



BON SECOURS CHARITY HEALTH SYSTEM

A member of the
Westchester Medical Center Health Network

VOLUNTEER ORIENTATION
ASSESSMENT POST TEST

1. Domestic Violence:
 - a. Affects only the poor and minority populations
 - b. Only occurs between male and female intimate partners
 - c. Occurs in all communities and relationships
 - d. Is not a community issue

2. Examples of domestic violence include:
 - a. Physical and/ or sexual abuse
 - b. Economic control
 - c. Emotional/ psychological abuse
 - d. All of the above

3. The Domestic Violence Risk Assessment is the Standard of Care in New York State Hospitals.
 - a. True
 - b. False

4. Elderly abuse is uncommon.
 - a. True
 - b. False

5. Healthcare workers should not be suspicious of abuse when an elderly person presents with skin findings such as skin tears or bruises since all elderly people have bruises and skin tears.
 - a. True
 - b. False

6. Under EMTALA all patients have the same rights to emergency medical care regardless of their ability to pay.
- True
 - False
7. The Joint Commission requires that all patients be screened for their risk of suicide.
- True
 - False
8. Service Excellence is an organizational and cultural change centered on the needs of our customers.
- True
 - False
9. The Five Fundamentals of Service or A-I-D-E-T provides an excellent framework to apply Key Words at Key Times. A-I-D-E-T stands for: Acknowledge (the patient), Introduce (yourself), Duration (time for care, treatment, or procedure), Explanation (of plan of care), Thank You (for using OUR facility).
- True
 - False
10. The Service Recovery program presently in place at BSCHS is:
- AIDET
 - ACT
 - ASK
 - None of the above
11. All of the following statements regarding codes is true *except*:
- Code H = Therapeutic Hypothermia
 - Code Pink = Infant Abduction
 - Code Orange = Hazardous Materials Incident
 - Brain STAT = patient with possible Stroke

12. When a Code Red has been activated, your first step is to follow the following mnemonic:

- a. R.U.N.
- b. C.A.B.
- c. P.A.S.S.
- d. R.A.C.E.

13. The Fire Safety acronym "R.A.C.E." stands for:

- a. Run, Act, Confine, Evacuate or Extinguish
- b. Race, Act, Cover, Evacuate or Extinguish
- c. Rescue, Alert, Confine, Evacuate or Extinguish
- d. Race, Alert, Confine, Evacuate or Extinguish

14. What is the single most important reason for healthcare workers to practice good hand hygiene?

- a. To remove visible soiling from hands
- b. To prevent transfer of bacteria from the home to the hospital
- c. To prevent transfer of bacteria from the hospital to the home
- d. To prevent infections that patients acquire in the hospital

15. Which hand hygiene method is best at killing bacteria?

- a. Bar soap and water
- b. Antimicrobial soap and water
- c. Alcohol-based hand rub
- d. Rinse for 30 seconds

16. Understanding Cultural Diversity is important in our everyday work because:

- a. It is our mission and job
- b. We give help to those in need no matter who they are or what they believe
- c. Our patients and staff deal with many different cultures and must treat each other with respect
- d. All of the above

17. Calling a patient "Sweetie" or "Honey" violates the Patient's Bill of Rights.

- a. True
- b. False

18. When using a fire extinguisher, you should remember the acronym P.A.S.S., which stands for:

- a. Pull, Aim, Squeeze, Sweep
- b. Pour, Aim, Squeeze, Sweep
- c. Pull, Aim, Stamp, Sweep
- d. Pull, After, Sending, Signal

19. If a health care worker wears gloves during patient contact, it is not necessary to perform hand hygiene afterwards.

- a. True
- b. False

20. You are walking into the MRI Suite while there are no patients in the scanner, therefore you do not have to worry about your wristwatch and stethoscope.

- a. True
- b. False

21. What are the three components of protection from radiation exposure?

- a. Time, Distance, Previous Radiation Exposure
- b. Time, Distance, Shearing
- c. Previous Radiation Exposure, Shielding, Distance
- d. Time, Distance, Shielding

22. The two patient identifiers we use are the patient's name and age.

- a. True
- b. False

23. The Risk Management program is only concerned with Patient Safety and prevention of lawsuits.

- a. True
- b. False

24. Sensitivity is crucial for all hospital personnel who come into contact with our Bariatric patient population.

Which of the following statements are correct?

- a. It is okay to make comments quietly about the patient's size outside the room in the hallway.
- b. When the bariatric patient becomes demanding, you do not need to listen or deal with the matter, because they are only cranky and want more food.
- c. You should be mindful when asking for equipment—never refer to the equipment or supplies as "big" or "extra large".
- d. Tell the patient you will get the enormous gown for their comfort.

25. Standard precautions only apply to patients in isolation.

- a. True
- b. False

26. All patient information must always be kept confidential.

- a. True
- b. False

27. Women can shake the hand of a Hasidic man.

- a. True
- b. False

28. Code Pink is called when an infant is missing.

- a. True
- b. False

29. Volunteers can talk quietly about a patient in the elevator.

- a. True
- b. False

30. Rapid Response is an acute change in a patient's condition.
- a. True
 - b. False
31. The theorist used by Bon Secours Charity Health is:
- a. Dorothea Orem
 - b. Jean Watson
 - c. Madeline Leininger
 - d. Betty Neuman
32. If a patient is unresponsive you should call X4444
- a. True
 - b. False
33. Staff and volunteers should park in the visitor lot.
- a. True
 - b. False

ACKNOWLEDGEMENT OF TRAINING

I have received the above questions and understand my responsibility. I have had the opportunity for interactive questions and answers. I understand that this training was an overview of hospital guidelines and policies and that I will receive department-specific training from my Department Director/Designee.

Signature

Date