

# Healthcare Organization Orientation Packet

## POST TEST

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Answer all questions with the best possible choice: multiple choice, fill in the blank, or true/false. Forward the completed posttest to your instructor or supervisor.

1. Appropriateness of MOLST orders is reviewed every \_\_\_\_\_ days for the acutely ill patient and every \_\_\_\_\_ days for the Alternate Level of Care patient.
2. Healthcare providers who obtain confidential HIV related information in the course of providing health services might not disclose this information until the protected individual has given permission to the release of such information. **True or False?**
3. The NYS Department of Health requires that Patient's Rights be:
  - a. posted in designated areas
  - b. explained to the patient by a designated person
  - c. understood by the patient and documented as such
  - d. all of the above are required.
4. The use of physical restraint for non behavioral health services purposes:
  - a. can be the decision of anyone on the healthcare team
  - b. are "standing orders" for elderly patients as protocol to prevent falls
  - c. require MD notification and frequent patient assessments
  - d. are used as needed because alternatives have been found ineffective
5. Healthcare providers have a duty to report:
  - a. elder abuse
  - b. domestic violence
  - c. child abuse
  - d. sexual assault
6. Smoking is permitted in designated areas outside of most hospitals. **True or False?**
7. A near miss should be reported, even if no harm came to the patient, to assure:
  - a. those involved in the event can be properly disciplined
  - b. processes and systems can be fixed for future patient safety
  - c. a legal means of defense for the institution
8. All of the following are measures to control the spread of TB **except:**
  - a. Use of the particulate respirator mask by staff when working with TB patients
  - b. Isolating TB patients only upon diagnostic test confirmation
  - c. Use of negative pressure rooms for patients at high risk for TB
  - d. Suspected or confirmed patients with TB are started promptly on appropriate treatment
9. In the event of fire or smoke detection, you should:  
**R =** \_\_\_\_\_  
**A =** \_\_\_\_\_  
**C =** \_\_\_\_\_  
**E =** \_\_\_\_\_
10. All actual or imminent patient deaths must be called in to the regional organ and tissue procurement agency hotline. **True or False?**

11. Computer passwords may be shared among staff and students in order to save time. **True or False?**
12. A student notices one of the nurses on the unit has slurred speech, is bumping into walls, and has shaking hands. The first action for the student in this situation would be to:
  - a. do nothing
  - b. ask the patient if they like the nurse
  - c. report your observations to the instructor and charge nurse/manager of the unit
  - d. call the NYS Office of Professional Misconduct
13. According to New York State Law, a professional can be found guilty of misconduct only if the patient is harmed.  
**True or False?**
14. Pain is recognized as the 5<sup>th</sup> vital sign and should be screened for whenever other vital signs are assessed. **True or False?**
15. About 5% of patients treated with opioids in the hospital become addicted. **True or False?**
16. Incomplete documentation in the medical record can lead to errors in medical record coding for reimbursement, but healthcare organizations may bill insurance carriers for tests even if the documentation is incomplete. **True or False?**
17. A patient is scheduled for an X-ray of the abdomen, but it is discovered that the wrong patient was brought to the department. Once the correct patient has been X-rayed, what should the staff person do?
  - a. Contact the Transport Office and complain
  - b. Nothing, no error occurred
  - c. Report a "near miss" using an Incident Report or Quality Reporting Form
  - d. Call the NYSDOH to report a sentinel event
18. In the event a patient receives a suspicious letter with no return address, the staff member should:
  - a. Help the patient open the letter in order to see who it is from
  - b. Do not open it and report to Security personnel
  - c. Send it back to the Mailroom
19. A student assigned to one of the regional hospitals hears that the facility's disaster plan has been activated due to flooding. The student's next action should be to respond to the facility to be available to help with patient evacuation. **True or False?**
20. A patient is receiving IV fluids from an infusion device that malfunctions and delivers more IV fluid than is ordered for the patient. After stopping the pump, assessing the patient for adverse effects, notifying the preceptor/instructor, and completing the appropriate incident report, what would your next steps be?
  - a. Turn the IV pump back on to assure the patient gets the needed IV fluids
  - b. Remove the pump and put it in the hallway
  - c. Take the pump off the patient, include all disposables, (tubing, etc.) tag it, and take to the appropriate area for equipment repair
  - d. Try to fix the equipment
21. A patient's family tells a student you they are very unhappy about the care their family member is receiving. What should the student do?

- a. Tell them you aren't an employee
  - b. Tell them you are sorry and you will notify the staff nurse, instructor and the charge nurse or manager
  - c. First give them the NYSDOH phone number to call
  - d. Promise them a deduction on their hospital room
22. CLABSI's can be prevented by adhering to the following interventions:
- a. Proper placement of the line
  - b. Proper management of the line
  - c. both a & b
  - d. none of the above
23. Corporate Compliance would require reporting:
- a. Medical device failure
  - b. Appropriate billing practices
  - c. Accurate record keeping
  - d. A breach in patient confidentiality
24. It would be appropriate to release PHI in all of the following situations, **except**:
- a. The patient has provided authorization
  - b. The healthcare organization is complying with a medical device recall
  - c. The patient is participating in a drug trial, but it is unknown if the patient has granted authorization to disclose PHI
  - d. The patient's physician is requesting PHI in the course of treating the patient
25. You have decided you will keep some patient data on your hand-held PDA for use in a report you are writing. What is your responsibility for securing the ePHI on the device?
- a. Keeping the device password protected
  - b. Keeping the device under your possession or secured from access to others
  - c. Using proper procedures to delete the data completely from the device when the data is no longer needed
  - d. Students are not allowed to keep identifiable patient data on electronic portable devices
26. In accordance with the 2022 National Patient Safety goals, all of the following are true **except**:
- a. Two patient identifiers are used whenever administering medications or blood products and when providing treatments or procedures
  - b. Alarms on medical equipment may be placed in silent mode during quiet time
  - c. Pay careful attention to patients receiving blood thinning medication
  - d. CDC hand hygiene guides are to be followed
27. Key issues to address at the end of life include all the following **except**:
- a. pain control and symptom management
  - b. restricted visiting hours to avoid upsetting the family
  - c. designation of a health care agent in the event the patient is unable to make medical decisions
  - d. respect for the dignity, privacy, and confidentiality of the patient and family

28. Joint Commission and DNV readiness requires:

- a. You know the emergency plan for the organization
- b. You defer to the nurse to activate a fire emergency
- c. You tell the Joint Commission or DNV surveyor you are just a student and you will not answer any of their questions.
- d. You keep your identification badge in your pocket

29. Proper posture and body mechanics with lifting includes:

- a. Keeping your feet tightly together
- b. Lifting a patient by yourself
- c. Bending at the spine
- d. Keeping the load as close to the body as possible to avoid reaching

30. To ensure the safe use of anticoagulation therapy, hospitals have implemented which of the following key elements?

- a. Development of guidelines and protocols to assist with the initiation and maintenance of anticoagulation therapy.
- b. Patient and staff education
- c. Restricting use of anticoagulation medications to individually packaged dosage forms, prefilled syringes, or premixed infusion bags
- d. All of the above

31. According to the 21st Century Cures Act, your student progress notes may be visible to patients? **True** or **False**?