

CATHOLIC HEALTH
2016 ANNUAL MANDATORY POST-TEST
Use the Answer Sheet to record your answer

I. MISSION

1. Our Catholic Health Mission statement calls us to reveal the healing love of Jesus to those in need.
 - a. True
 - b. False

2. At Catholic Health we evaluate attitude and behaviors as they directly express our Mission & Values.
 - a. True
 - b. False

3. Our Spiritual Care Department chaplains are professionals trained to offer a ministry of listening, presence and support to our patients, patient families and staff.
 - a. True
 - b. False

4. Who is responsible to provide a positive patient experience?
 - a. Spiritual Care
 - b. Administration
 - c. Physicians
 - d. All Catholic Health Associates and our partners in care

II. CORPORATE COMPLIANCE/HIPAA/COMMUNICATION ASSISTANCE/SOCIAL MEDIA

5. CH Associates have a duty to report suspected non-compliance issues to:
 - a. Supervisor/Manager/Department heads
 - b. Compliance Officer, Leonardo Sette-Camara, Esq.
 - c. Compliance Hotline
 - d. Any of the above

6. Which of the following statements is/are true?
 - a. As long as a person does not profit from an improper billing practice, the associate cannot be charged with breaking the law
 - b. Anyone who knowingly allows an improper billing practice to continue violates CHS policy and may be subject to disciplinary action
 - c. Anyone with doubts about the legality of a billing practice should NOT say anything until they are certain it is improper

- d. All of the above
7. Examples of potential non-compliance are:
- a. Failure to follow healthcare laws or regulations
 - b. Questionable ethical business conduct
 - c. Breach of patient or corporate confidentiality
 - d. All of the above
8. Which of the following consequences can arise from engaging in non-compliant activities?
- a. Fines
 - b. Termination of employment
 - c. Prison sentences
 - d. All of the above
9. What are an associate's responsibilities in regards to conflict of interest?
- a. Accept vendor gifts of less than \$100 without reporting
 - b. Report all potential conflicts of interest
 - c. Never accept cash, only non-cash equivalents from potential vendors
 - d. Solicit free lunches from vendors for staff members
10. When accessing or disclosing protected health information keep in mind:
- a. The minimum necessary for the service or request
 - b. The need to know as it relates to work flow for treatment, payment or healthcare operations
 - c. HIPAA Privacy & Security policies
 - d. All of the above
11. The following would be a CH Privacy Policy violation if NOT part of your job responsibilities:
- a. Looking at your own medical record on a CH computer
 - b. Looking up a friend or family member's information
 - c. Looking up another associate's medical record
 - d. All of the above.
12. The term "protected health information" refers to information that:
- a. Identifies the patient's demographic and any health related information
 - b. Concerns the provider especially regarding Medicare revenue
 - c. Will not appear on the medical record
 - d. None of the above

13. When does patient communication assistance (formerly known as Language Assistance Program) need to be offered?
 - a. Only if limited English proficient or Deaf patient asks for it
 - b. Only if the person doesn't have their own interpreter
 - c. Each and every time medical information is being provided to a Limited English Proficient or hard of hearing patient
 - d. If the patient's insurance covers this benefit

14. Accessing, using, or disclosing medical information of a person of interest (including your own information) UNRELATED to your work responsibilities:
 - a. Is against CH policy, and depending on the situation a HIPAA violation
 - b. May subject you to being sued by the NYS Attorney General on behalf of the patient
 - c. Will result in Corrective Action up to and including termination of employment
 - d. All of the above.

III. HUMAN RESOURCES

15. Written or graphic material that denigrates or shows hostility or aversion towards an individual or group is a form of harassment as defined by the CH Discrimination and Harassment policy.
 - a. True
 - b. False

16. Catholic Health prohibits retaliation against any individual who reports discrimination or harassment or participates in an investigation of such reports.
 - a. True
 - b. False

17. Which of the behavior(s) by a co-worker is an example of bullying in the workplace?
 - a. Being gossiped about or being the topic of rumors
 - b. Nonverbal intimidation including stared or glared at
 - c. Being physically threatened
 - d. All of the above

IV. RISK MANAGEMENT

18. EMTALA is meant to prevent the patient from being transferred to another hospital due to lack of insurance or money.
 - a. True
 - b. False

19. If you receive a Summons or Subpoena that is related to your work at CH you should notify the Risk Management Department immediately.
- True
 - False
20. The purpose of an occurrence report is to:
- Enhance quality of patient care
 - Assist in providing a safe environment
 - Provide quick notice of potential liability
 - All of the above
21. An occurrence report must be completed for any event that is unplanned, unexpected and unrelated to the natural course of a patient's disease process or routine care or treatment.
- True
 - False

V. BREASTFEEDING AT CATHOLIC HEALTH

22. CH employees who are pumping breast milk can do this during their 30 minute lunch break. They do not need additional time.
- True
 - False
23. Managers need to identify a space in their facility for associates to be able to express breast milk (and should work with their associates who need support).
- True
 - False
24. There are New York State and Federal laws that provide breastfeeding employees the right to have a reasonable breast-milk expressing break.
- True
 - False

VI. SAFETY AND ENVIRONMENT

25. If you need to evacuate your department, the primary evacuation route will be:
- Vertically, down the stairs
 - Horizontally, to an adjacent smoke or fire compartment
 - Out the window
 - None of the above
26. What does SDS stand for?
- Safety, Deficiency, Survey
 - Safety, Data, Sheet

- c. Safety, Detailed, Service
- d. Spaghetti, Did, Spoil

27. What is "CODE YELLOW"?

- a. Hazardous Materials/Bioterrorism
- b. Mass Casualty
- c. Fire
- d. Bomb Threat

28. What does PASS stand for?

- a. Punch, Assault, Shout, & Slap
- b. Pin, Arm, Shake, & Spray
- c. Potato, Apple, Squash, & Spinach
- d. Pull, Aim, Squeeze, & Sweep

29. What is "CODE BROWN"?

- a. Utilities Failure
- b. Mass Casualty
- c. Evacuation
- d. Security

30. What do you do when you have an Incident?

- a. Make sure you are alright
- b. Report all incidents immediately to your supervisor
- c. If injured, obtain medical attention from the nearest CH Emergency Department
- d. All of the above

31. If an exposure occurs (e.g. contaminated sharps, blood or body fluid splashed in non intact skin or mucous membrane) all of the following measures should be implemented **except:**

- a. Wash area with soap and water. If mucous membrane exposure, flush with water only.
- b. Report to supervisor and obtain packet (red folder)
- c. Call the Associate Health nurse during regular business hours
- d. Complete the Risk Assessment and Associate Incident. The Associate Health Nurse can assist you
- e. Report to the Emergency Department with the packet
- f. Remind the Healthcare provider that this is a time sensitive issue. You want to take care of this as soon as possible after the injury – that means within 15-20 minutes you should be reporting to the Emergency Department. **Do not wait !**
- g. Follow up with Associate Health as soon as possible.
- h. Go home and sleep it off

32. What is a “CODE SILVER”
- a. Hazardous Material/Bioterrorism
 - b. Natural Disaster
 - c. Security
 - d. Bomb Threat

VII. QUALITY AND PATIENT SAFETY

33. The ultimate goal of the quality improvement program is:
- a. To continuously find processes to change
 - b. To achieve an award for best reporting to the Health Department
 - c. To improve patient safety and clinical outcomes
 - d. To gather information for regulatory agencies
34. Which is one of the ways improvements are ***NOT*** made?
- a. Establishing a Multidisciplinary Team at the site and or system level (Associates are often asked to participate)
 - b. Utilizing National Best Practices then Standardizing Practices/Policies
 - c. Providing education
 - d. Waiting around for something good to happen
35. How is Catholic Health’s Culture of Patient Safety Initiative focused on preventing medical errors and eliminating injuries to our associates?
- a. By completing surveys
 - b. By reducing the number of patients we serve
 - c. By raising the expectations of our Boards, Leaders, Physicians, and Associates
 - d. “b” and “c” only
36. All associates/providers have an obligation to each other and our patients to “Speak Up” when an unsafe condition arises.
- a. True
 - b. False
37. It is okay to verify a patient by the room number. It is NOT better to use Name and Date of Birth.
- a. True
 - b. False
38. Any Catholic Health employee who has concerns about quality or safety of the care provided can call the Joint Commission.
- a. True
 - b. False

VIII. INFECTION CONTROL

39. How long do you need to perform proper hand washing?

- a. 3 seconds
- b. 5 seconds
- c. 15-20 seconds
- d. 1 minute

40. It is okay to work when I have a fever.

- a. True
- b. False

41. Influenza is a virus and can spread easily from person to person.

- a. True
- b. False

42. Infection Prevention strategies include a Hand Hygiene Program and Preventing Healthcare Associated Infections.

- a. True
- b. False

43. Infection Prevention is everyone's responsibility.

- a. True
- b. False

IX. PATIENT/RESIDENT RIGHTS

44. A Health Care Proxy allows the patient or resident to appoint someone to make healthcare decisions for them in the event that they are unable to make those decisions.

- a. True
- b. False

X. RECOGNITION OF ABUSE

45. Anyone may report alleged mistreatment or neglect.

- a. True
- b. False

46. Signs and symptoms of elder abuse can include: broken bones, bruises, and changes in behavior.

- a. True

- b. False

XI. HEALTHCARE ASSISTANCE PROGRAM

47. What does a patient presenting at a CH acute care facility need to do in order to apply for healthcare assistance?
- a. Contact the NYS Department of Health
 - b. Fill out a 5 page application and provide copies of their last three federal tax returns
 - c. Nothing – patients that present without insurance will be automatically enrolled in the program.

XII. BARIATRIC SENSITIVITY

48. Obesity is a complex disease.
- a. True
 - b. False
49. For people suffering with obesity, they may experience the following:
- a. Poor overall health
 - b. Negative self-image
 - c. Social isolation
 - d. All of the above
50. How can one challenge the weight bias in healthcare?
- a. Demonstrate sensitivity and compassion to patients, residents and visitors
 - b. Ignore their weight and pretend it's not a problem
 - c. Make sure no one can hear you talk about them
 - d. Tell them how to lose weight