

ANNUAL ORGANIZATIONAL REQUIREMENTS TEST

		TRUE	FALSE
Abuse and Neglect			
	1. It is considered patient abuse and neglect when a caregiver withholds a patient's medication		
	2. If you notice signs of abuse, you ARE required to report it to your supervisor.		
Aging Milestone			
	3. Premature infants can take up to 2 years to catch up to developmental milestones.		
	4. A child 4 to 6 years old is considered a toddler.		
Business Continuity Plan (BCP)			
	5. The JHHCG Business Continuity Plan details/describes contingency preparations minimizing disruptions to patient care and operations in the event of an emergency.		
	6. Staff should be responsible for keeping fresh batteries in cell phones and pagers and have easy access to departmental telephone tree.		
	7. The emergency communication phone line for JHHCG is 410-288-8100		
Cultural Diversity and Team Building			
	8. Cultural Diversity is represented by a variety of groups with different beliefs and behaviors that live and/or work together.		
	9. You should judge people by what is "normal" for you.		
	10. Being on a team reduces creativity.		
End of Life Care			
	11. Comfort and dignity are optimized during end-of-life care.		
	12. Palliative care provides comfort and maintains the highest possible quality of life.		
Ethics			
	13. JHHCG's Ethics Committee is a resource for conflict resolution related to ethical dilemmas.		
	14. Only supervisors are JHHCG can initiate an ethical consult.		
Infection Control			
	15. Hand washing is the most important measure to prevent the spread of infection. Hand rubbing with gel requires 20 – 30 seconds duration. Hand washing with soap and water requires 40 – 60 seconds duration.		
	16. To report patient infections call BUGs Hotline – 288-2847 or complete safety event report.		
	17. All employees need to report an infectious illness to their supervisor.		
Medication Safety			
	18. Potentially harmful medication errors have come from "look-alike, sound-alike medications".		
	19. It is NOT necessary to check the expiration dates of medications		
	20. When flying, it is good practice to keep medication in carry-on luggage and syringes with their appropriate medication.		

		TRUE	FALSE
Pain Management			
21.	Pain is whatever the experiencing person says it is; existing whenever he/she says it does.		
22.	Documentation of pain includes any increase or decrease in pain medication from the last visit.		
23.	A Universal Pain Assessment Tool is intended to help healthcare providers assess the severity of pain.		
Performance Improvement			
24.	Plan, Do, Check, Act is the language JHHCG uses for Performance Improvement projects.		
25.	Setting Goals is part of the "Plan" step for performance improvement.		
26.	Educate and Communicate are part of the "CHECK" step for performance improvement.		
Risk Management			
27.	Every employee is obligated to report unsafe conditions that may affect the safety of our patients		
28.	All employees have an obligation to promote safety and quality for JHHCG patients, employees, and property.		
29.	Performing a RCA (Root Cause Analysis) after an event means that the team tries to identify a system(s) that may have failed and contributed to the event.		
30.	The goal to FMEA is to find who is at fault and blame that person		
31.	Only clinical staff has to follow HIPAA regulations and laws.		
32.	It is OK to look up clinical information on your friend to tell them what information is in their medical record.		
National Patient Safety Goals			
33.	Staff should write down and read back verbal orders to the physician to assure that orders are clearly communicated and understood.		
34.	Hand off communication is to provide up-to-date information on the patient.		
35.	Unapproved abbreviations get in the way of clear communication		
36.	It is the responsibility of all staff having contact with a patient to educate them about oxygen safety, regardless of staff's specialty or oxygen supplier.		
37.	Reconcile medications accurately and completely across the continuum of care by communicating current and complete medications lists to the next provider of care, both inside and outside of JH System.		
Safety	Fire, Home, Oxygen and Chemicals		
38.	In the event of a fire in the workplace, employees should use the R.A.C.E. technique (Rescue, Alarm, Contain, Evacuate).		
39.	To use a fire extinguisher think Pull – Aim – Squeeze – Sweep (P.A.S.S.)		
40.	Lighting and visibility have no effect on falls prevention.		
41.	Oxygen will make a fire burn hotter and faster than normal.		
Safety in the Workplace	Impairment in the Workplace, Violence in Workplace and Sexual Harassment		
42.	Verbal abuse is not a form of workplace violence.		
43.	Sexual harassment is not a form of discrimination		
44.	Supervisors and the Human Resource Department are points of contact for reporting workplace violence.		
45.	If you suspect a co-worker is impaired, immediately report unsafe practices or behaviors to your supervisor(s).		

		TRUE	FALSE
Compliance Program			
46.	The best way to report a compliance or ethical issue would be to call the Compliance Hotline at 1-877- WE COMPLY.		
47.	Compliance is abiding by governmental regulations for; provision of care, billing, privacy and security.		
Customer Service	Compliment, Complaint and Service Concerns		
48.	JHHCG monitors the "Top Box" score as our key measure of patient satisfaction. Top Box is a term used to describe the highest rating (Percentage of VERY GOOD) in our patient satisfaction survey.		
49.	JHHCG staff is expected to respond to any service concern/complaint using the 4 A's: Appreciate, Acknowledge, Apologize, and Action.		
50.	Service concerns can only be initiated by patients and families/caregivers.		

Rev. 12/03, 3/04, 2/05, 2/06.2/07, 9/07, 3/08, 3/2009, 3/2010, 4/2010, 3/2011, 5/2011