

QUIZ

Name (please print): _____ Date: _____

Safety:

1. RACE means: _____
2. To ensure a culture of safety, we promote open reporting of errors through our Occurrence Reporting system:
True False
3. List the 4 types of abuse:

4. PASS stands for: _____
5. Hand sanitizer can be used if your hands are visibly soiled:
True False
6. Hand hygiene should be performed when:
 - a. Before and after touching a patient
 - b. After removing gloves
 - c. After touching objects in close proximity to the patient
 - d. All of the above
7. Before entering the cubicle/room of a patient on **Contact Precautions**, you should put on:
 - a. Gown
 - b. Surgical Mask
 - c. Gloves
 - d. N95 respirator or power air purified respirator (PAPR)
8. Electrical equipment that may have been damaged or exposed to liquid should not be used until bio-med has checked it out:
True False
9. If you encounter and electrical shock accident in process, you should ***first***:
 - a. Begin CPR
 - b. Turn off power
 - c. Think before you act
 - d. Grab the victim and pull him free of the electrical source

10. One of the first things you should do when a fire is discovered is:
- a. Run from the building
 - b. Call Plant Operations
 - c. Check the time
 - d. Remove the patient
11. To help prevent fires:
- a. Do not block fire doors
 - b. Store flammable chemicals properly
 - c. Clear electrical closets
 - d. All of the above

Service Excellence

12. What does the acronym AIDET stand for?

A	I	D	E	T

13. Reason to adopt AIDET include:

- a. Improved patient relationships
- b. Improved clinical outcomes
- c. Improved treatment compliance
- d. All of the above

14. Always stop whatever you are engaged in (unless emergency) to greet the customer personally:

True False

15. When responding to a customer, always maintain eye contact, nod attentively, and encourage them to express their complete thoughts and requests:

True False

16. Customers include: _____

Policies

17. PTO time should be approved in advance and approved by the Department Head at the convenience of the department and hospital:

True False

18. PTO must be accrued in the employee’s PTO bank before they can be used. There is no “advance” of PTOs for any reason

True False

19. Team members are allowed to use Doshier’s name or image in their personal online accounts in a way that creates the appearance of representing, or speaking on behalf of, the organization

True False

20. Any employee who feels that he/she has been subjected to sexual harassment – whether by a co-worker, supervisor, or third-party (vendor, physician, patient, patients’ family member, etc.) – should immediately report the problem to his/her supervisor so that the situation may be addressed and corrected. If the supervisor is the source of the problem, or if the employee is not comfortable approaching the supervisor, the employee should notify one of the senior team members or Human Resources:

True False

21. If you leave campus for any reason, what are your required to do? _____

22. Clogs or mule type shoes are acceptable to wear:

True False

23. What is the only acceptable form of employee identification that must be worn while an employee is working? _____

24. Where can an employee find the compliance toll free number? _____

25. What is the compliance line’s toll free number? _____

26. Match the term with the correct definition:

___ Incomplete Shift

___ Scheduled Absence

___ Tardy

___ Unscheduled Absence

- A. A failure of the employee to clock in and be ready for work 8 or more minutes after the start of his/her shift. Two instances of tardiness will be counted as one occurrence
- B. Any absence approved by the Director, Manager, or Supervisor with advance notice of 24 hours. (Examples: pre-approved vacation/holidays, funeral leave, jury duty, and approved leave of absence)
- C. A failure of the employee to complete their scheduled shift without prior approval if their manager. Two instances of an incomplete shift will be counted as one occurrence
- D. A failure of the employee to report to work at the proper time and place according to the assigned work schedule or failure to provide advance notification of 24 hours. All hours and days of the same unscheduled absence shall be counted as the same occurrence regardless of pay status or reason for absence

27. Failure to call in is considered job abandonment and can lead to termination of employment:

True False

28. The standard for occurrences shall be less than 6 occurrences within a rolling 12 month period:

True False

29. If you have an employee safety event, you must:

- Tell your _____ about the event
- Call _____ in Employee Health Services at _____ about the event. Leave a message, if needed
- Go to the _____ for a drug test
- Call _____ at _____ about the event. The nurse will ask you questions and tell you what to do/where to go next
- Complete _____ online.

30. Patient information must always be written to be considered confidential:

True False

31. HIPAA stands for: _____

32. Where should you document a complaint from a patient or family member:

- a. Shared drive
- b. Occurrence reporting system
- c. Immediate supervisor
- d. Complaints should not be documented

33. You must have a legitimate, job related reason to access, use, and disclose protected health information:

True False

Information Systems

34. To encrypt an email that is confidential or contains PHI, I should type _____ in the subject line

- a. {encrypt}
- b. (encrypted)
- c. (encrypt)
- d. [encrypt]

35. I can leave my workstation as is and not lock it if I will be away from the computer for just a few minutes:

True False

36. If I receive an email that I think looks suspicious, the first thing I need to do is forward it to IT

True False

37. The encryption for laptops is different depending on the department or clinic I am in:

True

False

38. If I lose my proximity badge, I can just use my co-workers badge until I can get a replacement

True

False

39. It is ok for me to have my drink next to my PC on my desk as long as I have a tight lid on it.

True

False