



COMPASS Orientation Test - 2011

CharterCARE
HEALTH PARTNERS

Name (Please Print): _____ Date: _____

Site: _____ Department: _____ Title: _____

Please check one: Employee Student Contracted Staff Volunteer

___ 1. The mission of CharterCARE Health Partners is:

- A. Be a world renowned heart transplant center
- B. Foster an environment of collaboration, which supports a high-quality patient care experience that meets the needs of our communities.
- C. Be an academic healthcare research center with life-flight emergency service.

___ 2. Any suspicions of elder abuse, neglect, or mistreatment should be reported immediately to:

- A. Risk Management
- B. Supervisor/Manager
- C. Security
- D. A and B

___ 3. What is the best way to report a security emergency?

- A. Dial 9-1-1
- B. Dial 2-2 for OLF/SJH and 5-5 for RWMC and report the nature and location of the emergency
- C. Go to security department

4. Designate the Code for each of the following:

- ___ Fire: A. red B. yellow C. orange
- ___ Cardiac Arrest: A. red B. blue C. amber
- ___ Disaster: A. red B. orange C. triage
- ___ Security/Behavioral: A. grey B. red C. blue

___ 5. Identify two National Patient Safety Goals

- A. Improve the effectiveness of communication among caregivers
- B. Prevent healthcare acquired infections

- C. Eliminate the use of restraints in hospitals
- D. A and B

___ 6. Should you encounter an electrical problem such as a frayed cord or a missing protective electrical outlet, the best course of action is:

- A. Fix it if you consider yourself handy and have done similar repairs at home
- B. Call the switchboard and report a "code grey"
- C. Tag the equipment "out of service" and contact the Engineering Dept immediately

___ 7. The four steps you should take when you have discovered a fire are recalled by the acronym R.A.C.E. A description of each step was presented and is found in your orientation materials.

- A. True
- B. False

___ 8. What do you use an MSDS for?

- A. Find out more about chemicals you're working with
- B. Get information on a piece of medical equipment
- C. Pharmaceutical reactions
- D. Check for isolation precautions

___ 9. Hand washing is the single most effective way to prevent transferring infection from one patient to another.

Wash your hands or use Purell®:

- A. After removing gloves
- B. Before and after patient contact
- C. After touching a contaminated object
- D. All of the above

___ 10. Sexual harassment is the only form of harassment we are concerned with avoiding at CharterCARE.

- A. True B. False

___ 11. There are many more forms of diversity in the workplace at CharterCARE other than those of age, gender, race, and ethnicity.

- A. True B. False

___ 12. One technique for good customer service is:

- A. Tell the patient what you can do, not what you can not do
- B. Have good eye contact with the patient
- C. Both A and B

___ 13. The tool we use to measure patient satisfaction:

- A. Core measure
- B. Press Ganey
- C. Gallup Poll

___ 14. All patients expect and have a right (as provided by law) to confidentiality.

- A. True B. False

___ 15. If a patient says they have an Advanced Directive, Durable Power of Attorney for Healthcare or Living Will) we must make an effort to obtain it.

- A. True B. False

___ 16. Standard/universal precautions require that you handle all blood, and other potentially infectious body fluids for all patients as if they are infectious.

- A. True B. False

___ 17. Where is the disaster plan located in your department?

- A. In a locked file in your manager's office
- B. In the Red Safety Manual/On the Intranet
- C. In the Emergency Room only

___ 18. How is TB spread?

- A. Through the air
- B. By touching a patient
- C. Contact with blood or body fluids

19. Some kind of communication problem is often associated with significant hospital errors called sentinel events.

- A. True B. False

_ 20. The term Protected Health Information (PHI) includes the following information about a patient.

- A. Oral
- B. Written
- C. Both A and B

___ 21. Bloodborne pathogens enter the bloodstream through:

- A. Open cuts, skin abrasions, dermatitis (cutaneous)
- B. Mucous membranes (mucosal)
- C. Skin puncture (percutaneous)
- D. All of the above

___ 22. Good ethics often means one has to pay a price or make a sacrifice.

- A. True B. False

___ 23. It is the responsibility of each employee to report violations or suspected violations of corporate compliance.

- A. True B. False

___ 24. The most common breach of confidentiality comes from:

- A. Loose talk
- B. The Internet
- C. Misuse of fax machines
- D. Misuse of mobile phones

Employee Signature _____ Date _____

**Please Return This Completed Test to the Orientation Facilitator Today
Thank you and Welcome to the CharterCARE Team!**