

**QUIZ for Initial Orientation Essentials**

Name: \_\_\_\_\_

Date: \_\_\_\_\_ Unit/Dept: \_\_\_\_\_

After reading “Essentials,” please answer the following questions.  
(Note: For nurses, there are additional questions at the end.)

**\*\*For each question below, please fill in/complete the statement or circle the one best answer\*\***

**MISSION/VISION/CUSTOMER SERVICE**

1. The care MRCH offers includes providing comprehensive, quality health care in a compassionate and cost-effective manner.

- a. True                      b. False

2. Customer service is everyone’s responsibility.

- a. True                      b. False

**SAFE PRACTICES**

3. All hospital employees are responsible for safety.

- a. True                      b. False

4. You work in the lab and notice a patient in the hallway who looks pale and sweaty. The patient tells you he thinks he is going to fall down. What is your best action:

- a. Stay with the patient until a nurse comes by to help.
- b. Help the patient sit down and call for medical personnel to help.
- c. Instruct the patient to walk back to his room.

**PATIENT RIGHTS**

5. Please list two patient rights (per the MRCH “Patient Rights” policy):

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**CULTURAL AWARENESS**

6. One of the positive ways to work with different cultures is to do the following:

- a. Know your own beliefs and be respectful of others’ beliefs.
- b. Indicate what works best in your culture and follow those guidelines with your patients.

**INTERPRETER SERVICES**

7. If there is not an interpreter available, I am to use Pacific Interpreters.

- a. True                      b. False

**AGE-SPECIFIC CARE**

8. It is important to consider the patient’s age in order to identify special needs for communication and care.

- a. True                      b. False

**HIPAA**

9. Patients have a right to privacy, which includes their personal demographic information.

- a. True                      b. False

10. Which of the following are considered Protected Health Information (PHI)?

- a. Name
- b. Date of birth
- c. Medical record number
- d. Diagnosis and treatment information
- e. All of the above

11. If you are uncertain about sharing certain patient information, who are some of the people you can go to for help?

- a. Your manager or supervisor
- b. Medical records (Health Information Management) staff
- c. Both (a) and (b)

#### **ADVANCE HEALTH CARE DIRECTIVES**

12. If a patient requests more information on advance directives, it is important to get such information to the patient soon. One department to contact for assistance is Social Services.

- a. True
- b. False

#### **PATIENT GRIEVANCES**

13. If a patient wants to file a complaint, I should first try to do what I can to assist them. If they are not satisfied, I should then notify my supervisor or the Patient Experience Officer (PEO).

- a. True
- b. False

#### **PATIENT IDENTIFICATION**

14. All patients must be identified by a proper armband, and verbal confirmation of a patient's name and date of birth must occur prior to steps such as lab draws, medication administration, etc.

- a. True
- b. False

#### **PATIENT WRISTBANDS**

15. A green armband is for transmission-based precautions, and a yellow ID band indicates that the patient is at risk for a fall.

- a. True
- b. False

#### **ABUSE RECOGNITION AND REPORTING**

16. Health care practitioners are mandated reporters of suspected abuse. Abuse of children, elderly, or dependent adults can be physical, emotional, financial, or sexual.

- a. True
- b. False

#### **QUALITY ASSESSMENT and PERFORMANCE IMPROVEMENT**

17. MRCH utilizes the FOCUS-PDCA model for performance improvement.

- a. True
- b. False

18. Each department/unit has goals for assessing the quality of its work and for improving performance (QAPI goals). As you begin working in a department or unit, it's important to ask about its specific QAPI goals.

- a. True
- b. False

#### **OCCURRENCE / ADVERSE EVENT REPORTING**

19. Occurrence Reports are filled out only if there is injury.

- a. True
- b. False

20. It is important to put the name of the patient/visitor (who was affected or potentially affected) on the Occurrence Report.

- a. True
- b. False

21. Occurrence/Adverse events include, but are not limited to, patient abduction, discharge of an infant to a wrong person, patient suicide, hemolytic reactions, or wrong site surgery. If any of these events occur, they must be reported immediately to the supervisor and administration.

- a. True
- b. False

#### **COMPLIANCE**

22. To help ensure MRCH adherence to state and federal guidelines, and help with high-quality patient care, MRCH has a Compliance Officer and a Compliance Confidential Line, which can be contacted with concerns.

- a. True
- b. False

#### **CODE RED RESPONSE (FIRE)**

23. In case of fire, steps in the Fire Plan are (in order):

- a. Pull the alarm, close all the doors, shut off the oxygen, and remove anyone from the fire.
- b. Remove/rescue patient, activate the alarm and code, confine fire, extinguish fire if possible or evacuate.
- c. Remove anyone near the fire, extinguish fire, or if too large, pull the alarm and close the doors.
- d. Get the ABC extinguisher, put out the fire, notify operator, and close doors if smoke.

24. Locate the fire extinguishers and fire alarm pull box near the area you usually work. Practice being able to get the fire extinguisher out of its wall bracket.

- a. True
- b. False

#### **SAFETY – OXYGEN**

25. Oxygen contains properties that support a fire/combustion.

- a. True
- b. False

26. Potential ignition sources (e.g. frayed wiring) should be kept away from oxygen

- a. True
- b. False

#### **SAFETY – RADIATION**

27. The degree of radiation exposure depends on which of the following:

- a. Time
- b. Distance
- c. Shielding
- d. All of the above

28. At all times (24/7), the MRI is on. Do NOT enter the MRI-containing unit without clearance, by specially trained MRI staff, to do so.

- a. True
- b. False

#### **SAFETY -- INFECTION CONTROL**

29. The single most important step we can take to prevent the spread of infection is which of the following:

- a. Close the patient's door.
- b. Do hand hygiene always when entering and leaving patient rooms (using alcohol hand cleanser or soap and water).
- c. Wear a mask.

30. Even when gloves are removed correctly, hands can still be contaminated due to “back spray” (microbes jumping back onto hands) and/or small tears in gloves.  
a. True                    b. False
31. Alcohol-based hand sanitizers are more drying than frequent hand washing with soap and water.  
a. True                    b. False
32. Standard precautions (protection from potential body fluid exposures) are always necessary in health care. This can involve wearing personal protective equipment (PPE) such as gloves and protection of eyes from splashes.  
a. True                    b. False
33. Body fluids include which of the following:  
a. Blood  
b. Mucous  
c. Urine  
d. All of the above

**SAFETY – ENVIRONMENT of CARE**

34. Hospital-grade plugs should have the following type of prongs:  
a. Two  
b. Three  
c. Two or three
35. Malfunctions of patient equipment must be reported to Biomedical Engineering.  
a. True                    b. False
36. All life-saving equipment is to be plugged into emergency outlets (red outlets or those labeled “emergency”).  
a. True                    b. False
37. Material Safety Data Sheets (also known as Safety Data Sheets): MSDS can be accessed via the MRCH Intranet link 7 days a week. Also, copies of MSDS may be kept with Plant Ops and the House Supervisor in the event of a computer outage.  
a. True                    b. False

**EMERGENCY and DISASTER RESPONSE**

38. An employee’s responsibility in a local disaster (e.g., earthquake) includes the following:  
a. Stay calm/Don’t panic.  
b. Report to the hospital unless not possible or directed not to do so.  
c. Always bring MRCH badge.  
d. At hospital, go to the labor pool (also called people power pool) in MRCH cafeteria.  
e. All of the above
39. “Drop/duck, cover, and hold” during an earthquake, because most earthquake-related injuries stem from falling objects.  
a. True                    b. False

**SECURITY**

40. For all employees, affiliates, or contract personnel, wearing an MRCH ID badge when on duty (above your waist) is an essential part of hospital security.  
a. True                    b. False

41. Security incidents are reported, and this includes completing an Occurrence Report.

- a. True                      b. False

**SAFETY – CODES**

42. Please fill in/complete: The code to be paged in the event of a Fire is CODE \_\_\_\_\_.

43. Please fill in/complete: The code to page for a Cardiac/Medical Emergency is CODE \_\_\_\_\_.

44. To call a code, call \_\_\_\_\_ during the day (0700-2300) and \_\_\_\_\_ at night (2300-0700).

**STAFF RIGHTS**

45. If a staff member believes they will have difficulty caring for a certain patient, or undertaking a certain procedure, the staff member needs to notify their lead/manager/supervisor.

- a. True                      b. False

**HARASSMENT POLICY**

46. In part, harassment is physical or verbal action that a reasonable person would consider abusive, intimidating, or hostile.

- a. True                      b. False

**WORKPLACE VIOLENCE PREVENTION/DISRUPTIVE BEHAVIOR**

47. Threats or acts of violence are reported (and an Occurrence Report completed even if no injury occurred).

- a. True                      b. False

48. If the individual's behavior poses risk of violence or threatens integrity of the environment of care, implement a Dr. Strong Code.

- a. True                      b. False

**BODY MECHANICS/ERGONOMICS**

49. When you want to pick up an object from the floor, keep your knees straight and use your back.

- a. True                      b. False

50. When lifting an object/patient, the most thorough description of the steps you take are the following (in proper order):

- a. Assess the load, keep the back straight, lift with the legs, hold away from the body.
- b. Bend the knees, keep the back straight, lift with legs, and keep the load close to your midline.
- c. Assess the load and if too heavy get help. When lifting, bend the knees, keep the back straight, lift with legs, and keep the load close to your midline. Do not twist!
- d. Assess the load, bend the knees, and lift with the legs.

51. For an ergonomically safe work station, keep joints naturally aligned, and try frequently to stretch and walk at least a little.

- a. True                      b. False

**EMTALA**

52. EMTALA is a federal law that protects all patients presenting for emergency medical care by requiring medical screening exams and stabilization of the patient to the best of MRCH ability, even if the patient cannot pay for the services.

- a. True                      b. False

**HOMELESS PATIENTS**

53. Homeless patients will be offered assistance with discharge planning, including information about shelters, health-care follow up, and transportation assistance.
- a. True                    b. False

**MEDICARE RULES**

54. Medicare patients have a process that can be followed if they feel they are not ready to be discharged from the hospital.
- a. True                    b. False

**\*\*END of QUIZ for ALL STAFF. NURSES, please continue below.\*\***  
**THANK YOU and WELCOME to MAD RIVER COMMUNITY HOSPITAL!**

*Revised August 2019*

**The following questions are for nurses only:**

**POLICIES AND PROCEDURES**

1. The link that provides a search engine for topics related to patient care and safety can be found where (please fill in):

\_\_\_\_\_

**SKIN CARE**

2. All patients are assessed for the presence of wounds upon admission, every shift and as needed.
- a. True                    b. False

**RESTRAINTS**

3. Per the helpful Restraint Documentation Form, when restraints are used, patient safety monitoring occurs every \_\_\_\_\_ and assessment for several items, including continued restraint use, occurs every \_\_\_\_\_ .

**ADMINISTRATION of MEDICATION**

4. Reviewing the Rights of medication administration whenever a med is given – e.g., right patient, medication, dose, route, and time – is one way to ensure safety.
- a. True                    b. False

Please fill in/complete the following: \_\_\_\_\_ is a good source of information about medications, including possible side effects. (Please do patient education about medications, including possible side effects.)

**BLOOD ADMINISTRATION**

5. When there is a pulmonary-related transfusion reaction, it can cause pulmonary edema.
- a. True                    b. False

**ORGAN/TISSUE DONATION**

6. Please fill in/complete the following: \_\_\_\_\_ is the MRCH OPO that is notified, early, of all potential organ/tissue donations.

**\*\*END of QUESTIONS for NURSES\*\***

*Revised August 2019*