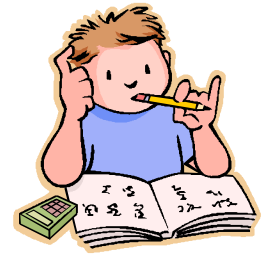


2008 ANNUAL EDUCATIONAL REVIEW QUIZ

Date: _____

Name: _____

Department/Unit: _____



ETHICS, RIGHTS & RESPONSIBILITIES

1. We know that we shouldn't discuss patient information in the hallways, elevators or in the cafeteria, but it is fine to talk about patients during a break or in one of the designated smoking areas?
 - a. True
 - b. False

2. It is never acceptable to bypass or disable anti-virus software on devices that access NSMC servers.
 - a. True
 - b. False

3. What resources does NSMC have to assist you with understanding patients who have different customs, cultural backgrounds, religious beliefs and who speak different languages?
 - a. Interpreter Services Department
 - b. Pastoral Care Services Department
 - c. Reference books and other materials from the Health Science Libraries
 - d. Other staff
 - e. All of the above

4. It is acceptable for NSMC staff to refer to an obese patient as "Hefty, Plump, or Big" as long as the patient cannot hear them.
 - a. True
 - b. False

5. How can you find an interpreter at NSMC?
 - a. Look at the Schedule on the NSMC Intranet via the on call directory and page
 - b. Call the Union Hospital operator
 - c. Call x 2064 at Salem Hospital
 - d. Call 781 477 3882
 - e. All of the above

6. The PHS/NSMC's Compliance HelpLine Telephone Number is:
 - a. 781-825-6875
 - b. 800-825-6875
 - c. 800-856-1983
 - d. 978-825-6875

SURVEILLANCE, PREVENTION & CONTROL OF INFECTION

7. Infection Control means preventing the spread of nosocomial, or healthcare associated, infections in the hospital.
 - a. True
 - b. False

8. Washing or sanitizing your hands before and after every patient contact: _____.
 - a. Protects patients from infections
 - b. Protects staff from infections
 - c. Is the most important method of preventing the spread of infections
 - d. All of the above.

9. Standard Precautions apply to:
 - a. Patients who have infections.
 - b. Patients who have hepatitis or AIDS.
 - c. Cardiac patients.
 - d. All of the above.

10. All blood and body fluids should be treated as if they are infectious.
 - a. True
 - b. False

11. If you get stuck with a dirty needle, the first thing you should do is _____.
 - a. Call your doctor
 - b. Ask the patient if s/he has AIDS
 - c. Wash the area immediately with plenty of soap and water and notify your supervisor or call the STIX pager
 - d. Put a band-aid on it

12. An N95/TB respirator must be worn when caring for a patient with active tuberculosis.
 - a. True
 - b. False

PATIENT SAFETY/CUSTOMER SERVICE

13. NSMC Complaint/Grievance Policy may be found on NSMC's Intranet site.
 - a. True
 - b. False

14. If NSMC cannot resolve a complaint, what outside agencies are available to contact?
 - a. MA Department of Compliance, Joint Commission on Sports Medicine and Science, Board of Doctors
 - b. Department of Clinical Affairs, Department of Research, Joint Commission on Patient Complaints
 - c. MA Department of Public Health (DPH), Joint Commission on Accreditation of Healthcare Organizations (JCAHO)
 - d. None of the above

15. What we don't know about, we can't improve. Therefore, NSMC endorses a culture of patient safety that supports reporting of actual AND potential events.
- True
 - False
16. Who is responsible for Patient Safety Event reporting?
- The person who first becomes aware of the patient safety event.
 - The Patient
 - My manager when she comes back from vacation.
 - Senior Administration
17. Where do I find the link to report a Patient Safety Event?
- Go to the NSMC Intranet Page and click on the Safety Event Tab at the top of the page.
 - Google "Patient Safety Event Reporting"

NATIONAL PATIENT SAFETY GOALS

18. In order to improve the accuracy of patient identification, NSMC uses at least 2 patient identifiers. What is the goal and purpose for checking the ID of the patient?
- That the outpatient has a form of identification so we get paid
 - That the inpatient is in the correct room
 - That the correct patient is getting the correct procedure/information by matching the ID to the order/requisition
19. Falling star signage (over the bed, outside the patient's room and yellow dot affixed to the ID band) is one of the ways we communicate to all staff that a patient is at risk for falling. The more "eyes" on the patient's risk for falls, the better chance we have for preventing falls.
- True
 - False

ENVIRONMENT OF CARE

20. The most up-to-date EOC (Safety) Manual, which contains NSMCs Management Plans and Support Policies for the 7 functions of the EOC, can always be found _____.
- In each unit/department
 - On the NSMC Intranet
 - Being used as a door stop
 - On eBay
21. Each unit/department/area must maintain a chemical inventory consisting of a list of all chemicals used in that location. If a chemical container holds a substance other than what was originally in that container, there is no need to re-label it, as long as the old label is removed.
- True
 - False
22. NSMC's Emergency Management Plan covers all types of emergencies including loss of electrical power and terrorist incidents. Each employee at NSMC is responsible to:
- Make sure your supervisor has your up-to-date home phone number and emergency numbers.
 - Report to your department or to your assigned reporting site when a CODE TRIAGE is called.
 - Wear ID badge at all times.
 - All of the above.

23. What does R.A.C.E. stand for?
- Run, Assess, Call, Evict
 - Remove, Alternate, Canvas, Extinguish
 - Resolve, Activate, Call, Envelope
 - Remove, Activate, Confine, Extinguish
24. P.A.S.S. stands for Pull, Aim, Squeeze and _____.
- Stand
 - Sweep
 - Scavenge
 - Swat
25. Who is responsible for *giving the order* to shut off the Oxygen gas valves in the event of an emergency?
- Respiratory
 - Fire Department or Nurse Manager
 - Charge Nurse
 - Administrator on-call
26. Effective November 20, 2008 North Shore Medical Center (NSMC) will be smoke-free. This ban applies to all people on NSMC premises including, but not limited to, NSMC employees and professional staff members, patients, visitors, vendors, volunteers, non-employees, contractors and guests.
- True
 - False
27. Maintenance or Clinical Engineering must inspect all incoming electrical equipment and devices, whether it is medical equipment or a fan or radio, before use.
- True
 - False
28. Red emergency electrical outlets should be used _____.
- During emergency situations only
 - Never, they are there just to provide color to the room
 - Whenever possible for vents, beds, monitors and other patient equipment

MANAGEMENT OF HUMAN RESOURCES

29. In order for a claim of sexual harassment to be taken seriously, inappropriate physical contact must have been present.
- True
 - False
30. An employee who feels s/he has been a victim of workplace violence can make their concerns known by
- Informing the person engaging in the threatening behavior to stop
 - Speaking with your supervisor
 - Speaking with human resources representative
 - Contacting security
 - All of the above

PUBLIC HEALTH-STROKE

31. A patient or visitor needs all 3 symptoms of stroke to get a nurse or doctor to start the stroke protocol.
- a. True
 - b. False
32. There isn't a lot that we can do to help a patient with a stroke, so get help for a patient with stroke signs when you have a few minutes.
- c. True
 - d. False