

POST TEST QUESTIONS August 2011 – July 2012

PLEASE CIRCLE THE ANSWERS ON THE POST TEST ANSWER SHEET

DO NOT CIRCLE THE ANSWERS ON THE QUESTION SHEETS

Patient Rights – Everyone

- 1) The written copy of Enloe Medical Center's Patient Rights and Responsibilities is given to every patient by the registration staff at the time of registration. This document is available to patients throughout their stay and is also posted in public areas of the hospital. If the patient is a minor, the copy will be given to the patient's guardian.
 - a) True
 - b) False
- 2) Our patients at Enloe Medical Center have the right to:
 - a) Have a family member (or other representative of their choosing) and their physician notified promptly of their admission to the hospital.
 - b) Have personal privacy respected.
 - c) Examine and receive an explanation of the hospital's bill regardless of the source of payment.
 - d) All of the above.

Spiritual, Religious and Cultural Needs of our Clients -- Everyone

- 3) If an employee determines that an aspect of care is in conflict with his/her cultural values, ethical and/or religious beliefs, the employee may request NOT to participate in that aspect of patient care. True or false?
 - a) True
 - b) False
- 4) Any Enloe Medical Center employee who has concerns about the safety or quality of care provided in the hospital is encouraged to report them.
 - a) True
 - b) False

Planetree -- Everyone

- 5) The Planetree model of care is a patient-centered, holistic approach to health care, promoting mental, emotional, spiritual, social, and physical healing.
 - a) True
 - b) False
- 6) Planetree personalizes, demystifies and humanizes the patient care experience through the following Planetree components:
 - a) Empowering patients through information and education
 - b) Human interactions
 - c) Importance of family, friends and social support
 - d) All of the above

- 7) The HCAHPS survey is a nationally standardized survey that captures patients' perspectives of their hospital care.
 - a) True
 - b) False

Reporting Adverse Events -- Everyone

- 8) Initiate an incident report for any event that is not consistent with routine medical center operations or situations that may potentially or actually result in injury, harm, or loss to any patient, visitor, student, volunteer, or employee. Additionally, "reportable" adverse events require a phone call notification to Quality Management.
 - a) True
 - b) False
- 9) You think you have observed a "reportable adverse event", but you are not sure. You should:
 - a) Make a report when you return from vacation
 - b) Ask some coworkers if you should make a report
 - c) Tell your supervisor at your annual evaluation
 - d) Report the event immediately to your Supervisor or Quality Management if they are not available

Safety – Everyone

- 10) If employees have safety or quality of care concerns, they should speak with a Manager, call the Safety Officer, call the Employee Comment Line or call or e-mail the Joint Commission.
 - a) True
 - b) False
- 11) No disciplinary action will be taken if safety or quality of care concerns is reported to a manager or to the Joint Commission.
 - a) True
 - b) False

Safety/Infection Control -- Everyone

- 12) To report an UNSAFE CONDITION, you would:
 - a) Call Engineering
 - b) Notify the Department Manager, Charge Nurse, Supervisor or Safety Officer
 - c) Dial "0" to report to PBX Operator
 - d) All of the above
- 13) To report an **emergency** security situation, you would:
 - a) Call Security directly at 570-6407
 - b) Dial "555" for Security or 9-911 for the police
 - c) Notify a co-worker
- 14) CODE PINK/PURPLE refers to Infant/Child Abduction. If a Code Pink/Purple is announced you should look for anyone carrying an infant, large bag or a bundled object.
 - a) True
 - b) False

- 15) Security Incidents
Report ALL security incidents to a Security Officer immediately. Examples of security incidents include:
- | | |
|---------------------------|---------------------------------|
| Loss or theft of property | Assaults/Battery |
| Vandalism | Car Accidents on Enloe property |
| Threats or harassment | Any criminal activity |
- a) True
b) False
- 16) Code Triage is paged to notify hospital staff of an external disaster resulting in multiple incoming patients. You would:
- a) Exit the building and go to a place of safety
b) Contact your Department Manager or Supervisor to receive reporting/work instructions
c) Leave your department and report to the ED to assist
d) Text all of your personal contacts to make sure they are okay
- 17) In the case of an actual fire in the hospital, CODE RED will be paged overhead. Your role at the fire's point of origin is to:
- a) P.A.S.S.
b) M.S.D.S.
c) R.A.C.E.
d) R.U.N.
- 18) Care should be taken not to block:
- a) Fire extinguisher
b) Fire doors
c) Fire alarms
d) All of the above
- 19) The SAFE MEDICAL DEVICE ACT (SMDA) ensures the correct reporting of any piece of medical equipment that may have caused illness, injury, or death to a patient. Should you discover any such broken, malfunctioning, or faulty piece of equipment, you should immediately:
- a) Report the information to the Charge Nurse/Supervisor
b) Upon instruction, remove the equipment from service and the patient's room
c) Contact Clinical Technology Services (Biomed)
d) All of the above
- 20) In the event of a UTILITY FAILURE, immediately notify the Charge Nurse/Supervisor or Engineering. Examples of utilities subject to failure include:
- a) Telephones, Nurse Call System, Paging System
b) Medical Gas System, Elevators, Air Conditioning
c) Heating and Ventilation System
d) All of the above
- 21) Every hospital worker is responsible for INFECTION CONTROL. The single most important thing we can do to prevent the spread of infection is:
- a) Coming to work when contagious
b) Wearing gloves
c) Hand washing
d) All of the above
- 22) Respiratory protection must be worn by all persons who enter an airborne precaution room?
- a) True
b) False

- 23) How is TB spread?
- a) Person coughs or sneezes
 - b) Person being intubated
 - c) Singing
 - d) All of the above
- 24) What is not a symptom of TB?
- a) Fever/Night sweats
 - b) Recent weight loss
 - c) Coughing up blood
 - d) Diarrhea

Abuse – Everyone

- 25) All healthcare providers need to identify and report suspected abuse. Who is a healthcare provider?
- a) Nursing staff
 - b) Laboratory staff, X-ray personnell
 - c) Case Managers
 - d) All of the above
- 26) If you suspect abuse, what steps are required?
- a) Careful documentation of injury and patient's quotes
 - b) Reporting to APS, CPS or law enforcement
 - c) Encouraging the abused individual to leave the situation
 - d) a & b

Harassment – Everyone

- 27) Asking someone when he/she is going to retire could be perceived as age discrimination.
- a) True
 - b) False
- 28) If you overhear someone making comments regarding race/ethnicity/national origin, (towel heads, illegals, Jews) or "don't they know they should only speak English here", etc., you should:
- a) Ignore it
 - b) Report it to your manager and / or Human Resources
 - c) Explain to the person those comments could be considered discriminatory
 - d) Both b and c
- 29) If you are the subject of sexual harassment, or see sexual harassment in the workplace, report the harassment to:
- a) Your supervisor
 - b) Human Resources
 - c) Either a or b

Emergency Preparedness -- Everyone

- 30) HICS is:
- a) An acronym we don't need to worry about
 - b) An organized response to any type of emergency that may disrupt normal operations
 - c) Coordinated by a designated hospital Incident Commander
 - d) Both b and c

- 31) Emergency Codes that may be used at Enloe can be found on:
- a) Emergency Wall Guides
 - b) Badge Buddies
 - c) Both a and b
- 32) What is one method to obtain updated information about a disaster in progress affecting Enloe?
- a) Contact CNN
 - b) Call the Disaster Hotline 25511
 - c) Call 411
 - d) All of the above

H I P A A -- Everyone

- 33) Protected health information may be disclosed if needed for:
- a) Treatment of a patient
 - b) Payment processing
 - c) Operations / Quality / Regulatory
 - d) All of the above
- 34) As a healthcare worker, two concepts to practice related to HIPAA are:
- a) "Minimum necessary" and "reasonable safeguards" in dealing with PHI
 - b) "Minimum feeding" and "maximum exercise" daily for a Hippopotamus
 - c) "Minimum delay" and "maximum speed" in copying and sending PHI

Compliance – Everyone

- 35) Compliance with the following is a condition of employment and association with Enloe Medical Center:
- a) Applicable laws
 - b) Applicable regulations
 - c) Enloe Medical Center's compliance program
 - d) All of the above
- 36) Which Code of Conduct standard specifically addresses the privacy and security of health related information regarding patients?
- a) Standard #7
 - b) Standard #3
 - c) Standard #5
 - d) Standard #9
- 37) To report a Compliance issue, raise a question/concern or file a complaint:
- a) Talk with your supervisor
 - b) Contact the compliance officer or your human resources representative
 - c) Call the Compliance Hot-Line
 - d) Any of the above
- 38) A POLST (Physician Orders for Life-Sustaining Treatment) is
- a) A traveling document
 - b) A means for the patient to express their resuscitation wishes
 - c) Completed by a patient and his/her physician
 - d) All of the above.

MSDS – Everyone

Using the instructions outlined in the training module, pull up the “Cal Stat” MSDS to answer the following questions:

- 39) The purpose of the MSDS is to provide directions for product use, directions on quantity to be used and intended product use.
- True
 - False
- 40) You are having what you think is skin irritation from using Cal Stat. You pull the MSDS and get the following first aid measures:
- Wash affected area immediately with soap and water for at least 15 minutes. If irritation persists, seek medical attention.
 - Discontinue use if irritation and redness develop.
 - Rinse with plenty of water. If irritation persists, get medical attention.
 - None of the above.

Patient Care Employees, skip question 41 and go to question 42.

Back Safety for Non-Patient Care Employees

- 41) What are 3 ways I can prevent injury of myself in the workplace?
- Use good body mechanics, be rested, flexible; take in plenty of fluid and good nutrition
 - Minimize risk with proper set up of work area
 - Maintain good posture
 - All of the above

Non-Patient Care Employees, this is the end of your test.

Back Safety for Patient Care Employees Only

- 42) If I can't safely mobilize a patient by myself, which option is the incorrect option for me to mobilize that patient?
- Get a second person to assist
 - Ask the patient to do what they can to help
 - Use one of the many pieces of patient moving equipment
 - Tough it out

Incident Reports/Reporting Adverse Events – Patient Care Providers Only

- 43) **RN's and LVN's Only** - You are assessing your patient and discover a stage 3 ulcer on the left buttock. On admission, the patient's skin has been documented as being “intact”. Which of the following are appropriate actions?
- No action needed
 - Contact Quality Management for a reportable event
 - Change the patient's position at least every 2 hours
 - b and c only

Medication Errors – Patient Care Providers Only

- 44) **RN's and LVN's Only** - Who should be immediately notified of a Medication Error that results in the need for treatment or intervention to the patient, or that may have caused temporary harm/adverse effect to the patient?
- a) Pharmacist on duty
 - b) Physician
 - c) Quality Management
 - d) All of the above

Bloodborne Pathogens – Patient Care Providers Only

- 45) You can be exposed to blood borne pathogens at work if a contaminated sharp punctures your skin or if blood or other infectious material splashes your broken skin or mucous membrane (eyes, mouth):
- a) True
 - b) False
- 46) Personal Protective Equipment (PPE) includes:
- a) Gloves/face shield/goggles
 - b) CPR Barrier masks
 - c) Gowns
 - d) All of the above
- 47) Common bloodborne pathogens include:
- a) HBV
 - b) HCV
 - c) HIV
 - d) All of the above
- 48) Bloodborne diseases are only transmitted through direct contact with blood, body fluids and other potentially infectious materials.
- a) True
 - b) False
- 49) Standard Precautions provide you with a standard system of safeguards against bloodborne pathogens and other infections that can be spread through contact with the infecting organism.
- a) True
 - b) False
- 50) If you have an accidental exposure, immediately wash exposed skin with soap and water or flush exposed mucous membranes with water, and then report the incident to your supervisor.
- a) True
 - b) False

MRSA- Patient Care Providers Only

- 51) The main mode of transmission of staph and/or MRSA is via:
- a) Toilet seat
 - b) Cough
 - c) Contaminated food
 - d) Contaminated hands

Restraints – Inpatient RNs and LVNs Only

- 59) The minimum documentation for care/observation is every two hours for a patient in non-behavioral (acute medical/surgical restraints).
- a) True
 - b) False
- 60) The Acute Medical/Surgical Restraint order must be renewed every:
- a) 8 hours
 - b) 24 hours
 - c) Every calendar day
- 61) You have discontinued your patient's non-behavioral (acute medical/surgical restraints) at 10:00. At 14:30 your patient becomes agitated and is pulling at their tubes and lines. What would you do next?
- a) Attempt alternatives to placing restraints. Reassess. Begin initiation of application of restraints if needed and call the physician for a new restraint order.
 - b) Reapply restraints. Continue the every two hour documentation process.
 - c) Call the physician for an order to transfer the patient to a higher level of care.
- 62) The physician is called immediately for the application of any type of restraints as the need for restraints indicates a change in the patient's condition.
- a) True
 - b) False

Inpatient LVNs, this concludes your test. Inpatient Patient Care, Behavioral Health, Rehab and ESPAA RN's continue with Standardized Procedure questions for Mandatory MRSA screening of patients.

All Inpatient Patient Care
Behavioral Health, Rehab and ESPAA
RN's.

- 63) Enloe Medical Center screens the following patients for MRSA within 24-hours of admission:
- a) Patients receiving inpatient dialysis or diabetic patients having surgery.
 - b) Patients discharged from an acute care facility within the last 30 days.
 - c) Patients will be admitted to an intensive care unit, either directly or post surgery.
 - d) All of the above.
- 64) Patients to be screened for MRSA will have their nares swabbed by using a single swab set for both nares.
- a) True
 - b) False
- 65) If a patient tests positive for MRSA, which of the following will be completed and documented?
- a) Placing the patient on Contact Precautions.
 - b) Notification of the Attending Physician of the patients MRSA results.
 - c) Education the patient has received regarding MRSA. I.e. "Living with MRSA" pamphlet.
 - d) All of the above.

All Inpatient Patient Care RN's.

- 66) When should the nurse assess the patient with an indwelling urinary catheter to see if the device may be removed?
- a) Upon admission and every shift thereafter.
 - b) 24 hours after initial catheter insertion and every shift thereafter.
- 67) Based upon the standardized procedure, a patient with which of the following conditions should not have the indwelling catheter removed.
- a) Genitourinary surgery post-op patient
 - b) Patient in the care of nephrologists or urologists
 - c) Patients with a specific order for the urinary catheter to remain in place
 - d) All of the above