

2018 Annual Mandatory Education

Sarasota Memorial Health Care System



Self-Study Module Questionnaire

The goals of Annual Mandatory Education are to provide employees with information pertinent to their jobs as health care workers, to reinforce safe practices, and to ensure adherence to the standards and policies of the SMHCS organization. If you have any questions or need assistance, contact Ext. 6198.

PLEASE FILL IN ANSWERS ON THE ANSWER SHEET

2018 Annual Mandatory Education Answer Sheet
(Please fill in the correct answer)

Student Name _____
School _____
Date _____

1. A B C

2. A B

3. A B C D

4. A B C

5. A B

6. A B

7. A B

8. A B C D

9. A B C

10. A B C D

11. A B C D

12. A B C D

13. A B

14. A B

15. A B C D

16. A B C D

17. A B C

18. A B

19. A B C

20. A B C D

21. A B C D E

22. A B C D

23. A B C D

24. A B C D

25. A B C D

26. A B

27. A B C D E

28. A B C D

29. A B C

30. A B C

31. A B C D

32. A B C

33. A B C

34. A B C

35. A B C D

36. A B C D E

37. A B

38. A B C

39. A B C D

40. A B C

41. A B C

42. A B C D

43. A B C

44. A B C D

45. A B C D

46. A B C

47. A B C

48. A B C D

49. A B C D

50. A B C

51. A B C D

52. A B C D E

53. A B C

54. A B C D

55. A B C D

1. The mission of SMHCS is to provide health care services which excel in caring, quality, and:
 - a. Innovation
 - b. In Technology
 - c. Increased Information
2. Employees should dial ext. 7233 for all Security concerns.
 - a. True
 - b. False
3. The Pillars of Excellence include:
 - a. People, Systems, Finance, Growth and Community
 - b. People, Service, Finance, Growth and Community
 - c. People, Service, Finance, Gain and Community
 - d. People, Systems, Finance, Growth and Income
4. If there is a fire, what Code would be called over the intercom?
 - a. Flame
 - b. Red
 - c. Orange
5. The Standards of Behavior is to reflect our strong commitment toward excellent customer service, patient satisfaction, employee satisfaction and to contribute to each individuals overall job performance rating.
 - a. True
 - b. False
6. *"To create an environment where people from all walks of life feel valued and respected"* is our diversity statement.
 - a. True
 - b. False
7. The SMHCS Emergency Operations Plan provides an "All Hazards" approach to disasters.
 - a. True
 - b. False
8. Potential harm to our patients caused by drug diversion includes:
 - a. Substandard care delivered by an impaired healthcare provider
 - b. Denial of essential pain medication or therapy
 - c. Risks of infection (e.g., with hepatitis C virus or bacterial pathogens) if a provider tampers with injectable drugs
 - d. All of the above
9. As an organization, we promote an open and honest workplace, encouraging employees to report any concern that they may have about our compliance with the law, corporate policy, or ethical behavior. Employees should use the Compliance Hotline to report such concerns, by dialing:
 - a. 917-9000
 - b. 917- 2255 (Call)
 - c. 917 -7233 (SAFE)
10. All employees should take actions to eliminate, minimize, or report safety risks:
 - a. True
 - b. False

11. What is important for all SMHCS employees to know about MRIs?
- A MRI is a giant magnet that can turn metallic objects into “missiles” so anyone entering a MRI must be screened for objects such as coins, keys, pens, watches, earrings or implanted/embedded objects.
 - MRI technologists are specially trained in their area
 - Everyone must fill out a questionnaire each time they enter the MRI room
 - Any questions regarding a MRI study, should be directed to a MRI specialized technologist or a Radiologist
12. Where do you dispose of a colostomy bag with stool but no visible signs of blood?
- Red bag
 - Regular trash
 - Recycle waste container
 - None of the above
13. IV tubing can be placed in a clear plastic bag after use, as long as there is no visible blood.
- True
 - False
14. Needles should ALWAYS be put in a sharps box.
- True
 - False
15. Which of these is not a regulated body fluid – and does not go into a red bag unless visibly contaminated with blood?
- Urine
 - Feces
 - Vomit
 - All of the above
16. How many full compressed gas cylinders can be kept in a storage closet?
- 15
 - 10
 - 6
 - 12
17. SMHCS is required to provide training, outreach, and education regarding bloodborne pathogens and other infectious material per what standard?
- NPSGg #1
 - AHCA Standard 180
 - OSHA Standard 1910.1030
18. You may report to work impaired and under the influence of an illegal drug
- True
 - False
19. What is Code Blue:
- Cardiac Arrest
 - Drowning
 - Several Weather
20. How full should the sharps container be before removal and disposal?
- To the top of the lid
 - Half full
 - Two thirds full
 - When a sharps item is sticking out of the top

21. National Patient Safety Goals include:

- a. Preventing health care associated infections due to multi drug resistant organisms
- b. Preventing central line associated bloodstream infections
- c. Preventing surgical site infections
- d. Preventing catheter associated urinary tract infections
- e. All of the above

22. According to Florida Administrative Code Chapter 59A-10, all health care provider's agents and employees:

- a. Should report incidents if they have time
- b. Have a legal obligation to report incidents to risk manager
- c. Have a choice of whether to report an incident or not
- d. Should never report falls or medication error

23. SMHCS promotes a Just Culture by supporting all of the following except:

- a. A review of system and process issues whenever a quality concern is identified
- b. Seeking someone to blame when a quality concern is identified
- c. Becoming a learning organization that continually seeks to improve systems and processes
- d. Holding people accountable for their own performance and judgment

24. What does 'RACE' stand for in case of a fire:

- a. Rescue, Alarm, Claim, Extinguish
- b. Rescue, Alert, Contain, Extinguish
- c. Rescue, Alarm, Contain, Extinguish
- d. Re-set, Aim, Contain, Extinguish

25. To safely extinguish a manageable fire, remember the key word 'PASS' for the correct steps in operating an extinguisher. What does PASS stand for?

- a. Pull, Aim, Squeeze, Sweep
- b. Pull, Aim, Sweep, Squeeze
- c. Pass, Aim, Squeeze, Sweep
- d. Pass, Aim, Sweep, Squeeze

26. Interim Life Safety measures are taken during new construction to promote safe conditions.

- a. True
- b. False

27. Utility Systems impact systems throughout SMHCS, such as:

- a. Life Support Systems
- b. Infection Control
- c. Environmental Support Equipment
- d. Communication Systems
- e. All of the above

28. All employees are at risk for workplace violence but who is most at risk for hospital violence?

- a. Nurses and Aides
- b. Food and Nutrition
- c. Environmental Services Staff
- d. All non-clinical staff
- e.

29. What is the most important thing you can do to help prevent the spread of infection?

- a. Wash your hands for 10 to 15 seconds with soap, running water and friction
- b. Take vitamins daily
- c. Take a shower each night with betadine soap
- d.

30. What is Code Orange?
- Lockdown
 - Security Alert
 - Hazardous Material Exposure
31. Email and Internet activity can be monitored and reported by Information Systems
- True
 - False
32. What is HIPAA?
- A set of laws that allows everyone to get Protected Health Information
 - A set of regulations that define how we can use and disclose Protected Health Information
 - It defines patient rights over their Protected Health Information
 - B and C
 -
33. PPE should be disposed of:
- After leaving a patients room
 - Before leaving a patients room
 - After you are done seeing all patients for the day
34. Colored signs on a patient's door tell you:
- Type of isolation and special precautions
 - PPE that may be needed prior to entering the patients room
 - All of the above
35. A standard was developed by _____, to establish rules designed to reduce the risk of contracting blood borne diseases while performing assigned work duties.
- OSHA
 - JCAHO
 - SMHCS
 - AHCA
36. Who can access or obtain Protected Health Information?
- Anyone who is related to the patient
 - Only those employees who are authorized and have a need to know to carry out their job
 - Persons who have been authorized by the patient or legally authorized representative
 - All of the above
 - B and C
37. Healthcare workers must use barrier precautions when there is a potential for coming into contact with blood, body fluids, secretions, etc. Precautions must always be followed with every patient, no matter what the circumstances.
- True
 - False
38. Code Brown is:
- UPS delivery
 - Severe Weather
 - Fire
39. The most obvious exposure incident is a needle stick. An exposure can also occur in any one of the following ways:
- Accidental injury by a sharp object that is contaminated (i.e., needle, scalpel)
 - Exposure through broken skin or mucous membranes (i.e., eyes, nose, mouth)
 - Touching a contaminated object or surface and then touching your nose, eyes, mouth or open skin
 - All of the above

40. The occurrence report is a legal document that must be completed accurately and thoroughly, and submitted to Risk Management:
- Within 3 business days of the occurrence
 - Within 2 hours of the occurrence
 - Within 1 month of the occurrence
41. A risk management representative can be reached:
- 9am to 5pm ONLY
 - 12pm to 1pm ONLY
 - 24 hours a day
42. Which one is an example of a Red Flag?
- Blood type is different from the patient's previous records
 - The patient is the wrong age
 - The patient's medical records indicate diabetes but the patient denies having diabetes
 - All of the above
43. A safe haven is a safe place where newborns may be left by a parent who wishes to terminate their parental rights. The SMHCS staff is expected to follow procedures for newborns that are left by their parent at a safe haven if they become aware of this act. If a newborn is left within the SMH campus the infant must be taken to:
- Pediatrics
 - The Emergency Care Center
 - Administration
44. If a 'Code Pink' overhead announcement is made to alert everyone that an abduction of an infant or child has occurred, staff is required to:
- Go to the nearest stairwell and/or exit ways
 - Watch for individuals carrying gym bags, shopping bags, backpacks, etc. Babies are rarely carried in an abductor's arms
 - Call security if you see anything suspicious
 - All of the above
45. Medical Identity Theft is defined as
- Assuming someone else's identity and receiving health care services
 - Making a false insurance claim
 - Robbing the real patient of their medical benefits
 - All of the above
46. Code Green means:
- Trash Pick-Up
 - Infectious Materials
 - Multiple Casualty
47. Positive ID is determined at all times and always prior to rendering services by using primary ID, which is:
- Patient's address
 - Patient's first and last name
 - Patient's room number
48. To avoid errors, think process improvement and take steps such as:
- Read labels 3 times – when receiving it, when opening it, and before using it
 - Be aware of similarities in sound and appearance
 - Use checklists, do not rely on memory alone
 - All of the above

49. Employee Health Services is available to:

- a. Prevent work related injuries
- b. Care for employees that experience symptoms of illness at work
- c. Administer annual immunizations
- d. All of the above

50. Violence may occur anywhere in the hospital, but it is most frequent in the following areas:

- a. Psychiatric wards, Emergency rooms, Waiting room, and Geriatric units
- b. Labor and Delivery, Radiology and Pediatrics
- c. Intensive Care and the Operating room

51. When a patient is angry it is best to:

- a. Scream back at them
- b. Stay calm
- c. Discharge them
- d. Call their parents

53. When a prisoner is admitted as a patient, the law enforcement officer must be given specific information in regards to:

- a. Stairwells, Evacuation Routes
- b. Fire Extinguishers and Alarms
- c. Safety Factors
- d. Infection Control issues
- e. All of the above

53. Code Black means:

- a. Fire
- b. Bomb Threat
- c. Lockdown

54. A Security Alert is what Code?

- a. Gray
- b. Pink
- c. White
- d. Purple

55. If you suspect impairment, how many people are needed to validate observable phenomenon or behavior?

- a. 1
- b. 5
- c. 2
- d. 0