

Required Education Post Test

Name _____ Date _____
Unit/Department _____ Extension _____
Grade _____

Select and Circle the most correct answer

Infection Control

1. Standard Universal Precautions should be taken on all patients.
 - a. True.
 - b. False
2. After caring for a patient with possible C. difficile, you should conduct hand hygiene in the following manner:
 - a. Use Purell only
 - b. Wash hands with soap and water
 - c. Wipe hands off with a paper towel and then use Purell
3. In addition to Standard Universal Precautions, what are the appropriate precautions to take when caring for a patient with MRSA (methicillin-resistant S. aureus)?
 - a. Respiratory Precautions
 - b. Strict Isolation.
 - c. Contact Precautions.

Corporate Compliance, HIPAA, EMTALA

4. Under the Emergency Medical Treatment and Labor Act (EMTALA) a hospital must provide for a medical screening examination, treatment or transfer regardless of a patient's ability to pay for their emergency visit.
 - a. True
 - b. False
5. If you suspect an activity is unethical, illegal or wrong you should talk to your supervisor, another manager or someone from Human Resources. You may also contact the Corporate Compliance Officer or the PHCS Compliance Hotline. PHCS has a policy forbidding retaliation or retribution for reporting a compliance issue in good faith.
 - a. True
 - b. False
6. I can avoid a conflict of interest by refusing any gift or gratuity that exceeds courtesy value, never accepting cash or cash equivalents in connection with my work at PHCS, not using my position at PHCS for personal gain, and by declining outside employment which conflicts with my position at PHCS.
 - a. True
 - b. False
7. Reviewing health care records of friends, family and colleagues may result in disciplinary actions unless I am directly involved in the patient's care or for other appropriate business operations.
 - a. True
 - b. False
8. The Code of Ethical Conduct is a guide to help us do the "right thing" at PHCS and outlines a series of standards to guide our behavior.
 - a. True
 - b. False
9. If an employee forgets his/her user name or password to access a computer or application, which of the following is acceptable?
 - a. Ask a co-worker to borrow theirs
 - b. Report the problem immediately to the Help Desk
 - c. Share a computer with a co-worker
 - d. None of the above
10. An example of health care fraud that may lead to the submission of false claims to the

government is:

- a. Falsifying billing and/or medical coding records
 - b. Billing for services not medically necessary
 - c. Duplicate billing for items or services
 - d. Submitting bills for services never performed or items never furnished
 - e. All of the above
11. If a patient presents a suspicious document such as a tampered drivers license or insurance ID card, what should I do?
- a. Notify my supervisor
 - b. Call Security
 - c. Call the Privacy Officer
 - d. Accuse the patient of identity theft
 - e. Answer A-C are all correct
12. An example of a potential HIPAA Security Breach is:
- a. Emailing, mailing or faxing Protected Health Information (PHI) to the wrong person
 - b. Reviewing and/or disclosing medical records of patients outside of job responsibilities
 - c. Hacking of patient information by an outside party
 - d. Laptop, PDA or backup tapes of patient information are lost or stolen
 - e. All of the above

Diversity

13. PHCS is not required to provide interpretive services to patients that do not speak English.
- a. True
 - b. False
14. Deaf and Hard of Hearing patients have special communication needs which must be assessed so that their communication needs are met while they are receiving health care.
- a. True
 - b. False
15. In caring for patients of different cultures, it is acceptable to ask questions that help you to learn about the patient's view of his or her condition.
- a. True
 - b. False

National Patient Safety Goals 2010

16. What **two patient identifiers** are used when administering medication, blood; when collecting blood samples and other specimens; and when providing treatments or procedures?
- a. Patient social security number and medical record number (Home Care: patient name and telephone number)
 - b. Patient name and telephone number (Home Care: patient name and telephone number)
 - c. Patient name AND medical record number or date of birth (Home Care: patient name and address)
17. The National Patient Safety Goal are revised annually based on problematic areas in healthcare, sentinel events reported to the Joint Commission, and review of best patient safety practice literature.
- a. True
 - b. False

Fall Prevention

18. UMCP has an interdisciplinary fall prevention program that focuses on early identification of patient at risk for falling, employees strategies to prevent patient falls and monitors outcomes of prevention strategies.
- a. True
 - b. False

Caring Service

19. What is a Key Service Point?
 - a. Greetings
 - b. Goodbyes
 - c. Handoffs
 - d. All of the above
20. What is the key to personalizing our service to customers?
 - a. Caring Communication
 - b. Ignoring
 - c. Avoiding
 - d. none of the above

Patient Rights

21. If a patient is visually impaired:
 - a. They maybe accompanied by a service animal or guide dog
 - b. A PHCS staff member will read fully and provide assistance in completing registration forms and consents
 - c. Talking books are available from the Library
 - d. A,B,C
 - e. A and B only
22. At PHCS, the primary source for language interpretation is the Language Line.
 - a. True
 - b. False
23. For patients with limited English proficiency, it is okay to routinely use family members to interpret medical and clinical information.
 - a. True
 - b. False

Human Resources

Conscientious Employee Protection Act (CEPA) (policy 1.14)

24. Princeton HealthCare System (PHCS) will provide enforcement of the rights and privileges of the Conscientious Employee Protection Act (CEPA) to all employees.
CEPA provides that PHCS can and will take action against an employee because the employee discloses, or threatens to disclose to a supervisor or to any public body an activity, policy or practice of the employer that the employee reasonably believes is in violation of a law, or a rule or regulation promulgated pursuant to law.
 - a. True
 - b. False
25. An employee can object to or refuse to participate in any activity, policy or practice which the employee reasonably believes violates a law, rule or regulation; is fraudulent or criminal.
 - a. True
 - b. False
26. PHCS encourages employees to make such complaints in writing or a verbal complaint can be made to the employee's designated representative.
 - a. True
 - b. False

Sexual (and Other) Harassment - (policy nbr. 6.01)

27. Princeton HealthCare System (PHCS) is opposed to all forms of unlawful discrimination, including; harassment based upon sex, race, ethnicity, religion, age, disability, handicap or other unlawful harassment of one employee by another employee.
 - a. True
 - b. False
28. If any employee believes that they are the victim of sexual (or other) harassment, they should report the incident immediately to his or her department manager/supervisor or Human Resources.
 - a. True
 - b. False

29. Sexual Harassment includes any unwelcome sexual attention, sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature or other offensive behavior directed against any person based upon his or her sex or sexual orientation?
- a. Yes
 - b. No
30. Princeton HealthCare System also prohibits retaliation of any kind against any individual reporting a good faith complaint of harassment for participating in a harassment investigation.
- a. True
 - b. False

Selection of Employees - (policy nbr. 1.01)

31. Princeton HealthCare System is an Equal Opportunity Employer and will consider for employment, hire, transfer, promotion, demotion, discharge, training, and lay-off all persons without regard to their race, color, religion, national origin or ancestry, age, non-job related handicaps or disability, sex, marital status, liability for service in the Armed Forces of the United States, citizenship, or any other characteristic protected by applicable Federal or State laws.
- a. True
 - b. False

Family Medical Leave Act (FMLA) (policy nbr. 3.31)

32. Are all employees eligible for leaves under FMLA?
- a. Yes
 - b. No
33. When must an employee apply for FMLA?
- a. after 1 day of absence
 - b. after 3 days of absence
 - c. after 7 days of absence
34. How much notice must an employee provide the employer for a planned FMLA?
- a. 1 week
 - b. 30 days
 - c. 3 months

The Joint Commission

35. The goal of the Joint Commission is to continuously improve health care. What are we doing at PHCS to meet this goal?
- a. Continued evaluation of our practices and protocols
 - b. Provision of Education
 - c. Implementation of Best Practices
 - d. All of the above
36. If employees or physicians have unresolved concerns about safety or quality, they can contact the Joint Commission at 1.800.994.6610 or complaint@jointcommission.org.
- a. True
 - b. False

Utilities

37. Red Outlets indicate an outlet that will still provide power when normal power is lost but generator power is available.
- a. True
 - b. False
38. Extension cords may be used at PHCS to provide temporary power in an emergency.
- a. True
 - b. False
39. Which of the following should be reported to Engineering regarding electrical equipment?
- a. Frayed or worn wires
 - b. Loose or malfunctioning switches
 - c. Any manner of shock
 - d. All of the above

Fire Safety

40. Which of the following is the announcement indicating that a fire alarm has been activated?
- Code Triage
 - Code Purple
 - Code Red
 - Code Silver
41. Which of the following is the correct definition of R.A.C.E.?
- Rescue; Alarm; Contain; Extinguish/Evacuate
 - Resuscitate; Alarm; Contain; Extinguish/Evacuate
 - Rescue; Annoy; Complain; Extinguish/Evacuate
 - Run; And; Call; Engineering

Hazardous Materials

42. It's OK to not have a manufacture's label on a chemical container provided:
- You write what's in the container using a permanent marker
 - You discard the contents at the end of your shift
 - You only use the product in a confined supervised area
 - All of the above
 - None of the above
43. Which item(s) would go in the red regulated medical waste can?
- Dirty diaper with no visible blood
 - Tubing with blood
 - Isolation room gloves with no dripping blood
 - Dressing saturated with blood
 - Both b and d
44. Related to red regulated medical waste, how do we define "saturated"?
- Band aid with speck of blood
 - Any item that if you would lightly squeeze, it would drop blood
 - Paper gown with a spilled medication
45. What is MSDS?
- Multiple System Disaster Sheet
 - Material Safety Data Sheet
46. Where are the MSDS's located?
- I-Drive
 - M-Drive
 - Citrix

Medical Equipment

47. How do you know if a medical device is safe to use?
- A visual inspection of the device shows no evidence of damage
 - The nice salesperson provided the device and donuts
 - The yellow "Approved For Use By PHCS" sticker is current
 - Both a and c
48. What do you do if a medical device malfunctions?
- Put it back where you got it and get another one
 - Tag the device "defective" and either obtain another or call Biomed (Ext. 4263)
 - Provide a brief description of the device symptom on the defective tag
 - Both b and c
49. How can you tell if a medical device is overdue for inspection?
- The device is covered with dust and cobweb
 - The last inspection sticker was signed by Benjamin Franklin
 - The "Inspection Due" date is in the past
 - It is a new device so it does not need an inspection sticker

Workplace Violence Prevention

50. Which of the following are examples of workplace violence?
- Verbal threats
 - Throwing Objects
 - Shouting at co-workers
 - All of the above

Emergency Management

51. The proper staff response to a Code Triage announcement is:
- To remain at their posts or assignments and continue working until directed otherwise
 - To report back to their departments as quickly as possible to be briefed on the situation
 - To keep patients and visitors calm by assuring them the situation is being addressed
 - To be prepared to adjust their normal work conditions in response to the event, if needed
 - All of the above
52. What do the following announcements indicate?
- | | |
|-------------------|--|
| _____ Code Triage | a. a hostage situation |
| _____ Code Red | b. indicating surge condition |
| _____ Code Purple | c. activation of the Emergency Operations Plan |
| _____ Code Silver | d. fire alarm has been activated |
| _____ Code White | e. pediatric medical emergency |

Security

53. The Emergency Number for Security is?
- 6464
 - 5555
 - 4444
 - 0
54. If you find a suspicious package in the building you should?
- Notify your supervisor
 - Do not move or touch the item
 - Secure the area around the item
 - All of the above
55. If a Code Amber is announced overhead, staff is responsible for which of the following:
- Monitoring stairwells, elevators, doors, and common areas in their department
 - Remaining aware of anyone in scrubs that may be carrying a baby verses transporting them in a basinet
 - Notifying Security via 4444 of any suspicious activity or details regarding the event
 - All of the above

Occupational Medicine Services

56. If you have a work related injury, you must:
- Report it immediately to your supervisor
 - Fill out an Accident Report and Treatment Form (ART)
 - Report to Occupational Medicine Services (OMS)
 - All of the above
57. If OMS is closed, you must go to the PHCS Emergency Department and call OMS on the next business day.
- True
 - False
58. If you are placed on modified duty, after a work related injury and you are not able to perform your regular duty job; a Modified Duty Program is in place to provide temporary work during this time.
- True
 - False

Bloodborne Pathogens Exposure

59. _____ carries the largest risk of transmission to a susceptible individual after exposure.
- HIV
 - HBV
 - HCV

60. Examples of Personal Protective Equipment (PPE) are:

- a. Gloves
 - b. Eye Protection
 - c. Masks and Gowns
 - d. All of the Above
61. If an exposure should occur; the exposed worker should:
- a. Pretend it did not happen
 - b. Wash area immediately and report incident to your supervisor
 - c. Go home
 - d. None of the Above
62. OSHA mandates Bloodborne Pathogen Training every:
- a. 5 years
 - b. 2 years
 - c. 1 year
 - d. It is not required
63. The exposed worker should report for medical attention immediately after an exposure because post exposure prophylactics are time sensitive.
- a. True
 - b. False
64. Bloodborne exposures can occur from needle sticks, contamination of mucous membranes and broken/abraded skin.
- a. True
 - b. False

Body Mechanics

65. Health care workers get musculoskeletal injuries because:
- a. High proportion of patients are dependent.
 - b. Assistance can be limited.
 - c. Often weigh more than 50 lbs.
 - d. All of the above
66. Safe Patient Handling Program is designed to:
- a. Decrease injuries to staff while moving patients
 - b. To educate staff in correct use of assistive devices to move patients
 - c. To make available equipment necessary to safely move patients
 - d. All of the above

Employee Assistance Program

67. The EAP program is available to all PHCS employees & household members at no charge.
- a. True
 - b. False
68. The EAP program is completely confidential.
- a. True
 - b. False

Religious and Spiritual Care of the Patient

69. The responsibilities of Interfaith Chaplains include:
- a. Caring for patients of all religions
 - b. Participating as part of the healthcare team
 - c. Calling a patient's clergy representative, if the patient requests this
 - d. All of the Above

Performance Improvement

70. What Performance improvement initiative is happening in the unit/department you are working?

71. What process do we use to improve services and system?

- a. Trial and Error Method
- b. PDCA Process – Plan-Do-Check-Act
- c. Listen and Learn Method
- d. All of the above

Risk Management

72. The Incident Report Form should be completed by the Department Manager or a designee.
- a. True
 - b. False
73. Any additional information related to an incident should be stapled to the report.
- a. True
 - b. False

Abuse

74. Three signs of possible physical abuse are:
- a. Injury to the face, neck and abdomen
 - b. Questionable story regarding an injury
 - c. Over protective caregiver
 - d. All of the above
75. If abuse is suspected after assessing a patient, which of the following steps must be taken?
- a. Interview the patient
 - b. Plan for the patient's safety
 - c. Document facts only
 - d. Report case to hospital departments and/or community agencies as appropriate
 - e. All of the above

Age Specific

76. One should encourage the adolescent to have visits from friends and to pursue interests and hobbies while in the hospital.
- a. True
 - b. False
77. Which of the following interventions would be appropriate to safely care for the elder adult patient?
- a. Good lighting
 - b. Proper footwear
 - c. Uncluttered surroundings
 - d. All of the above
78. It is important to provide privacy for children of any ages.
- a. True
 - b. False
79. In the adult patient, it is important to focus on education and preventative care.
- a. True
 - b. False

Bioethics

80. When an ethical issue concerning a patient's treatment plan arises, who can request an Ethics Consultation?
- a. The patient
 - b. The attending physician
 - c. The family
 - d. The nurse
 - e. Anyone involved in a particular patient's care
 - f. All of the above
81. How does one request an Ethics Consultation?
- a. Contact the Nursing Supervisor (Beeper 600) who has access to a Consultant at all times
 - b. Contact the hospital Operator