

O'Connor Hospital

2012

Nursing Student Test Packet

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

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

# Post - Test

## 2012 Electrical & Medical Equipment Safety

	YES	NO
1. Is a plug with a missing ground pin safe to use?	<input type="checkbox"/>	<input type="checkbox"/>
2. Is it safe to use a “two prong” (two conductor) extension cord anywhere in the hospital?	<input type="checkbox"/>	<input type="checkbox"/>
3. If the Preventive Maintenance Sticker Reinspection Due Date has passed, should I notify Clinical Engineering?	<input type="checkbox"/>	<input type="checkbox"/>
4. Is it true that a patient is never allowed to bring in their own electrical device like a laptop computer?	<input type="checkbox"/>	<input type="checkbox"/>
5. Is it true that I am also responsible for Electrical Safety?	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>

## **2012 CHAPLAIN SERVICES QUIZ & TEST OUT:**

1. How do chaplains help patients and families deal with end-of-life issues?

- Arrange family conferences
- Discuss ethical issues and advance directives
- Pray with them
- All of the above

2. An emergency call after 4:30 pm is when a patient is dying (or a patient has died) and the family requests the services of a chaplain.

True

False

3. How do you contact a chaplain from 8am through 4:30pm?

- Call the chaplain's office
- Dial "0" and ask the operator to put you through to the chaplain on call.
- Ask the operator to page a chaplain on the overhead.
- Leave a message at the front desk with a volunteer.

4. The way to contact a chaplain after 4:30 pm is to contact the house supervisor who will screen the request because the night call chaplains are available for emergencies only.

True

False

2012 ASSOCIATE SAFETY:

Who is responsible for safety?

1. Safety Officer
2. Employee Health
3. Everyone
4. All Managers

After a needlestick, what do you do?

1. Wash area
2. Report to Manager , or if manager not at work, report to Nursing Supervisor
3. Complete Incident Report on line
4. All of the above

What is TWP?

1. Time worked with pay
2. Temporary work position
3. Transitional Work Program

If you have a rash, what should you do?

1. Take Benadryl and come to work.
2. Report to Employee Health prior to reporting to work
3. Ignore the rash, it will go away.
4. Scratch

## POST TEST

### 2012 Back Safety At Work

- 1. \_\_\_\_\_Muscles provide a lot of the support needed by you back.
- 2. Your back is at risk when you\_\_\_\_\_at the waist while lifting or holding a heavy object.
- 3. The best zone for lifting is between your\_\_\_\_\_and\_\_\_\_\_.
- 4. Instead of using your back like a crane, let your\_\_\_\_\_do the work.

## **2012 Patient Experience Post Test**

- 1) Who is responsible for the Patient Experience?
  - a. Doctors only
  - b. Technical staff only
  - c. Nursing staff only
  - d. Everyone
- 2) True or False: Service Recovery can ONLY be initiated by a Manager and/or Director.
- 3) AIDET stands for
  - a) Approach, Introduce, Dot it, Explain and Time
  - b) Acknowledge, Interest, Duration, Empathy, Thank-you
  - c) Acknowledge, Introduce, Duration, Explain, Thank you
  - d) Admire, Initiate, Demand, Explain, Thank-you
- 4) True or False: The reason we use AIDET is to decrease the patient's anxiety and provide confidence in skill level of staff.
- 5) HCAHPS stands for **Hospital Consumer Assessment of Healthcare Providers and Systems** and:
  - a) Measures performance standards based on patient perception of care.
  - b) 50% of inpatient discharges randomly receive a survey
  - c) Only Inpatients, 18 years and older receive HCAHPS surveys
  - d) Will determine how much O'Connor will be paid for meeting performance standards
  - e) Patient perception/experience accounts for 30% of Value Based Purchasing (VBP) program.
  - f) All of the above
- 6) Our goal is to provide Excellent Patient Care for every patient:
  - a) Never
  - b) Sometimes
  - c) Usually
  - d) ALWAYS

## **Standards of Performance**

- 7) How do we protect the privacy of our patients and my co-workers?
  - a. I will comply with HIPAA policies regarding protected health information (PHI).
  - b. I will speak to patients and their families regarding their care in private

- c. I will close doors or curtains during examinations, procedures or when otherwise appropriate. I will explain that this is for their privacy.
  - d. None of the above
  - e. All of the above
- 8) True or False. Environmental Services Personnel are responsible for picking up after all associates, patients, and guests i.e. lunch trays, trash on floor, hallways and offices.
- 9) True or False. There are designated areas for Associates parking and I will park in those areas, leaving visitor parking spaces for our valued patients and visitors.
- 10) I will not bully in the workplace means, I will not:
- a) Talk about others behind their back
  - b) Intimidate, degrade, offend, or humiliate a fellow associate
  - c) Participate in practical jokes at the expense of another
  - d) Swear or shout in the workplace
  - e) All of the above
- 11) True or False. At O'Connor the identification badge is worn on the upper half of the body with name clearly visible to others at eye level.
- 12) By signing this statement, I acknowledge that I have read and understand the standards of performance outlined above as they apply to me, and commit to adhere to and practice them while on duty at O'Connor Hospital.

## 2012 Road to Ethics Excellence

# Post Test

1. Our Vincentian Value of “Simplicity” addresses which of these?
  - A. Advocacy
  - B. Charity
  - C. Integrity
  - D. Responsibility
2. The Daughters of Charity began where and in what year?
  - A. United States 1773
  - B. Italy 1492
  - C. Poland 1586
  - D. France 1633
3. Policies, training, monitoring, and auditing are part of our Corporate Responsibility program.
  - A. True
  - B. False
4. Our Medicare bills may get audited by government agencies.
  - A. True
  - B. False



# Post Test

5. What are four guiding principles our health ministries use for bioethics matters?
  - A. Creativity, Change, Efficiency, Conflicts of Interest
  - B. Compassion, Respect, Integrity, Spirituality
6. Being part of Daughters of Charity Health System is being a part of a worldwide ministry.
  - A. True
  - B. False
7. We can only bill for services that were...
  - A. Medically Necessary
  - B. Provided
  - C. Documented
  - D. All of the above
8. It is important that all our documentation be...
  - A. Religious, biological, creative
  - B. Charitable, kind, philosophical
  - C. Clear, complete, accurate
  - D. All of the above

# Post Test

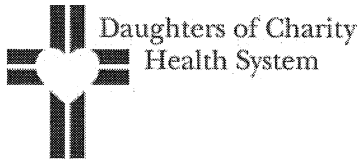
9. Associate Alvin needs patient information from the CARE system in order to complete a special work project. Alvin does not have access to the CARE system. Alvin sent an email to several co-workers he knows have access to the CARE system, explaining what he needed, hoping one of them would respond quickly. Helpful Hannah emailed the patient information right away using the “Reply to All” option. Was Hannah’s response appropriate?
- A. No. The others on the email had no need to see the patient’s information.
  - B. Yes. It is ok for the others to see it since they can access the same patient information.
10. Patient wishes are very important in end of life decisions. Such matters are an example of...
- A. Billing
  - B. Security
  - C. Bioethics
  - D. Charity

***This concludes the test.***

# Training Attestation

- I have completed the 2012 annual Corporate Responsibility training.
- I will uphold the Vincentian Values as I carry out our Mission.
- I know there is a Corporate Responsibility Program to support ethical work decisions.
- I reaffirm I will follow the Standards of Conduct in my work.
- I understand I am expected to report billing and fraud concerns.
- I will respect and protect patient privacy.
- I will comply with our HIPAA privacy and information security policies.
- I will only view, access, use, discuss, and disclose information needed to do my work.
- I know who the HIPAA Privacy and Security Officers are for my location.
- I know who the Corporate Responsibility Officer (CRO) is for my location.
- I can contact the CRO, in confidence, with compliance or ethics questions or concerns.
- I know I can report concerns confidentially 24/7 through the Values Line.
- I can access the Values Line at 1-800-371-2176 or [www.DCHSValuesLine.org](http://www.DCHSValuesLine.org).
- I know Values Line calls and web reports are not traced and that I can be anonymous.
- I understand I am protected from retaliation when reporting or raising concerns.
- I know ethics, honesty, accuracy, and compliance are expected in my work at all times.

I Attest



## 2012 Annual Corporate Responsibility Training Completion Attestation

- ☐ I have completed the 2012 annual Corporate Responsibility training.
- ☐ I will uphold the Vincentian Values as I carry out our Mission.
- ☐ I know there is a Corporate Responsibility Program to support ethical work decisions.
- ☐ I reaffirm I will follow the Standards of Conduct in my work.
- ☐ I understand I am expected to report billing and fraud concerns.
- ☐ I will respect and protect patient privacy.
- ☐ I will comply with our HIPAA privacy and information security policies.
- ☐ I will only view, access, use, discuss, and disclose information needed to do my work.
- ☐ I know who the HIPAA Privacy and Security Officers are for my location.
- ☐ I know who the Corporate Responsibility Officer (CRO) is for my location.
- ☐ I can contact the CRO, in confidence, with compliance or ethics questions or concerns.
- ☐ I know I can report concerns confidentially 24/7 through the Values Line.
- ☐ I can access the Values Line at 1-800-371-2176 or [www.DCHSValuesLine.org](http://www.DCHSValuesLine.org).
- ☐ I know Values Line calls and web reports are not traced and that I can be anonymous.
- ☐ I understand I am protected from retaliation when reporting or raising concerns.
- ☐ I know ethics, honesty, accuracy, and compliance are expected in my work at all times.

- ☐ Contractor
- ☐ Physician
- ☐ Associate

\_\_\_\_\_

**Date**

\_\_\_\_\_

**Print Name Clearly**

**Department** \_\_\_\_\_

**Signature** \_\_\_\_\_

EOC (Environment of Care) Yes Day 2012

# Post Test

1. A Code \_\_\_\_\_ is activated when there is a bomb threat.
  - a. Orange
  - b. Yellow
  - c. White
  
2. Scenario: A patient waiting to be seen in the Emergency Department becomes verbally abusive towards staff and visitors. The phone number to call to get help is either 333 or \_\_\_\_\_.
  - a. 555
  - b. 515
  - c. 535
  
3. A Code \_\_\_\_\_ will be announced when there is a hostage situation and/or a person **with** a weapon.
  - a. Gray
  - b. Purple
  - c. Silver
  
4. A Code Pink is announced overhead. Our first response should be \_\_\_\_\_.
  - a. stay out of harms way
  - b. clean the hazardous spill if we are trained
  - c. monitor the nearest exit and stop suspicious persons carrying an infant or items that could contain an infant

# Post-Test

5. During an electrical outage I should do?
  - a. Unplug all power cords so as to not cause a surge.
  - b. Plug all critical life support equipment into a red outlet.
  - c. Call Bio Med to have equipment relocated.
6. Scenario: You have lost water to your area I should call \_\_\_\_\_.
  - a. 2548 or 3888
  - b. 555
  - c. Operator
7. Power has gone out and the generators will bring power back up in \_\_\_\_\_ seconds.
  - a. 60
  - b. 15
  - c. 10
8. In the event of an interruption to our Piped Medical gasses our first response should be \_\_\_\_\_.
  - a. stay out of harms way
  - b. Run down stairs and pick up extra tanks
  - c. Contact engineering at 2548/3888 immediately and give the specific location of the interruption.

# Post Test, cont.

9. When a large chemical spill occurs, Code \_\_\_\_\_ is announced.
  - a. Silver
  - b. Yellow
  - c. Orange
  
10. Code Triage \_\_\_\_\_ would be announced when a disaster has occurred outside the hospital.
  - a. Internal
  - b. External
  - c. Lateral

## 2012 Infection Control Post Test

- 1. Gowns and gloves are the only types of Personal Protective Equipment (PPE) used in the hospital.

- True or False

- 2. If you wear gloves, you do not need to wash your hands.

True or False

- 3. You must wear a PAPR or CAPR when ever you enter a TB patient room.

True or False

- 4. Hepatitis C is the leading reason for liver transplants in the United States.

True or False

- 5. Hand Hygiene is over rated.

True or False



**Living Our Values****Performance Standards****Statement of Commitment**

The foregoing performance standards represent specific behaviors that all O'Connor Hospital associates are expected to practice while on duty.

These standards reflect the traditional Core Performance Standards at O'Connor Hospital, and, as such, are part of the measure of overall work performance. All associates are expected to adhere to and practice these standards of performance as outlined above.

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By signing this statement, I acknowledge that I have read and understand the standards of performance outlined above as they apply to me, and commit to adhere to and practice them while on duty at O'Connor Hospital.

**Name (please print):** \_\_\_\_\_

**Department:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

cc: Associate's Personnel File, Human Resources Department

## RISK MANAGEMENT YES DAY QUESTIONS

1. You can access the Incident Report Program via your computer?

True or False

2. We are required to provide Translation Services to patient caregivers if they do not speak English?

True or False

3. If an Associate speaks the patients language other than English the Associate can translate for the patient if they are not certified?

True or False

4. When a piece of medical equipment or a medical supply causes major injury to a patient the Associate is required to report it to:

- a. Their Department Director/Manager
- b. Patient's Physician
- c. Risk Management
- d. all of the above

5. The overhead page when an inpatient has fallen or has been found on the floor is:

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## **2012 WORKERS COMP POST TEST**

How do you report a work related injury/illness?

1. immediately report to Manager or Nursing Supervisor
2. Call or go to Employee Health
3. Enter Report of Injury on line
4. All of the above

Whose ID and password do you use?

1. Use co-workers' password and ID
2. Enter Report Anonymously
3. Use own ID and password

Who do you notify a work related injury/illness to?

1. Manager
2. Co-worker
3. Manager, if manager not on duty, notify Nursing Supervisor
4. Wait until see my Manager on Monday

Where do you go for initial medical evaluation?

1. Employee Health initially
2. Emergency Room
3. My own physician

### **Patient Safety- Questions for Y.E.S. Day**

1. The following are acceptable two-patient identifiers
  - a. Name and medical record number
  - b. Name and patient's room number
  - c. Name and date of birth
  - d. A and C
  - e. A and B
2. When calling a physician with critical (important) test results, it is not necessary to document the disposition of the discussion with the physician.
  - a. True
  - b. False
3. High risk medications such as chemotherapy, insulin, and heparin should be checked by two nurses before administration.
  - a. True
  - b. False
4. At a minimum, you should wash your hands before and after a patient encounter for:
  - a. 60 seconds
  - b. 30 seconds
  - c. 15 seconds
5. Patients and their family members should be empowered to speak up if they have a concern about care. At the time of admission they should be taught how to dial the Condition H (help) line if they are concerned about patient's condition and are not getting a response from caregiver. The number to dial is:
  - a. 555
  - b. 0 for the operator
  - c. Service Excellence at X 2817
6. At what age can an influenza vaccine be administered to a child if they meet the criteria?
  - a. 6 months
  - b. 16 years
  - c. Would not administer the flu vaccine to a child

Question 1

**If a patient has proceeded to crisis; you must call a "Code Gray"**

- ☐ True
- ☐ False

Question 2

**Hospitals, by law, must track acts of aggression in the emergency department and to train personnel to deal effectively with potentially violent situations.**

- ☐ True
- ☐ False

Question 3

**A crisis state means homicide, suicide assault or battery.**

- ☐ True
- ☐ False

Question 4

**Crisis Level constitutes the actual violent attack against another person or self-harm by the patient. A common mistake of the healthcare provider/security officer is not to defend themselves.**

- ☐ True
- ☐ False

Question 5

**If there is any question of not reaching the goal of safely restraining the violent patient, the healthcare worker/security officer should call the Police.**

- ☐ True
- ☐ False