



Mount  
Sinai  
South  
Nassau

## 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 it to the Department Manager.*

### Mission/Vision/Values

1. **True or False.** Mount Sinai 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 to 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 is 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.** Mount Sinai South Nassau non- negotiable behaviors includes escorting patients and visitors to their destination.



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/Patient Influx.**
47. What does Code Silver stand for? **Active Shooter/Threatening Individual with a weapon.**
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 SharePoint.

### **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 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.** Forwarding inappropriate jokes or pictures via e-mail or text cannot be considered 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:** \_\_\_\_\_