



2021 Contracted Worker/Student Self-Study Education Program Examination

Directions: After reading the information in this orientation/ annual education packet, please complete question 1 – 63 below. Please sign/ date the exam and return to the Department Manager.

Mission/Vision/Values

1. **True or False.** South Nassau's values include the following: Community Priority (providing for the healthcare needs of the community), Accountability (taking responsibility for our actions), Resources (our employees and physicians are our most valuable resource), and Excellence & Ethics (commitment the highest standard of health care delivery and outcomes and treating others as we want to be treated).
2. **True or False.** Plan, design, implement & sustain compassionate human interaction in the delivery of all care and service processes for the best possible experience of each person is an organizational goal.

Patient Rights/Ethical Issues

3. **True or False.** A Patient's Rights statement is given to all patients on admission. The rights include but are not limited to:
 - * Understanding and use of all rights with interpreter assistance if needed
 - * The right to receive treatment without discrimination
 - * The right to receive considerate and respectful care in a clean and safe environment
 - * Privacy while in the hospital and confidentiality of all information and records regarding care
 - * The right to participate in all decisions about treatment and discharge from the hospital
 - * The right to complain without fear of reprisals about the care and services provided
4. **True or False.** Allegations of physical, sexual, and verbal abuse must be reported immediately to the appropriate Manager, Director and Administrator.
5. The **Ethics** Committee is available to patients, families, or staff when ethical issues arise related to patient care.

Restraint Philosophy and Fall Prevention Program

6. **True or False.** The patient has the right to safe implementation of restraint or seclusion by trained staff. Restraints are initiated only if alternatives to restraints have been unsuccessful.
7. **True or False.** Patient's identified as risk for falling wear orange identification bands.

Corporate Compliance/HIPAA

8. **True or False.** The Compliance Program is a way for ensuring that employees and agents of MOUNT SINAI SOUTH NASSAU conduct their business activities in an ethical and legal manner.
9. **True or False.** It is my responsibility to report any compliance-related question, concern, suggestion or potential issue to the Compliance Office.
10. **True or False.** I can accept a gift card (such as a Dunkin Donuts or Starbucks gift card) if it is only for \$5.00.
11. **True or False.** Medical identity theft (also known as a "Red Flag") may be detected during the registration process or during treatment. I should report all suspected cases of medical identity theft to a supervisor.
12. **True or False.** All compliance issues are reported in good faith and the reporter should not fear of intimidation or retaliation.
13. **True or False.** HIPAA Compliance has a code of conduct, which is to be abided by all personnel, including employees, students, volunteers, contracted workers, Physicians & Allied Health Staff, which was approved by the Board of Directors and supports the hospital's Compliance Program.
14. **True or False.** PHI stands for Protected Health Information and can come in several forms including electronic, verbal, written and faxed.
15. **True or False.** I can look up a co-worker's lab result, even if it not part of my job function to provide them with the information if they say it is ok.
16. **True or False.** A good way to remember how we can legally use patient information without specific authorization under HIPAA is by remembering the Acronym **TOP** (Treatment, Operations, and Payment).
17. **True or False.** If you see a negative review or post on social media by a patient, customer or employee you should personally respond to the individual.

Performance Improvement

18. **True or False.** PDSA is the performance improvement methodology used at MOUNT SINAI SOUTH NASSAU.
19. **True or False.** SMART goals are specific, measurable, accurate, relevant and timely.

Service Excellence

20. **True or False.** *RELATE*” stands for Reassure, Explain, Listen, Answer, Take Action, and Express Appreciation.
21. **True or False.** South Nassau non- negotiable behaviors includes escorting patients and visitors to their destination.

Patient Relations/Service Recovery

22. **True or False.** It is the responsibility of all MOUNT SINAI SOUTH NASSAU employees to participate in the Service Recovery Program.
23. **True or False.** A Level 3 Complaint is considered to be a Grievance and must be handled according to CMS regulations.

Risk Management & Patient Safety

24. Who is the Patient Safety Officer? **Meg Gambale**
25. What are the 2 patient identifiers used for inpatients at Mount Sinai South Nassau?
1. First Name, Last name 2. Medical Record number
26. **True or False.** Our FMEA projects currently are working on the safety of behavioral health patients in a non-behavioral health setting and inpatient Code Sepsis.

Infection Control

27. **True or False.** All employees, physician, visitors, vendors, contracted workers and students must wear a surgical mask and complete a self-monitoring screen when entering the hospital and off-site locations.
28. **True or False.** Candida Auris is a drug resistant fungus that causes serious infections and is difficult to treat.
29. **True or False.** Adherence to meticulous hand hygiene is the number one way of preventing the acquisition of hospital acquired infection.

30. **True or False.** Exposure to blood and/or body fluids through a needle stick, splash, scratch, cut or bite, must be reported immediately to your supervisor and be evaluated in Employee Health, or if on an off shift, in the Emergency Room. The Needle stick hot line is ext. 4444.
31. **True or False.** If your hands are visibly soiled, you are removing gloves, or if the patient is diagnosed with C Difficile or Candida Auris, the hand washing gel may be used to clean your hands instead of soap and water.
32. **True or False.** In the event of an incident involving blood and/or body fluid contamination, to clothing or uniform, the exposed employee must turn in the contaminated clothing or uniform to the Hospital Linen Department.
33. Name the 5 types of Isolation used at Mount Sinai South Nassau:
1. **Airborne**
 2. **Droplet**
 3. **Contact**
 4. **Contact Plus**
 5. **Special Droplet & Contact for COVID-19**

Back Safety

34. **True or False.** The safest way to carry is to keep objects in the “green” zone, at waist height, and close to your body.

Safety & Security

35. **True or False.** Ways to prevent violence include treating people with respect, trusting your instincts, staying calm, and reporting all incidents immediately to your supervisor and Security.
36. **True or False.** Security Incident reports are prepared for missing/lost property only.
37. **True or False.** Mount Sinai South Nassau is a smoke-free institution. Smoking is not permitted anywhere on campus, including off-site locations. Employees found smoking on campus will be subject to disciplinary action.
38. ID badges must be worn at **shoulder** level at all time on the hospital grounds

Hazardous Materials

39. **True or False.** SDS sheets are found in Environmental Services only.
40. **True or False.** Any staff member who discovers a spill should contact Environmental Services at extension 4613 or pager 706, 24 hours a day and 7 days a week.
41. **True or False.** Hazardous pharmaceutical wastes are placed in BLACK Containers. These color-coded containers are found in clinical areas throughout the hospital: Pharmacy,

Medication Rooms, Soiled Utility Rooms, and Procedural Areas (OR's, CT scanner room).

Environment of Care

42. **True or False.** Biomed can be reached by paging 880 or calling extension 4269.
43. What does R.A.C.E. stand for? **Rescue, Alarm, Confine , Extinguish/Evacuate**
44. **True or False.** When using a fire extinguisher, we use the steps PASS (Pull, Aim, Squeeze, and Sweep).
45. What is the crisis management standard tool that MOUNT SINAI SOUTH NASSAU uses to manage emergency responses? **HICS (Hospital Incident Command System).**
46. What does Code Triage, Level 1-4 stand for? **Mass Casualty Incident/Patient Influx**
47. What does Code Silver stand for? **Active Shooter, Threatening Individual with a weapon, hostage situation or barricaded individual.**
48. What does Mr./Mrs. Walker alert mean? **Patient wandered off the unit.**
49. What does Code ID stand for? **Infectious Disease Patient requiring immediate Isolation and Higher Level of PPE.**
50. What does Code Gray Lockdown mean? **Entry and Egress Control Team.**
51. **True or False.** When notified of an emergency, you should quickly tell as many people as possible.

Cultural Sensitivity

52. **True or False.** Preferred tools or services available for language interpretation include: CyraCom phone, TYY phone, Language Coordinator, Language Bank, ASL videophone and family members.
53. **True or False.** The Spiritual Care program recognizes that pastoral counseling and other spiritual guidance is an integral part of the patient's healing process.
54. **True or False.** The Extended Capacity Equipment list is available on the Bariatric Departmental Resources page on the SNweb.

Harassment/Disruptive Behavior

55. **True or False.** A harassment complaint may be reported to my supervisor or manager, HR, or any member of administration without retaliation.
56. **True or False.** Disruptive Behavior is behavior which, by its very nature, inhibits or interferes with the professional activities and interactions of hospital employees and medical

staff members.

Impaired Practitioner

57. **True or False.** Impairment is limited to just chemical dependence or mental illness.

Violence and Abuse

58. **True or False.** Types of elder abuse include physical abuse, emotional abuse, sexual abuse, exploitation, neglect, self- neglect and abandonment.

59. Signs of human trafficking include but are not limited to:
- a. Being unaware of their current location
 - b. Exhibiting fear, anxiety, submission or tension
 - c. Has unusual forms of branding
 - d. Shows physical signs of abuse or medical neglect\
 - e. All of the above

Discrimination and Sexual Harassment

60. **True or False.** Discrimination is when an employer treats an employee differently in the terms and conditions of employment based upon the employee’s membership in a protected category. Protected categories include but are not limited to age, race, religion, sexual orientation, marital status and military status.

61. **True or False.** Only women can be victims of sexual harassment.

62. **True or False.** Looking at a pornographic website at your desk can constitute sexual harassment

63. **True or False.** Asking a colleague whether he or she thinks another colleague is gay is sexual harassment.

I have received and read the enclosed educational information and have been the opportunity to ask any questions.

Name: _____

Date: _____

Signature: _____

Department: _____

Score: _____

Passing Score: 85%

Reviewed by: _____

Date: _____