

ANNUAL MANDATORY EDUCATIONAL TEST

GENERAL HOSPITAL ORIENTATION



2020



**GOOD SAMARITAN HOSPITAL
MANDATORY EDUCATION CLASSES**

ATTENDANCE OR SELF-LEARNING MODULE ACKNOWLEDGEMENT
2020

- **Organizational Mission, Vision, and Goals**
- **Cultural Diversity and Sensitivity**
- **Patient Relations, Rights and Ethics** (Patient Care Policies, Administrative Policies, Interpreter and Translation Services, Right to refuse treatment or procedure; Patient Complaint / Grievance Resolution)
- **HIPAA, Protected Health Information and Patient Privacy** ((Patient Confidentiality & Reporting HIPAA Violations)
- **Mandatory Abuse and Neglect Reporting**
- **Compliance Program**
- **Infection Prevention Program** (Hand Hygiene, Standard or Universal Precautions, Bloodborne Pathogens, Isolation & Precautions, Personal Protective Equipment, Tuberculosis, and Medical Waste)
- **Quality Management, Patient Safety, and Reporting of Unanticipated Adverse Events**
- **Fire & Life Safety / Emergency Preparedness** (Education about risks within the hospital's environment: procedures to follow, reporting processes for common problems, failures, and user errors, in regarding to safety, security, and hazardous materials).
 - Code Red
 - Smoking Policy
 - Oxygen Safety
 - Disasters (Code Triage Internal/External, Employee Role in Disaster, Preparedness, Earthquake Preparedness, Contingency Communication and Supply Plan
 - Chemical Emergencies (Code Orange)
 - Right to Know
 - MSDS
 - Product Recalls and Hazard Alerts
 - Electrical Safety
 - Safe Medical Devices Act
 - Management of Utilities: Electrical Safety, Problem Identification, Emergency Power, Medical & General Equipment)
- **Radiation Safety**
- **Magnetic Resonance Imaging Safety**
- **Security**
- **Stroke Facts**
- **Age Appropriate Care**
- **Body Mechanics**
- **Restraints**
- **Pain Management**
- **End-of-Life Care and Organ Procurement**
- **Medical Staff Functions**
- **Workplace Harassment Policy**
- **Attendance./Punctuality Policy**
- **Service Excellence**

I have been oriented to the mandatory subjects listed above, and I am familiar with all related policies and procedures. I understand that failure to comply with hospital policies regarding any of these topics is a ground for disciplinary action and/or termination.

Date: _____ Employee Number: _____ Department: _____

Full Name (please print): _____

Signature:


If a student/instructor/registry employee, print name of school or agency:



Write the correct answer(s). If you miss 5 or more questions you will have to retake the test. Please return the mandatory annual safety book and the completed post-test to your Manager/Director or school instructor.

- _____ 1. **Culturally competent care for our patients would include:**
- a) Considering the patient's beliefs, needs and concerns as you interact with them
 - b) Calling the patient by the name they prefer
 - c) Using the CyraCom interpretation phone if the patient does not speak or understand English
 - d) All of the above
- _____ 2. **How do we promote cultural diversity in our organization?**
- a) By understanding that cultural differences are not inherently negative
 - b) Respecting the individuality of each person
 - c) Taking time to learn about the other person's culture
 - d) All of the above
- _____ 3. **The patient has the right to access care and treatment without regard to his/her sex, cultural, economic, educational or religious background, sexual orientation, or ability to pay.**
- a) True
 - b) False
- _____ 4. **HIPAA stands for Health Insurance Portability and Accountability Act and requires that:**
- a) Only staff who directly care for the patient can access the patient's health record
 - b) Employees who become our patients have the same privacy rights
 - c) Documents with protected health information must NOT be discarded in regular trash
 - d) All of the above
- _____ 5. **Which of the following is considered reportable child abuse or neglect?**
- a) Physical injuries like hitting and leaving a mark on the skin
 - b) Child prostitution
 - c) Inflicting or permitting unjustifiable physical pain or mental suffering
 - d) All of the above
- _____ 6. **Which of the following are examples of elder or dependent abuse/neglect?**
- a) Abandoning the person alone at home
 - b) Stealing the disabled person's money or belongings
 - c) Hitting the elderly or disabled person by a caregiver who becomes frustrated or angry
 - d) All of the above
- _____ 7. **As part of GSH's team, if you become aware of illegal, unethical activity or any misconduct, it is your responsibility to report these concerns to Human Resources or the Compliance Officer:**
- a) True
 - b) False
- _____ 8. **A compliance concern can be reported to the Compliance Officer anonymously by using:**
- a) The Compliance Hotline at: 1-866-294-9592
 - b) Using the Compliance Help line located on the hospital intranet page
 - c) Both
- _____ 9. **The single most effective way to prevent the spread of infection is to:**
- a) Wear a mask
 - b) Close all patients' doors
 - c) Perform hand hygiene
- _____ 10. **Healthcare workers that provide patient care cannot have artificial nails and this includes gel nails.**
- a) True
 - b) False



- _____ 11. **Standard precautions include** _____
- Hand hygiene
 - Disinfection of equipment and the environment
 - Proper use of PPE
 - All of the above
- _____ 12. **Personal Protective equipment (PPE) is used by healthcare workers to prevent exposure to:**
- Blood and body fluids
 - Elevator buttons
 - Surfaces
 - All of the above
- _____ 13. **ESBL and CRE are examples of multi-drug resistant organisms that require Contact Precautions.**
- True
 - False
- _____ 14. **If you identify a patient safety issue such as a fall or adverse event, how can that be reported?**
- Enter the information into the Event Reporting system called Quantros – link is on the GSH intranet page
 - Contact the Quality Management or Risk Management department
 - Both can be used
- _____ 15. **What does “Code Red” mean?**
- Intruder has entered the building
 - Fire
 - A Violent person on the unit
- _____ 16. **What steps should you take if a hazardous material spill occurs?**
- Dial 6 and notify PBX
 - Call a Code Orange
 - Both of these
- _____ 17. **What do this sign  mean?**
- It is a picture of a fan
 - It is a symbol for “Danger: Do Not Enter”
 - It is the Radiation symbol
- _____ 18. **The MRI magnet is always on.**
- True
 - False
- _____ 19. **Match the area to the proper MRI Zone designations.**
- MRI room
 - Patient Dressing room
 - MRI Waiting room
 - Hallway outside the MRI department
- 1-2-3-4
 - 2-3-4-1
 - 4-2-3-1
 - 4-3-2-1
- _____ 20. **If you lose your employee identification badge, what should you do?**
- Tape a piece paper with your name onto your shoulder
 - Report the loss immediately to Security and go to Human Resources for a replacement
- _____ 21. **Code Gray is used when:**
- You don't like how somebody looks
 - A person has a foul smell
 - A patient won't take his medications
 - Someone gives a verbal threat or is physically acting out in a harmful way



- _____ **22. Code Pink means**
- a) Fire Emergency
 - b) Bomb Threat
 - c) Suspected Infant Abduction - need to block all exits
 - d) Medical Emergency
- _____ **23. Code Silver means**
- a) Fire Emergency
 - b) Bomb Threat
 - c) Suspected Infant Abduction
 - d) A person with a weapon is in the building
- _____ **24. Employees who violate the workplace harassment policy are subject to disciplinary action up to and including termination.**
- a) True
 - b) False
- _____ **25. What number/s should you dial to let the operator know that there is a Code “Mr. or Ms. Strange?”**
- a) 5
 - b) 6
 - c) 411
- _____ **26. If you identify a quality or a safety issue that would put the patient potentially at risk, you should do the following:**
- a) Notify your supervisor immediately and if the issue is not resolved, contact the Quality Director or Risk Management regarding the issue
 - b) Keep quiet and refrain from telling anyone because you may lose your job
 - c) Don't talk about the issue and hope it goes away before someone gets injured
 - d) All of the above
- _____ **27. How can you recognize someone is potentially having a stroke?**
- a) F – their face begins to droop
 - b) A – their arm is suddenly weak or numb
 - c) S – their speech is difficult
 - d) All of the above – it is Time to call for help
- _____ **28. If you suspect a patient is having a stroke, what should you do?**
- a) Tell the doctor during the next visit
 - b) Dial 6 and call a CODE STROKE
- _____ **29. What is “age appropriate care?”**
- a) Understanding the developmental safety and care needs of each patient based on their age group
 - b) Only caring for patients who are the same age as me
- _____ **30. Which is NOT a principle of good body mechanics for lifting and may cause an injury?**
- a) Use your legs, not your back
 - b) Keep the load close when lifting it
 - c) Plant your feet and twist your back when moving an object
 - d) Always get help if the load is too heavy to lift alone
- _____ **31. According to Cal-OSHA guidelines listed in our Aerosol Transmissible Disease Plan, it recommends using an N-95 respirator for airborne pathogens and a PAPR (Powered Air Purifying Respirator) during certain high hazard procedures.**
- a) True
 - b) False
- _____ **32. When transporting a suspect TB patient, the patient should wear _____ and the transporter should wear _____:**
- a) An N-95 mask, procedural mask
 - b) A procedural mask, an N-95 mask
 - c) A procedural mask, nothing
 - d) Nothing, an N-95 mask

You have reached the end of the test.

