Whittier Hospital Medical Center
AHMC Healthcare

2020 - 2021 Orientation Essentials /Annual Update Post-test

GENERAL INFORMATION

1. "Whittier Hospital Medical Center is committed to providing compassionate, quality care to the patients and families we serve in a family-friendly environment". This is known as our mission statement.
   a. True
   b. False

2. If English is a second language for a patient and consent is needed for a procedure, then what device should be used?
   a. Internet translation software
   b. Cyracom phone or Cyracom VIR through use of WOW's with webcam capacity for patients requiring sign language or who would benefit from seeing the translator face-to-face.
   c. Vital signs monitor
   d. Pulse oximeter
   e. Dictionary

INFORMATION SYSTEMS

3. Each employee is responsible to:
   a. Maintain security of their computer password(s) and not tell anyone their password
   b. Notify their supervisor and/or the Information Security Officer of any suspected breach of computer system securities
   c. Know their department computer downtime procedures
   d. Follow all hospital policies and procedures concerning computer use
   e. All of the above.

HUMAN RESOURCES

4. Appropriate attire in the hospital includes all the following *EXCEPT:*
   a. Closed toe shoes
   b. Employee badge
   c. Acrylic nails for clerical staff
   d. Acrylic nails for clinical caregivers

ENVIRONMENT OF CARE

5. Hospital grade plugs should have _____ prongs.
   a. Two
   b. Three
   c. Two or three
   d. None of the above

6. The P.A.S.S. acronym is used for fire extinguisher use. It means the following:
   a. Push, Alarm, Shout, Sweep
   b. Pull, Aim, Squeeze, Sweep
   c. Pull, Alarm, Sweep, Shout

7. Electrical fires are the #1 cause of fires in hospitals. The code to page in the event of a **fire** is CODE:
   a. Red
   b. Blue
   c. Green
   d. Help

8. The code to page for Active Shooter is CODE_____
   a. Red
   b. Gray
   c. Active Shooter
   d. Purple

QUALITY/PERFORMANCE IMPROVEMENT/RISK MANAGEMENT

9. Which statements are TRUE about Occurrence Reports:
   a. Occurrence reports are not part of the medical record
   b. Occurrence reports are legal documents between client and attorney
   c. Occurrence reports should be entered into the Incident Management Portal (IMP) system
   d. Occurrence reports are to be completed on issues involving patients
   e. All of the above are true.

10. Having a Culture of Safety means that we all:
    a. Observe for and report processes that could lead to an unsafe situation
    b. Reporting errors, delays, throughput issues, equipment issues
    c. Working as a team to improve the hospital for our patients
    d. All of the above

HEALTH INFORMATION MANAGEMENT (HIM)

11.   A reportable breach happens when providing the patient with information, such as prescription, discharging instructions and follow-up care for the wrong (another) patient.
      a. True
      b. False

INFECTION PREVENTION

12.   Proper hand washing techniques include:
      a. Using warm running water
      b. Rub hands together and scrub for a minimum of 15-20 seconds using soap.
      c. Clean under nails, rings, and between fingers.
      d. All of the above

13.   Healthcare workers who decline the Influenza vaccine must wear a mask in all areas of the Hospital except:
      a. Main lobby
      b. Cafeteria
      c. Private offices
      d. Hallway
      e. A, B and C only
      f. They are not required to wear a mask.

14.   Alcohol based hand sanitizers are effective against killing C-Difficile, therefore, soap and water are not required.
      a. True
      b. False

15.   Gown and gloves can be worn in common areas such as elevator, nurse's station, hallway, etc.
      a. True
      b. False

SOCIAL SERVICES

16.   Health care practitioners are mandated reporters of suspected abuse:
      a. True
      b. False

17.   EMTALA law requires that hospitals provide medical care, treatment, and stabilization to the patient prior to discharge or transfer, even if they cannot pay for the services.
      a. True
      b. False

PATIENT CARE

18. Suicide is a serious problem in hospitals, and in order to protect the patient, all patients are screened for suicide risk. Listed below are statements about suicide.
    1. If a suicide risk is identified, then the patient is restrained.
    2. Risk factors for suicide are family history, financial strain, previous attempt, antidepressant medication.
    3. Methods typically used in a hospital to commit suicide include, but are not limited to, jumping off the roof, hanging from a light cord, suffocation.
    4. Interventions are not needed to protect the suicidal patient.
    5. Suicide is not a risk in our hospital.

    Select all correct statements:
    - a. 1 & 2 are correct
    - b. 2 & 4 are correct
    - c. 2 & 3 are correct
    - d. All are correct
    - e. None are correct

19. Patient identifiers at WHMC are:
    - a. Name & Social Security number
    - b. Room number and disease
    - c. Name and room number
    - d. Name and birth date (and account number for Laboratory)

20. Restraints are never used as a convenience to staff. They are used when other alternatives have been unsuccessful, and require using an appropriate type of restraint to protect the patient.
    - a. True
    - b. False