

New Employee Orientation Learning Assessment

PRINT NAME: _____ DEPT. _____ DATE: _____

Please indicate the correct answer.

Leadership Welcome

1. The mission of BID-Milton is to:
 - a. Do what we can to help people in the community improve their health.
 - b. Improve the health of our community by providing exceptional care with dignity, compassion and respect.
 - c. Help people get well by giving good care and showing we care.
 - d. Provide quality care to those in our community.

Healthcare Quality and Patient Safety

2. A positive culture of safety includes a blame free environment where individuals are able to report errors and near misses without the fear of reprimand or punishment.
 - a. True
 - b. False
3. A "Close Call" or "Near Miss" should be reported because if not addressed it poses a significant risk for harm to a patient, family member or staff.
 - a. True
 - b. False

Infection Prevention

4. How is Infection transmitted?
 - a. Contact, Airborne
 - b. Airborne, Droplet
 - c. Contact, Droplet, Airborne
 - d. Contact, Droplet
5. The single most effective measure known to prevent the spread of infection is hand hygiene.
 - a. True
 - B. False
6. When washing your hands make sure your hands are under running water for at least
 - a. 10 seconds
 - b. 20 seconds
 - c. 30 seconds
 - d. 1 minute
7. Which of the following are ways in which the spread of infection can be prevented:
 - a. Safe sharp use and disposal
 - b. Cleaning equipment and frequently touched surfaces frequently
 - c. Cough etiquette
 - d. Employee vaccination
 - e. All of the above

The Employee Experience/Human Resources

8. The initial eligibility date for employees (40 hrs. or more per pay period) to enroll in Health/Dental and Flex Spending benefit program is:
 - a. Date of Hire
 - b. Date of New Hire Orientation
 - c. First day of the month following date of hire
 - d. 60 days following date of hire

Preventing Injuries on the Job

9. When lifting it is important to do all of the following **EXCEPT**
 - a. Keep your back straight
 - b. Keep the object away from your body
 - c. Keep your feet approximately shoulder width apart
 - d. Bend at your knees and lift with your legs

Abuse and Neglect

10. The hospital is required by state law to report incidents of suspected abuse and neglect.
 - a. True
 - b. False

Integrity and Compliance

11. The Code of Conduct provides a framework for approaching many common situations.
 - a. True
 - b. false
12. Protected Health Information (PHI) is any information that relates to:
 - a. Present health of an individual which identifies or could be used to identify the individual.
 - b. Past and present health of an individual which identifies or could be used to identify the individual.
 - c. Past, present or future health of an individual which identifies or could be used to identify the individual.
 - d. None of the above
13. When it comes to HIPPA Compliance, “Do” –
 - a. Close exam room doors when caring for patients or discussing their health concerns
 - b. Turn computer screens so patients can’t see information on the screen
 - c. Request two identifiers (name and date of birth) to verify patient identity before discussing PHI
 - d. a and c
 - e. a, b, and c
14. The Speak Up Hotline (888-753-6533) or at <https://bidmccompliance.alertline.com> is
 - a. A confidential and anonymous, if requested, resource available to staff to ask a compliance-related or privacy question or to report a concerns without fear of retaliation.
 - b. How patients can report concerns without their concerns confidentially.
 - c. Only available for staff on the day shift.
 - d. None of the above

Safety: Protecting Our Patients, Visitors and Staff

15. When you become aware of a fire you should always follow “R.A.C.E.” which stands for “Rescue”, “Alarm”, “Close”, “Extinguish”.
 - a. True
 - b. False
16. To operate a fire extinguisher remember the acronym “P.A.S.S.” which stands for:
 - a. Push, Aim, Squeeze, Sweep
 - b. Pull, Aim, Squeeze, Sweep
 - c. Pull, Aim, Squirt, Sweep
 - d. None of the above

17. During an emergency staff are asked to report to the
 - a. Hospital Command Center
 - b. Emergency Room
 - c. Highland Street Entrance
 - d. Reedsdale Entrance

Security Services

18. If you feel threatened dial "77" and say:
 - a. Code Red
 - b. Code Blue
 - c. Code Gray
 - d. Code Pink

The Patient Experience

19. Patient Rights and Responsibilities are posted at patient access points/Hospital entrances and are also listed in the Patient Guide.
 - a. True b. False

20. Service Recovery demonstrates to patients and families that we care about the inconvenience if there is an unavoidable "service failure". A.C.T. stands for:
 - a. Apologize, Correct, Try Again
 - b. Alert, Call, Thank
 - c. Apologize, Correct, Thank
 - d. None of the above