

# Provena United Samaritans Medical Center Self-Paced Orientation

## Competency Questions

*Mark one correct answer for each question on answer sheet  
\*\*\*DO NOT WRITE ON TEST\*\*\**

1. If you felt threatened by someone coming into the facility or by an employee, you would
  - a. Stay calm; call Security and/or 911
  - b. Run
  - c. Stay calm; if appropriate, talk with the individual; provide for your own safety and the safety of others; call Security and/or 911 as quickly as possible if necessary; report to your supervisor if threatened by a co-worker.
  - d. Stay calm; report the incident to your supervisor
  
2. When a Code Pink is paged
  - a. All employees call the operator.
  - b. All employees are to report to their supervisor
  - c. All employees are to monitor entrances and exits to their area, stop anyone leaving with a baby or any item large enough to hold an infant and call Security.
  - d. Close all doors and windows.
  
3. A chemical hazard is
  - a. Any chemical that has the potential to cause a physical or health hazard.
  - b. Chemicals that are a health hazard.
  - c. Chemicals that cause physical problems.
  
4. MSDS sheets have information about
  - a. Contents of the substance, application for use, and cost.
  - b. Contents of substance, application for use, proper protective equipment.
  - c. Chemical ingredients, safe handling procedures, personal protective equipment, emergency first aid procedures.
  
5. To call a Code Blue at Logan Campus, you would
  - a. Dial 911 and providing exact location.
  - b. Dial 321 and tell Operator exact location.
  - c. Dial 9-443-3911 and give exact location, and then dial "63" for overhead page.
  - d. Dial 321 and announce the Code and exact location over the paging system yourself.
  
6. A Phase I disaster

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- a. Involves 10 or fewer casualties and primarily involves the Emergency Department, along with other diagnostic support services.
  - b. Involves 10 or more casualties and impacts the entire Medical Center.
7. A Phase II disaster
- a. Involves 10 or fewer casualties and primarily involves the Emergency Department, along with other diagnostic support services.
  - b. Involves 10 or more casualties and impacts the entire Medical Center.
8. If you found fire or possible fire at work, you would
- a. Call 9-911.
  - b. Page a Dr. Blazer and put out a small fire with the closest fire extinguisher.
  - c. RACE & follow PUSMC Fire Plan as described by (*RACE*) **R**emove patient and/or others from immediate area. **S**ound Alarm. **C**onfine fire by closing doors. **E**xtinguish with fire extinguisher if small enough blaze only.
  - d. Call Security.
9. To let everyone know about a fire or possible fire, you would
- a. Pull down closest fire alarm handle, then call the Operator as soon as possible to confirm a Dr. Blazer and exact location.
  - b. Pull down closest fire alarm handle, then call 9-911.
  - c. Dial 321 and announce Dr. Blazer over the P.A. system.
  - d. Call the Operator only
10. To keep smoke and fire from spreading, you would
- a. Close all doors and windows. Keep fire doors closed between work areas.
  - b. Close doors, but open windows to let out smoke.
  - c. Open doors to keep smoke in halls and out of patient care area.
  - d. Close fire doors only.
11. The best way to evacuate patients and staff during a fire or disaster is as follows:
- a. Move to an area on the same floor that is away from fire, then down stairs to another level if necessary. Leave the building only if instructed to do so by the Fire Department and use elevators only.
  - b. Move away from the fire to another area on same floor then down stairs to another level if necessary. Evacuate only if told to do so by the Fire Department and use stairs only. Patients should stay together and hold hands.
  - c. Move down stairs to another level, then to an area on that floor away from the fire area. Leave the building only if told to do so by the Fire Department and use stairs only. Patients should stay together and hold hands.
12. If you found broken electrical equipment, you would

- a. Put a note on it for someone to report to Maintenance.
  - b. Put a note on it that it is defective.
  - c. Put a “Caution-Broken” note on equipment, but may continue to use if no obvious sparks come out of it.
  - d. Disconnect from power and not use. Label “Defective”, and report to Supervisor and Maintenance.
13. The best way to prevent the spread of infection is by
- 1. Effective hand washing with soap and water when hands are visibly soiled or contaminated.
  - 2. Effective hand hygiene with Calstat prior to and following direct contact with a patient.
  - 3. Wearing a face mask.
  - 4. Wearing gloves.
- a. 1 and 4 above
  - b. 1 and 2 above
  - c. 2 only
  - d. 3 only
14. Types of personal protective equipment available for use include
- a. Gloves, gowns.
  - b. Face shields.
  - c. Goggles.
  - d. All of the above.
15. How do you know a TB patient is in a room and that you should not enter?
- a. An “Airborne Isolation” sign is posted listing what you should do.
  - b. The nurse will tell you.
  - c. A “Respiratory Isolation” sign is posted listing what you should do.
  - d. You will receive a memo from the nurse.
16. When should you change gloves?
- a. Between each patient contact
  - b. If glove becomes soiled
  - c. Between each patient contact and if moving between dirty and clean areas of the same patient
  - d. At the end of each shift
17. Proper action following an exposure to blood or body fluid are all of the following except:

- a. Take care of it at the end of your shift.
  - b. Clean or flush the area immediately.
  - c. Fill out an exposure form, notify your supervisor, and follow the procedure in Infection Control Policy D4040 Health Care.
  - d. Follow up with Employee Health.
18. What would you do if the water throughout the Medical Center became contaminated?
- a. Continue to use water to bathe patients, but not for drinking.
  - b. Continue to use water in a normal manner.
  - c. Use emergency water supplies for drinking and essential tasks, such as bathing for obvious soiling, only.
19. In the event there was a phone outage, you will
- a. Communicate by messenger only.
  - b. Use department-specific Power Fail phones, specified direct SBC (Ameritech) phones in designated areas or pay phones. Walkie-talkies will be made available.
  - c. Relay messages through your supervisor only.
20. A tag with 02/04 on a piece of medical equipment means
- a. The equipment will be thrown away in February 2004.
  - b. The equipment will be rotated to another area in February 2004.
  - c. The equipment will be put up for sale in February 2004.
  - d. The equipment “expires” and needs to be re-inspected in February 2004.
21. Good body mechanics techniques for lifting heavy objects include
- 1. Keeping normal body curves in the spine.
  - 2. Keep a wide base of support, face the object, bend knees-NOT back.
  - 3. Keep elbows tucked in, tighten stomach muscles, center weight over feet, keep weight close to body.
  - 4. Avoid jerky movements, turn with feet - NEVER twist back.
- a. 1, 2 and 4.
  - b. 2, 3 and 4.
  - c. 1, 2 and 3.
  - d. All of the above.
22. If a healthcare worker is diagnosed with a serious latex allergy, the following change must be made:
- a. Avoid exposure to latex
  - b. Allow employee to remain at current work area
  - c. Use low-protein, powder-free gloves
23. Provena United Samaritans’ confidentiality policy defines a breach of confidentiality as

- a. Talking about a patient’s diagnosis with him/her.
- b. Talking about a patient’s diagnosis with his/her physician.
- c. Looking at, telling or giving access to information not required to do a job.
- d. Talking about a treatment with the patient.

**Please indicate if the following statements are *TRUE* or *FALSE*.**

- |     |  |      |       |
|-----|--|------|-------|
| 24. | It is my responsibility to report issues of concern to my Supervisor, Corporate Responsibility Liaison, or AlertLine   | True | False |
| 25. | If you are approached by an agent of any federal or state government agency, such as the OIG, you have the right to have your supervisor present while being questioned. | True | False |
| 26. | Any type of patient information is considered protected health information according to HIPAA guidelines.  | True | False |
| 27. | Provena Health’s Diversity Philosophy does not address the inclusion and respect of all individuals.   | True | False |
| 28. | Our <i>MISSION</i> is “... building communities of healing and hope by compassionately responding to human need in the spirit of Jesus Christ.”                          | True | False |
| 29. | Our Provena <i>VALUES</i> are Faith, Respect, Integrity and Excellence.  | True | False |
| 30. | The Provena Health Vision does NOT express the goal that we are the preferred choice for health services.  | True | False |
| 31. | Provena PDSA is our performance improvement/quality program.   | True | False |
| 32. | PUSMC staff are encouraged to report medical/health care errors.   | True | False |
| 33. | Patients do not have a right to be involved in their care and have their pain assessed and managed.  | True | False |
| 34. | Pastoral Care Staff are available Monday-Friday only.  | True | False |
| 35. | If I forget to clock in, I can fill out a paper form to record my work time. <i>(N/A for temporary agency staff)</i>   | True | False |
| 36. | Paychecks may be picked up in my “home” department.  | True | False |

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*(N/A for temporary agency staff)*

- |     |   |      |       |
|-----|---|------|-------|
| 37. | I may be up to 10 minutes late for a workday.   | True | False |
| 38. | My identification badge is to be visible only when I provide direct patient care.   | True | False |
| 39. | In the event I witness or am subject to any type of harassment, I should immediately contact Security.  | True | False |
| 40. | Our Service Excellence initiative, On the Road to Excellence, identifies Standards of Behavior that apply to all staff within the Medical Center. | True | False |
| 41. | Two patient identifiers are used routinely to confirm the patient's identification.   | True | False |
| 42. | The person receiving a telephone order must read the order back to the prescriber.  | True | False |
| 43. | The National Patient Safety Goals apply only to Provena USMC staff, not contract staff or students.   | True | False |

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

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

## **Self – Paced National Patient Safety Goals Competency**

**Instructions:** Review information and complete competency. Use attached answer key to grade self. Return completed competency to your instructor.

1. When administering medications, blood products, or taking blood samples the nurse/student must always use two patient identifiers to identify the appropriate patient.

True                  False

2. When taking a telephone order the person receiving the order must read the order back to the prescriber.

True                  False

3. It is not necessary to label medications, medication containers, or other solutions needed during a procedure.

True                  False

4. The National Patient Safety Goals apply only to employees and not students.

True                  False

## HIPAA Security Orientation Competency

Please take a few minutes to complete this questionnaire. The purpose is to verify that you understand the content of the session you are attending. Respond by circling the appropriate answer. At the bottom, please sign your name.

Your Name (*Print*) \_\_\_\_\_ Today's \_\_\_\_\_ Date \_\_\_\_\_

Department/Location \_\_\_\_\_

**Circle** appropriate status    Employee                  Volunteer                  Physician                  Student    Other \_\_\_\_\_

Trainer's name \_\_\_\_\_

### Response

- |      |   |      |       |
|------|---|------|-------|
| 1).  | A friend working at another healthcare facility informs you of a particular software program available on the Internet. Knowing that this software program may solve a particular work related issue, you can purchase and install this software program without informing the Information Services department. | True | False |
| 2).  | Since you have a number of passwords to remember, you can write them down and store the note under your workstation's keyboard.   | True | False |
| 3).  | When there is a need to include patient information in an e-mail, the sender should provide only the minimum necessary amount of information to accomplish the purpose of the e-mail.   | True | False |
| 4).  | Never share your passwords with anyone. You are responsible for the actions performed under your ID.  | True | False |
| 5).  | You and your spouse own a small interior design business. While on duty at your Provena Health facility, you can spend much of your lunch hour e-mailing potential customers and performing side business related research over the internet.   | True | False |
| 6).  | It is wise to choose the password 'ROBERT' because it is your son 's name so it will be easy to remember.   | True | False |
| 7).  | Business tools provided to you to assist in the performance of your duties (e.g. workstation, Internet access, and e-mail capability) must be used with respect and in accordance with the values of Provena Health   | True | False |
| 8).  | When you send an e-mail, be mindful that you are representing Provena Health. You must comply with normal standards of professional and personal courtesy.  | True | False |
| 9).  | Your department director has recently purchased a software tool that you feel will help resolve a problem with your home PC. It is acceptable for you to create a copy of that software to bring home and use it to fix your PC.  | True | False |
| 10). | Be suspicious when receiving e-mails with unexpected attachments from people you don't know.  | True | False |

\_\_\_\_\_  
Signature