

ANNUAL ORGANIZATIONAL REQUIREMENTS TEST

		TRUE	FALSE
Abuse and Neglect			
	1. Poor personal hygiene, and overly medicated patient, and soiled bedding are physical signs of abuse/neglect.		
	2. If you notice signs of abuse, you are required to report it to your supervisor.		
Age Related			
	3. Premature infants can take up to 2 years to catch up.		
	4. Peer acceptance is not important for an 11 year old.		
	5. Successful aging refers to the changes due solely to the aging process, uncomplicated by damage from environment, lifestyle, or disease.		
Business Continuity Plan (BCP)			
	6. It is not important for patients to be aware of JHHCG telephone numbers, available emergency services and developing a family emergency plan.		
	7. Staff should be responsible for keeping fresh batteries in cell phones and pagers and have easy access to departmental telephone tree.		
Cultural Diversity and Team Building			
	8. Eye contact is viewed differently depending upon one's cultural background.		
	9. Try not to judge others by what's normal for you.		
	10. Team work does not allow employees to come up with solutions.		
End of Life Care			
	11. Home Care clinicians must discuss advance directives and state their patient's wishes on the consent.		
	12. You must confirm a DNR with the MD and place it in the chart.		
	13. Comfort and dignity are optimized during end-of-life care.		
Ethics			
	14. Only a manager can bring an ethical consult to the attention of the Ethics Committee.		
	15. JHHCG's Ethics Committee meets at least twice a year.		
	16. Some ethical issues to consider are patient abandonment and discrepancies in pain management practice.		
Infection Control			
	17. Hand washing is the most important measure to prevent the spread of infection.		
	18. All employees need to report infectious illness to their supervisor		
	19. To report patient infections call 1 - 955 - Cockroach.		
Medication Safety			
	20. When dispensing or administering high alert medications such as narcotics, double check all required information.		
	21. When flying, it is good practice to keep medication in carry-on luggage and syringes with their appropriate medication.		

22. It is **not** necessary to check the expiration dates of medications

		TRUE	FALSE
Pain Management			
23.	Pain is whatever the experiencing person says it is; existing whenever he/she says it does.		
24.	Documentation of pain includes any increase or decrease in pain medication from last visit.		
25.	A Universal Pain Assessment Tool is intended to help healthcare providers assess the severity of pain.		
Performance Improvement			
26.	Plan, Do, Check, Act is the language JHHCG uses for Performance Improvement projects.		
27.	The "Plan" step helps to identify an opportunity for improvement.		
Risk Management			
28.	Every employee is obligated to report unsafe conditions that may affect the safety of our patients		
29.	The goal of FMEA is to find fault.		
30.	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.		
31.	HIPAA combats waste, fraud, and abuse in health insurance and health care delivery.		
National Patient Safety Goals			
32.	Staff should write down and read back verbal orders to the physician to assure that orders are clearly communicated and understood.		
33.	Hand off communication is to provide up-to-date information on the patient.		
34.	At least, 2 patient Identifiers are required for admission and procedures.		
35.	Trailing zeros like (7.0mg) or QOD (every other day) are unapproved abbreviations.		
36.	When visiting a patient that uses oxygen it is the responsibility of all staff having contact with that patient, to educate them about oxygen safety; regardless of staff's specialty or oxygen supplier.		
37.	Clarify all medication discrepancies with the patient.		
Safety	Fire, Home, Oxygen and Chemicals		
38.	You should have at least one smoke detector per floor.		
39.	To use a fire extinguisher think Pull – Aim – Squeeze – Sweep (P.A.S.S.)		
40.	Oxygen has a distinct odor and taste.		
41.	For clear visibility increase lighting to prevent falls.		
Safety in the Workplace	Impairment in the Workplace, Violence in Workplace and Sexual Harassment		
42.	If you suspect a co-worker is impaired, immediately report unsafe practices/behavior to your supervisor.		
43.	Workplace violence is defined as physical abuse only.		
44.	Sexual harassment is not a form of discrimination.		
45.	Supervisors and the Human Resource Department are points of contact for reporting workplace violence.		

		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 security.		
Customer Service	Compliments/Complaints/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 in our patient satisfaction survey.		
49.	JHHCG staff is expected to respond to any service concern/complaint using the 4 A's: Appreciation, Acknowledge, Apologize, and Action.		
50.	Service concerns can only be initiated by patients and families (or caregivers).		

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