs you and your coworkers at the staff meeting that complaints are being received. When the phone is answered, the caller is unable to understand the name of the person talking and the location that they have reached in the hospital. You know that all employees are expected to do the following:
 - a. State your location, your name, and "How may I help you?"
 - b. Speak slowly and clearly when answering the phone.
 - c. Ask permission from the caller before placing them on hold
 - d. When forwarding calls, stay on the line until the transfer is completed
7. ____ TRUE ____ FALSE It is very easy to have miscommunications over the telephone as we are unable to see each other, thus we don't have nonverbal cues to help us understand the message.
8. ____ TRUE ____ FALSE Don't worry if you present a worn, sloppy, stressed first impression. You will always be able to overcome that impression easily, as soon as the family and patient sees what great customer service you deliver.
9. ____ TRUE ____ FALSE Hospital departments that have developed good teamwork tend to have higher job satisfaction and less job turnover.
10. ____ TRUE ____ FALSE Studies show that the number one reason employees seek healthcare outside of their own hospital is their concerns regarding confidentiality. We all need to remember that all patients, including our employees, have the right to receive confidential care.
11. ____ TRUE ____ FALSE People are usually willing to wait 5-10 minutes for service. If there will be any further delay, it is very important to keep them informed.
12. ____ TRUE ____ FALSE On the phone, people generally are willing to wait only 1-2 minutes. You know that we need to offer to call a customer back if the wait will be longer than this time frame.

COMPLAINT MANAGEMENT

13. List the (4) steps that show we "CARE" in handling complaints:

- a. _____
- b. _____
- c. _____
- d. _____

DRESS CODE AND CONDUCT GUIDELINES

- 14. Name four articles of clothing that may not be worn to work:

- 15. What body piercings are allowable at work? _____
- 16. What should always be part of your attire while at work? _____

- 17. When is it permissible to chew gum at work? _____

HEALTH INFORMATION PRIVACY (HIPAA)

Circle one of each of the following:

- 18. TRUE FALSE Protected health information (PHI) is anything that identifies (or could identify) a certain patient.
- 19. TRUE FALSE PHI includes all health information that is used/disclosed – except PHI in oral form.
- 20. TRUE FALSE PHI is “used” when it is released, transferred, or allowed to be accessed or divulged outside the covered entity.
- 21. TRUE FALSE The purpose of the Notice of Privacy Practices (NPP) is to inform patients in advance of the many ways their health information may be used.
- 22. TRUE FALSE You are permitted to use/disclose PHI for treatment, payment, and healthcare operations.
- 23. TRUE FALSE Patients cannot request that restrictions be placed on who may be given their PHI.
- 24. TRUE FALSE Patients have a right to request that information about their health and health care be sent to a certain address.
- 25. TRUE FALSE Patients have a right to obtain a copy of their medical record, but may not access the original record.
- 26. TRUE FALSE A patient can ask us to produce a report of all the ways we have disclosed their PHI to others outside our facility.
- 27. TRUE FALSE Minimum necessary means as much PHI as you need to do your job – and not a bit more.

PATIENT'S RIGHTS

- 28. TRUE FALSE Patients have the right, by law, to considerate and respectful care and confidential treatment of all communication and records pertaining to their healthcare treatments.
- 29. TRUE FALSE This morning you walked by Mrs. Rodriguez’ room and overheard her doctor inform her that she has cancer. You are now being asked by a coworker how Mrs. Rodriguez is doing. Your coworker explains that Mrs. Rodriguez is her next-door neighbor. You will not reveal any information to this coworker or else you will be guilty of violating Mrs. Rodriguez’ right to patient confidentiality.

PATIENT SAFETY GOALS

- 30. TRUE FALSE Whenever taking blood samples or administering medications to a patient, you must check their name and date of birth.
- 31. TRUE FALSE It is important to **always verify verbal or telephone orders by reading them back** to the person giving them to you.
- 32. TRUE FALSE A complete list of the patient’s medication is provided to the patient on discharge from the facility.

OCCURENCES

33. ____ TRUE ____ FALSE Individuals who witness or discover an "occurrence/incident" are to complete the "occurrence/incident report" and inform the risk manager, department director, or house supervisor.

INFECTION CONTROL

34. ____ TRUE ____ FALSE Handwashing or use of alcohol -based hand rubs is the single most effective way to stop the spread of infection.

35. Check (✓) all that are true. You should alcohol gel your hands

- Before contact with patients
- After contact with a patient or equipment in the patient's immediate environment
- Before applying clean gloves or sterile gloves prior to performing invasive procedures.
- After removing gloves.
- After working on a contaminated body site and then moving to a clean body site on the same patient.
- When leaving an isolation room.

36. ____ TRUE ____ FALSE Hands must be washed with soap and water if they are visibly soiled or have been exposed to blood or other potentially infectious materials.

37. ____ TRUE ____ FALSE Personal Protective Equipment (PPE) such as gloves, gowns, mask and goggles are to be worn if you think there is potential for exposure to blood or other potentially infectious materials.

38. ____ TRUE ____ FALSE Sharps containers should be changed when they are 3/4 full.

39. ____ TRUE ____ FALSE If you have any Infection Control concerns or questions about the Bloodborne or TB Exposure Control plans call the Infection Control Nurse.

40. ____ TRUE ____ FALSE If you have an exposure to blood or other potentially infectious material immediately notify Employee Health to evaluate the exposure incident. The Center for Disease Control recommends immediate initiation of treatment when appropriate.

41. ____ TRUE ____ FALSE If the use of a respirator is warranted the employee must obtain a medical examination and fit testing from Employee Health.

42. A N95 respirator should be changed if which of the following occur (circle the letter(s) of all the apply):

- | | |
|----|----|
| a. | d. |
| b. | e. |
| c. | f. |

NEEDLESTICK & EXPOSURE

43. List the 6 steps to follow in the event of a needlestick or exposure:

BASIC SAFETY TIPS

44. What code would you announce? Match the following:

- | | | | |
|-------|-------------|----|----------------------------------|
| _____ | Code Grey | A. | Person with a weapon. |
| _____ | Code Blue | B. | Bomb threat. |
| _____ | Code Silver | C. | Infant abduction. |
| _____ | Code Yellow | D. | Fire. |
| _____ | Code Red | E. | Combative Person |
| _____ | Code Pink | F. | Cardiac or respiratory distress. |

DISASTER PREPAREDNESS

45. _____ TRUE _____ FALSE If you are on duty when a disaster happens, it will be important for you to contact your supervisor to find out where to report or if you should continue your current work assignment.

BIOTERRORISM READINESS

46. _____ TRUE _____ FALSE If a Bioterrorism event is suspected you should immediately notify Hospital Administration, Infection Control and the Safety Officer.

ELECTRICAL SAFETY

47. What kind of plug is the only plug allowed for use in the hospital? _____

FIRE SAFETY

48. What do the following initials stand for in a "Code Red?"

- a. **R** _____
- b. **A** _____
- c. **C** _____
- d. **E** _____

HAZARDOUS MATERIALS

49. Use the following letters to define how to respond to chemical spills.

- a. **I** _____
- b. **C** _____
- c. **I** _____
- d. **C** _____

RADIATION AWARENESS

50. _____ TRUE _____ FALSE You should stay behind protective barriers or beyond 6ft. when X-Rays or Radioactive diagnostic procedures occur.

BACK SAFETY

51. What are 2 actions you can take to prevent back strain (be job specific)?

- a. _____
- b. _____

WORKPLACE VIOLENCE

52. List 2 warning signs of potential violence and 2 actions to take when confronted with a violent person.

Sign: _____ Action: _____
Sign: _____ Action: _____

53. _____ TRUE _____ FALSE When confronted with a violent person your goal is to prevent harm to yourself and others.

INFANT ABDUCTION PREVENTION

54. The "typical" abductor is

- a. Female of childbearing age (12-50), often overweight.
- b. Frequently indicates that she has lost a baby or is incapable of having one.
- c. Usually plans the abduction, but does not necessarily target a specific infant; frequently seizes on any opportunity present.
- d. Usually lives in the community where the abduction takes place.
- e. Initially visits nursery and maternity units at more than one healthcare facility prior to the abduction.
- f. All of the above

55. _____ TRUE _____ FALSE Your shift is over. As you start heading for home a "Code Pink" is called. It is ok to leave the hospital.
56. _____ TRUE _____ FALSE After a suspected infant abduction, giving information to anyone without a valid need to know, could jeopardize the investigation and hinder the return of the infant. (I know none of us would want to be responsible for that ☹.)

SEXUAL HARASSMENT

57. If you feel you are being harassed, you should do the following (circle all that apply):
- a. Document each incident.
 - b. Talk with your department director.
 - c. If you don't feel comfortable talking with your director, contact the Human Resources Director.

INTERPRETATION SERVICES

58. _____ TRUE _____ FALSE At this facility we use the CYRA COM phone for language interpretation. These phones are located on each unit.

ABUSE REPORTING

59. _____ TRUE _____ FALSE Abuse/violence will continue unless there is effective intervention.
60. _____ TRUE _____ FALSE All suspected abuse must be reported to the appropriate agency.

BIOETHICS

61. Who may request a Bioethical/Institutional Review Committee Consultation?
- a. Patients
 - b. Families
 - c. Any person directly involved in the patient's care
 - d. All of the above

AGE-SPECIFIC CRITERIA

62. Pick 2 different age groups you provide service for and indicate how you would adjust your customer service or patient care to provide for their age specific differences:
- a. _____
 - b. _____

RECOGNIZING IMPAIRED LICENSED PRACTITIONERS

63. _____ TRUE _____ FALSE A physician's physical and mental health is crucial in his/her ability to practice good medicine.
64. _____ TRUE _____ FALSE One of the rationales for Joint Commission Standard MS 4.80 is that health care organizations have the obligation to protect patients, its members and other persons present in the hospital from harm.
65. _____ TRUE _____ FALSE Anyone in the organization can submit information to the medical staff office if they have concerns about a physician's behavior.