

**St. Luke's-Roosevelt Hospital Center**  
**Department of Training and Organizational Development**  
**Volunteer 2007 Core Competency Challenge Exam**

**Name:** \_\_\_\_\_  
**Position:** \_\_\_\_\_

**Date:** \_\_\_\_\_  
**Dept.: Volunteer Department**

**Directions:** For multiple choice questions, circle the **one** best answer. For short answer questions, write the information specific to your site/department.

**Section I Mission Statement**

1. The Mission of SLRHC includes:
- a) Providing outstanding patient care.
  - b) Supporting research to further medical knowledge and practice.
  - c) Providing the highest caliber of training for all healthcare employees.
  - d) All of the above.

**Section II Environment of Care**

2. **True or False:** An employee must wear a hospital identification badge at all times while on the premises.
3. In the event of a Security Emergency, the number you would call at your site is: \_\_\_\_\_
4. The phrase used to alert staff that there is a fire in the hospital is:
- a) Code Pink
  - b) Code Blue
  - c) Code Red
  - d) Code Green
5. In case of a fire emergency, you would **RACE**. **RACE** stands for:
- R** \_\_\_\_\_  
**A** \_\_\_\_\_  
**C** \_\_\_\_\_  
**E** \_\_\_\_\_
6. To call a fire alarm at your site, you dial \_\_\_\_\_.
7. If patients need to be evacuated due to a fire emergency on your floor, you should:
- a) Evacuate all patients to the floor above your floor
  - b) Use the elevator to evacuate patients
  - c) Evacuate ambulatory patients last
  - d) Evacuate all patients to the other side of smoke barrier doors
8. Identify the location of the following in your department:
- Fire extinguisher \_\_\_\_\_  
Fire alarm \_\_\_\_\_  
Fire code chart \_\_\_\_\_  
Stairway \_\_\_\_\_
9. Which type of fire extinguisher can be used on class A, B or C fires?
- a) Carbon dioxide extinguisher
  - b) Dry chemical extinguisher
  - c) Water extinguisher
  - d) Wet chemical extinguisher

10. To help prevent infant abductions:
- a) Wear your hospital ID at all times while in the hospital.
  - b) Question suspicious visitors, asking if they need help.
  - c) Participate in Code Pink Drills.
  - d) All of the above.
11. Which of the following references would you use to obtain information about first-aid measures, handling and storage, and personal protective equipment for use with a chemical?
- a) Administrative Policy and Procedure Manual
  - b) Infection Control Manual
  - c) Departmental Policy and Procedure Manual
  - d) Material Safety Data Sheets (MSDS)
12. Syringes with or without needles are discarded in:
- a) Red bag waste
  - b) Regular waste
  - c) Sharps containers
  - d) Blue containers

### **Section III Infection Control**

13. What is the single most important way to prevent the spread of infection for both patients and staff?
- a) Hand washing
  - b) Using alcohol based hand rubs
  - c) Wearing gloves
  - d) Using standard precautions
14. If accidentally you experience a needle stick or blood exposure, you would:
- a) Contact your supervisor and fill out an Employee Accident Report
  - b) Wash the area with soap and water (just water for eye or mouth exposure)
  - c) Go immediately to Health Service (ED during off hours)
  - d) All of the above
15. If hands are not visibly soiled:
- a) Use an alcohol-based hand wash for routine decontamination of the hands
  - b) Use a non-microbial soap
  - c) Use an anti-microbial soap
  - d) Don't wash

### **Section IV Patients' Rights**

16. Which law ensures emergency care for anyone who needs it regardless of ability to pay or insurance coverage?
- a) HIPAA
  - b) OSHA
  - c) EMTALA
  - d) Executive Order 13166
17. The Patients' Bill of Rights states that each patient has the right to:
- a) Privacy and confidentiality
  - b) Complain without fear and receive a response
  - c) Know the name of staff involved in care
  - d) All of the above

18. If a patient feels their Protected Health Information has not been used appropriately, he should be directed to which of the following:

- a) His insurance company
- b) Patient Relations Department or Privacy Officer
- c) His physician
- d) None of the above

19. A patient who has questions about paying for hospital services should be directed to:

- a) New York City Medicaid office
- b) Department of Social Work
- c) Department of Financial Counseling
- d) Administration

20. **True or False:** SLRHC must provide patients with free, trained, medical interpreters to eliminate language as a barrier to quality care.

21. All of the following are Advance Directives **EXCEPT:**

- a) Health Care Proxy
- b) Living Will
- c) Power of Attorney
- d) Do Not Resuscitate Order

22. Which of the following is an example of culturally competent care?

- a) Providing education materials in the patient's language
- b) Understanding that patients have different religious and cultural beliefs about health care
- c) Learning about the cultures you serve and using that knowledge to provide individualized care to each patient.
- d) All of the above

### **Section V Performance Improvement/ Risk Management**

23. All of the following are basic rules of the Code of Conduct **EXCEPT:**

- a) Prevent and/or refrain harassment of any kind
- b) Respect cultural values of patients
- c) Discriminate based on ability to pay or lack of insurance
- d) Protect confidentiality of patient information

24. Which of the following are examples of professional misconduct?

- a) Failing to maintain proper patient records
- b) Making false reports
- c) Verbally intimidating a patient or employee
- d) All of the above

## Section VI Patient Safety

25. What can an employee do if he or she has a suggestion about a potential unsafe condition?
- Speak with his/her manager
  - Call the Risk Management Department
  - Call the Safety Officer
  - Any of the above
26. **True or False:** Employee concerns about safety may be reported directly to the JCAHO.
27. A **NEW** National Patient Safety Goal for 2007 is:
- Improve the safety of using medications
  - Reduce the risk of healthcare-associated infections
  - Encourage patient's active involvement in their own care as a patient safety strategy
  - Reduce the risk of patient harm resulting from falls
28. Which of the following should be used as patient identifiers?
- Name and patient's room number
  - Name and date of birth
  - Date of birth and patient's room number
  - Any of the above
29. Which of the following is **NOT** part of the Patient Fall Prevention Program?
- Patients are instructed to wear non-slip foot wear.
  - All hospital staff are to communicate unsafe situations to charge nurse or Nurse Manager/Supervisor.
  - Patients are assessed on admission and at regular intervals for risk of falling.
  - Gray armband is placed on wrist of patient at high risk for falling.
30. **True or False:** The purpose of the Rapid Response Team is to bring critical care expertise to the patient bedside (or wherever it is needed).

## Section VII Customer Service

31. The purpose of HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) is to:
- Provide a standardized instrument and data collection methodology for measuring patient satisfaction with hospital care.
  - Provide public reporting of survey results to allow patients to make comparisons between hospitals
  - Report satisfaction scores of hospitals on the internet
  - All of the above.

## Section VIII Population Specific Care (for staff with patient contact)

32. Patient populations can be defined by the following:
- Age
  - Cultural/spiritual
  - Disease
  - Any of the above
33. Name one (1) population that you work with and one skill that makes you competent to work with this population:
- Population \_\_\_\_\_
- Skill/competency \_\_\_\_\_