



Students Orientation Guidelines – Post Test
(Complete the post test on the “Answer sheet”)

Administrative

1. In order to enhance our communication with our patients we use a communication style called:
 - a. ABLE
 - b. AIBET
 - c. AIDET
 - d. KNOW

2. Discussion of personal matters at patient’s bedside with your colleagues and/or while transporting a patient is NOT an ONSTAGE behavior.
 - a. True
 - b. False

Team Building

3. Essential factors for team building includes:
 - a. Setting clear goals and expectation
 - b. Team member commitment, collaboration and coordination
 - c. Active listening and constructive criticism strategies
 - d. All the above

Cultural Competency & Cultural Sensitivity

4. Cultural competency begins with:
 - a. Ignorance
 - b. Prejudice
 - c. Respect
 - d. Denial

5. ARMC is strong to create a culture of inclusion and in doing so request that we respect our peer employees by speaking English only so that no one feels isolated or excluded.
 - a. True
 - b. False

Ethics/Compliance

6. What is the Ethics Support Hot Line phone number where staff can report any ethical issues or concerns without fear of retaliation?
 - a. 1-714-999-1450
 - b. 1-714-999-3881
 - c. 1-714-999-3183
 - d. 1-877-246-2367 (1-877-AHMC-for-U)

Employee Conduct in the Workplace-Violence Prevention

7. If any act of violence occurs on the hospital grounds
 - a. Dial 3333 and report a code purple
 - b. Dial 3333 and report a code white
 - c. Dial 3737 and report a code gray
 - d. Dial 5150 and report a code orange

8. The Policy Against Discrimination, Harassment and Retaliation, applies to any person, whether or not they are an employee, on any business premises or workplace. Any harassment by vendors, clients, contractors, customers, or any other person doing business with AHMC Anaheim Regional Medical Center must be reported.
 - a. True
 - b. False
9. De-escalation Technique includes; Give the person undivided attention; be nonjudgmental; focus on the person's feelings, not just the facts; allow silence; and use restatement to clarify messages.
 - a. True
 - b. False

Life Safety

10. What code would be a bomb threat situation?
 - a. Yellow
 - b. Silver
 - c. Gold
 - d. Purple
11. When it comes to sharp injury prevention the expectation of all ARMC personnel is that they will:
 - a. Activate safety devices after use in order to decrease risk of needle stick injuries
 - b. Dispose of sharps appropriately in sharps designated waste containers
 - c. Both A & B
 - d. None of the above
12. In order to minimize the occurrence of back injuries at ARMC a mobility coach program has been initiated which incorporates the use of lift equipment to safely move patients. The equipment includes a SARA STEDY mobility device and a MAXI-MOVE lift device.
 - a. True
 - b. False
13. Nitrile gloves are a component of PPE and when used with face protections and gown provides adequate protection against hazardous drugs.
 - a. True
 - b. False
14. PPE should be worn when?
 - a. When preparing hazardous drugs
 - b. When administering hazardous drugs
 - c. When handling soiled linen from patients who received hazardous drugs
 - d. All the above

Fire Safety

15. When fighting a fire what is the 5 second rule?
 - a. Fight the fire if you can safely put the fire out within 5 seconds
 - b. Evacuate the hospital in 5 seconds
 - c. Allow 5 seconds for the operator to answer your emergency call
 - d. Spend 5 seconds yelling out "fire"

Security

16. Identification badges identify all employees, volunteers, vendors, and visitors to AHMC Anaheim Regional Medical Center. What other security services are provided?
- Security officer escorts can be arranged on request
 - Security officers can be reached at 5150
 - Security officers are authorized to check all packages brought in or taken out of the hospital
 - All the above

HIPAA/Confidentiality/Patient Rights

17. Which of the following procedure(s) protect confidentiality of Patient information?
- Computer Screens should be locked, & charts are kept in racks when not in use
 - Passwords to access computerized medical records are never shared
 - If you are not part of the plan of care you should not view a patient's records
 - Do not place PHI on personal cell phone camera's
 - All the above
18. What can I do to prevent Privacy breach?
- Turn off computer screen after use
 - Confirm fax number prior to faxing
 - Verify each and every page of the PHI using two patient identifier before handing over documents to patient or family
 - All the above

EMTALA

19. EMTALA violation would include:
- Delay in treatment based on lack of insurance or indigency
 - Refusal to stabilize patient before transfer
 - Refusal to provide care based on citizenship, legal status or ability to pay
 - All the above

Infection Prevention

20. Infection Prevention responsibility belongs to:
- Infection Prevention
 - Only patient care personnel
 - Only Registered Nurses
 - All hospital staff
21. Hand hygiene must be practiced by everybody:
- Before patient contact
 - Before aseptic tasks
 - After using the restroom
 - After contact with a patient or a patient's surroundings
 - All the above

Patient Safety

22. Every individual is responsible for quality. Everyone who provides care or other services within the organization has the responsibility to contribute to the efforts for Performance Improvement as reflected in our Mission, Vision and Values.
- True
 - False

PATIENT CARE STUDENTS ONLY

23. If a patient in a yellow gown is in the hallway ambulating on their own, what is the first thing you do?
- Notify the nurse
 - Assist patient back to room
 - Assess whether patient's fall risk and use of yellow gown is appropriate
 - Leave patient alone if they are walking with a steady gait
24. All patient care staff will be able to demonstrate fast release of restraints in the event of an emergency.
- True
 - False
25. Measures taken to prevent transmission of *C.dif* infections includes:
- Clean *C.dif* patient rooms with bleach wipes daily
 - Hand hygiene with soap and water
 - Only liquid stool (Bristol Stool Type 6 or 7) to be sent for testing
 - Isolate patients until discharge and Terminal cleaning of the rooms
 - All of the above
26. Clinical Alarms are responded to immediately by the closest competent staff member.
- True
 - False
27. ARMC uses _____ and _____ as two patient identifiers to ensure each patient gets the correct medicine, treatment and documents.
- Patient name & medical record number
 - Patient name & date of birth
 - Patient name & account number
 - All the above
28. Which of the following products are safe to use on the face of someone on O₂?
- Chapstick
 - Water-based lip moisturizer
 - Vaseline
 - Baby oil
29. A document filled in conjunction with their physicians, outlining their healthcare wishes should they be unable to do so is called?
- An Advanced Directive
 - A "Physician Orders for Life-Sustaining Treatment" (POLST) document
 - Both A & B
 - None of the above
30. Patient education plan includes: but not limited to:
- Diagnosis
 - The safe and effective use of medication
 - Patients should be informed about nutritional interventions, modified diets, and oral health
 - Pain Management, Fall Preventions
 - All the above

NURSING STUDENTS ONLY

31. All patients will be assessed & documented by RN within _____ of admission and beginning of shift.
- two hours
 - 24 hours
 - 30 minutes
32. Hourly rounding addresses the most common causes for patient dissatisfaction and they are;
- Uncontrolled Pain
 - Uncomfortable Position
 - Unmet Personal needs
 - Unreachable Personal items
 - All the above
33. Medications are charged to patient:
- At prescribing (from order)
 - At dispensing (from Pyxis and Pharmacy)
 - At administration (from eMAR)
34. _____ and _____ is used for Foley catheter and perineal care.
- CHG and water
 - Soap and water
35. All central line ports require _____ impregnated caps.
- Alcohol
 - CHG
 - Betadine