

FY 17-Annual Education Module Test: NonClinical

1. General Information

1. LEAN theory believes that staff who do the job everyday are more likely to see ways of improving
 - a. True
 - b. False
2. The reason Randolph Hospital is interested in LEAN is
 - a. It helps us look at everyday process and see how we can do it better
 - b. It helps us look at ways to do things more efficient
 - c. It helps us find cheaper ways of doing thing
 - d. All the above
3. Evidence Based Practice is providing the best individualized patient care based on the most current research
 - a. True
 - b. False
4. If there is an incident causing patient harm, the Risk Manager should be called immediately.
 - a. True
 - b. False
5. Listed below are all the steps involved with broken equipment, which one is the first priority?
 - a. Removed from the patient area immediately
 - b. "Tagged" as broken using the designated tag
 - c. Placed in the designated area on your unit/office
 - d. A repair ticket placed in RHINO
6. Just Culture is
 - a. Based on facts that occurred
 - b. Fair-minded to all involved
 - c. Creates a positive way to help people talk about errors
 - d. All of the above

2. Employee Safety

1. When lifting you should
 - a. Keep the load close to your body
 - b. Lift, turn and twist
 - c. Bend over and pull

2. MSDS has a new name, it is now SDS (**S**afety **D**ata **S**heets)
 - a. True
 - b. False
3. Safety Data Sheets (SDS) are now found on RHINO not in “Yellow” books
 - a. True
 - b. False
4. Reporting Job injuries should be done by the end of that shift/same day the injury happened
 - a. True
 - b. False
5. It is most important to recognize early warning signs that a person’s behavior is beginning to get out of control. These warning signs are:
 - a. **S**taring and eye contact
 - b. **T**one and volume of voice
 - c. **A**nxiety
 - d. **M**umbling
 - e. **P**acing
 - f. All of the above
6. You should always just ignore someone who is acting agitated; they will probably just get over it.
 - a. True
 - b. False
7. **Any electrical apparatus** bought into the hospital must be approved by the Maintenance Department, before it is used
 - a. True
 - b. False
8. MRI accidents are on the rise therefore understanding MRI safety is critical. The critical safety points include:
 - a. Knowledge that the magnet is ALWAYS on
 - b. Stop before entering MRI area and ask yourself do I have any metal on or in me
 - c. Do not enter MRI zones 3 or 4 unless you are screened or escorted
 - d. Understand that small items such as coins, pens, or scissors can become dangerous objects
 - e. All the above

3. Patient safety

1. The main purpose of the National Patient Safety Goals is to improve patient safety
 - a. True
 - b. False

2. Patients should be instructed not to call staff for assistance in getting up unless they really have to because staff members are busy.
 - a. True
 - b. False
3. To prevent patient falls you should:
 - a. Put a yellow wristband on all patients at risk for falls
 - b. Provide non skid footwear
 - c. Place fall precaution sign on door and head of bed
 - d. All of the above
4. EMTALA applies to any person who walks in the emergency department and request medical evaluation regardless if they can pay for services
 - a. True
 - b. False
5. If you suspect patient abuse you should not say anything until you know for a fact its true
 - a. True
 - b. False

4. Fire Safety

1. The four steps of the **RACE** fire response plane are **R**escue, **A**larm, **C**onfine, and **E**xtinguish
 - a. True
 - b. False
2. The two steps involved in reporting a fire is to pull the nearest fire alarm and call extension 4444 (report the area, event and your name).
 - a. True
 - b. False
3. When the fire alarms sound all corridor traffic must stop. This includes visitor/families.
 - a. True
 - b. False
4. Keep ALL exit routes and exits clear from equipment and other items preventing easy evacuation of areas.
 - a. True
 - b. False
5. PASS stands for "**P**ull the pin, **A**im the nozzle, **S**queeze the handles and **S**weep from side to side".
 - a. True
 - b. False

5 Patients Rights

1. Advance Directives deprive a patient of comfort measures
 - a. True
 - b. False
2. Who at Randolph Hospital can complete an Advance Directive
 - a. Any Randolph Hospital employee
 - b. Spiritual care staff
 - c. Security personnel only
3. Emergency Medical Treatment and Active Labor Act (EMTALA) is a law that mandates that any person who comes to Randolph Hospital seeking emergency care or is in labor, will be seen and stabilized, regardless of their ability to pay.
 - a. True
 - b. False
4. Only a trained donor requester will communicate with family about donation.
 - a. True
 - b. False

6. Cultural Diversity

1. Cultural diversity means:
 - a. To accept and appreciate different people
 - b. Understand our coworkers and work as a team
 - c. Acknowledge the strengths and weaknesses of each person
 - d. All of the above
2. Which of the following communication approaches does NOT differ across different cultures?
 - a. Loud tone of voice
 - b. Maintain eye contact
 - c. Treating others with fairness and respect
 - d. Gesturing

7. Infection Control

1. Infection control focuses on breaking the chain of infection by focusing on which link?
 - a. Infectious agent
 - b. Source
 - c. Mode of transmission
 - d. Susceptible host
2. Which precaution applies to ALL patients?
 - a. Contact precautions
 - b. Airborne precautions
 - c. Standard precaution
 - d. Droplet precautions
3. Which of the following is NOT true about bloodborne pathogen?
 - a. Viruses or bacteria that are present in human blood that can cause disease in humans
 - b. Hepatitis B, Hepatitis C, HIV, are a few examples
 - c. They are only found in blood
 - d. They can enter the body by non-intact skin, mucus membranes or contaminated needles
4. What is the single BEST way to stop the spread of infection?
 - a. Change bed linens
 - b. Mop the floor
 - c. Wash your hands
 - d. Give medicine
5. One side effect of the overuse of antibiotics is multi-drug resistant organisms.
 - a. True
 - b. False
6. For patients requiring airborne precautions:
 - a. Patients should be placed in a negative pressure room
 - b. Doors to the room should be closed
 - c. Surgical mask need to be worn
 - d. All of the above
 - e. A & B only

8 Corporate compliance

- 1. What is PHI (protected health information)?**
 - a. Demographic: name, address, phone/fax, email, next of kin, date of birth, photograph
 - b. Financial: employer, social security number, medical record number, insurance
 - c. Clinical: patient chart, patient bill, reason for visit, test results, surgery performed, diagnosis
 - d. All of the above
- 2. When I am authorized to email PHI outside the Organization, what step should be included before the message is sent?**
 - a. Delete message
 - b. Encrypt message
 - c. Use a different communication tool
 - d. None of the above
- 3. HIPAA does not apply to deceased individuals.**
 - a. True
 - b. False
- 4. All staff are bound by federal law to report violations/non-compliance.**
 - a. True
 - b. False
- 5. A Conflict of Interest**
 - a. Arises when a secondary objective (i.e., influence to choose one alternative over another) could affect the performance of your organizational role
 - b. Often includes a potential for financial gain
 - c. Can be subtle and unrecognized by the affected individual
 - d. All of the above
- 6. Ethical issues occur when a choice becomes self-serving and the choice results in a moral compromise.**
 - a. True
 - b. False
- 7. What should I do if I am offered a gift from a customer or patient?**
 - a. Return the gift, thank them, and refer them to the RH Community Health Foundation to make a contribution.
 - b. Accept the gift and disclose it using Conflicts of Interest and Gift Disclosure Survey (OW-ADM-003A).
 - c. Share the gift with my department's co-workers.
 - d. Keep the gift.

- 8. Conflict of interest examples could include:**
- a. Gifts of money, food, entertainment and travel
 - b. Physicians seeing sales representatives when there are previously scheduled patient appointments, and patients are waiting
 - c. Vendor or supplier sponsored lunches
 - d. Attending training sessions sponsored by vendors or suppliers (sometimes to obtain medical education requirements), knowing that more than evidence-based practice will be discussed
 - e. Honorariums
 - f. All of the above
- 9. What is compliance?**
- a. A system for doing the right thing
 - b. A commitment to an ethical way of conducting business
 - c. Both A and B
 - d. None of the above
- 10. If I become aware of potential fraud or abuse, I am bound by federal and state laws and the Organization's policies to report my concern.**
- a. True
 - b. False
- 11. I can report my concerns anonymously or confidentially to**
- a. Corporate Compliance Officer
 - b. Compliance Help Line
 - c. 336-633-7724
 - d. All of the above
- 12. The Organization's "PATIENT FIRST" value mandates**
- a. Clear & professional communication
 - b. Confidentiality
 - c. A sincere posture of concern for our patients' health & well being
 - d. Going the extra mile in support of service to our patients, their families, and our colleagues
 - e. All of the above
- 13. It is important for our bills to be:**
- a. Timely and accurate
 - b. Ordered by physician
 - c. Medically Necessary
 - d. Appropriately provided
 - e. All of the above

9. Individualize care

1. Understanding “population served” changes that occur as a person ages will help employees to better care for patients at different levels
 - a. True
 - b. False
2. Infants and toddlers should always be separated from their parents because parents are just too over bearing when their child is sick
 - a. True
 - b. False
3. Treatment plans and procedures should not be discussed with teens because they cannot legally make decisions
 - a. True
 - b. False