Name: _____   Score: _____

2019 Level I Competence and Policy Review

1. AIDET is a communication tool that helps us achieve our service and quality goals. What does AIDET stand for?
    a. Acknowledge, Introduce, Describe, Explanation, Tell
    b. Acknowledge, Instruction, Duration, Explanation, Thank You
    c. Acknowledge, Introduce, Duration, Explanation, Thank You
    d. Acknowledge, Invite, Duration, Explanation, Thank You

2. For ethical issues concerning patient care, the Ethics Committee can be accessed by
    a. Completing an Ethics consult request form
    b. Calling Risk Management
    c. Contacting an on-call member through the communications operator
    d. Calling hospital administration

3. Employees have the right to report issues and concerns to regulatory bodies such as The Joint Commission, Oklahoma Department of Human Services or Oklahoma Department of Health.
    a. True
    b. False

4. Under the federal False Claims act, any person that knowingly submits false or fraudulent claim for payment of US Government funds is liable for significant penalties and fines.
    a. True
    b. False

5. The only areas authorized to release information to the media are
    a. Administration
    b. Public Relations/Marketing
    c. Clinical Coordinators, at the OKC Campus
    d. Both B and C

6. Upon receiving a potentially suspicious package, you should immediately alert your supervisor.
    a. True
    b. False

7. In the event of an emergency requiring decontamination, the hospital operator will announce overhead
    a. Mass Casualty Disaster
    b. Medical Disaster requiring decontamination
    c. All personnel activate the Disaster Response Plan at this time
    d. Code Orange – all available personnel please report to your assigned areas.

8. During a disaster/activation of the Emergency Preparedness Plan, each treatment area will maintain a record of patients in and out of their area including patient tracking number, arrival time and departure time.
    a. True
    b. False

9. Upon activation of the Emergency Preparedness Plan, staff shall stay on/report to their department.
    a. True
    b. False

10. The term used to designate a fire alarm is
    a. Condition Red
    b. Code Red
    c. Code Black
    d. Condition Black

11. If a fire is in your immediate area, your actions should follow the R.A.C. E. acronym. (Rescue anyone in immediate danger, activate the alarm, contain/confine the fire, extinguish the fire if it is safe to do so).
    a. True
    b. False

12. If a fire is not in your area, you should do all the following EXCEPT:
    a. Open all doors
    b. Assure patients and families that the situation is under control
    c. Leave someone by the phone
    d. Maintain normal operations

13. Floor Evacuation (*vertical evacuation of patient to a lower floor)* shall only occur on the order from the Administrator on-call, the House Supervisor, or the Fire Department.
    a. True
    b. False

14. When a tornado warning in our area is issued by the National Weather Service, the overhead announcement made will state:
    a. A tornado warning is issued
    b. A Severe Weather Alert is now in effect
    c. Code Black
    d. Condition Black

15. During a Code Black, it is important to ensure all patients/families/visitors have shoes on or protective foot covering readily available.
    a. True
    b. False

16. Code Blue is the term designated for a patient, staff member or visitor who
    a. Has suffered a cardiac or respiratory arrest and requires cardiopulmonary resuscitation
    b. Has fallen in a stairwell
    c. Has a do not resuscitate order in his medical record
    d. Is on suicide precautions

17. Upon discovering an ill or injured person, an employee should report a "person down."
    a. True
    b. False

18. In neonatal and perinatal units, staff members wear unique scrubs and have pink ID badges as a heightened security measure.
    a. True

b. False

19. All staff and contract staff are responsible for ensuring other do not "draft" entrance into a secure area when opening doors with badge access.
    a. True
    b. False

20. Employees are responsible for utilizing the appropriate PPE when handling hazardous materials and for reporting potential overexposures and mislabeled hazardous materials.
    a. True
    b. False

21. Chemicals transferred from the original container to another container for storage do not need a label.
    a. True
    b. False

22. Safety Data Sheets (SDS) may be obtained on the intranet or by calling a toll-free number.
    a. True
    b. False

23. It is acceptable to cleanse your hands with alcohol-based hand sanitizer when your hands are visibly soiled.
    a. True
    b. False

24. Blood-borne pathogens such as HIV and Hepatitis B can only be transmitted through blood.
    a. True
    b. False

25. Signs of abuse and/or neglect include all of the following except:
    a. Physical marks (bites, bruises, broken bones, lacerations)
    b. A person telling you he/she has been abused
    c. Crying excessively
    d. Extreme withdrawal or agitation
    e. An unkempt appearance (improper clothing for the weather, extremely poor hygiene)

26. Reporting abuse or neglect is the responsibility of all staff, volunteers, students, etc.
    a. True
    b. False

27. Which of the following are signs or symptoms of stroke?
    a. Sudden severe headache
    b. Dizziness
    c. Slurred speech
    d. Sudden numbness on one side
    e. All of the above

28. The Code to call if an inpatient is suspected of having had a stroke is:
    a. Code Purple
    b. Code Green

     c. Code Blue
     d. Code Gray

29. Vendors may visit the unit to drop off food or pens without going through the HCIR Vendor check in process if they are only going to be in the area a short time and will not have patient contact.
     a. True
     b. False

30. Vendors must have a new badge printed with their name and date each day they are in the facility.
     a. True
     b. False

31. If you are fluent in a foreign language, but have not done an official competency verification, you may translate
     a. Whatever you feel comfortable translating.
     b. Only basic information such as location of bathrooms and treatment areas

32. A HIPAA violation can occur if you share information which can be linked back to a patient, even if you do not specifically reveal the patient's name.
     a. True
     b. False

33. Photographs may be taken using personal devices.
     a. True
     b. False

34. Consent to photograph/videotape patients/visitors must be obtained even if the picture does not depict the patient's face or other identifiable image.
     a. True
     b. False

35. Anytime you leave your workstation you should log off the computer
     a. True
     b. False

36. If you suspect a staff member of mistreating a patient, it is important to immediately report your concern to your chain of command or the clinical coordinator/administrator on call if it is a night/weekend shift.
     a. True
     b. False

37. In the acronym CLEAN helps us remember what to do in the case of a hazardous material spill. The "L" in CLEAN stands for:
     a. Loosely cover the spill
     b. Leave the area unless properly trained in clean up
     c. Locate the Safety Data Sheet

38. It is a requirement in our hospital that medications:
     a. are locked/secured
     b. are under constant supervision
     c. are available

39. I know where the fire extinguisher, evacuation routes, and oxygen shut off are in my work area.
    a. True
    b. False

40. The purpose of Introducing yourself as part of AIDET is to:
    a. Make the patient feel safe
    b. Reduce the patient's anxiety
    c. Increase quality
    d. Increase patient loyalty

41. Regarding Social Media, which of the following statements are true?
    a. Unless specifically authorized, employees may not speak on behalf of OUM.
    b. Employees may not publicly discuss patients, employees, or other stakeholders.
    c. OUM has the right to use content management tools to monitor comments or discussions about the Company, its employees, its patients and the industry posted on the Internet.
    d. Employees should have no expectation of privacy while posting information to social networking sites.
    e. All of the above.