TMH Student Volunteer Orientation Test

1. Tallahassee Memorial is a not-for-profit hospital.
   a. True
   b. False

2. Our vision statement is “To elevate the standards of healthcare practice, quality, and innovation in our region.”
   a. True
   b. False

3. Students will be provided lockers for their belongings.
   a. True
   b. False

4. TMH is a smoke-free facility and that includes all forms of “Vapes.”
   a. True
   b. False

5. TMH will tolerate harassment of students and/or volunteers because they are not really employees.
   a. True
   b. False

6. If you feel that you have been harassed or discriminated against, you need to report it to Human Resources.
   a. True
   b. False

7. Cultural diversity means we are aware of, care about, and respect different cultural preferences and behaviors and strive to incorporate these into the patient’s care plan.
   a. True
   b. False

8. We do not need to do a cultural assessment unless the patient looks like they come from a different country or speaks a different language then the care giver.
   a. True
   b. False

9. What would not be considered harassment and or discrimination?
   a. Not getting a promotion because you would not date your supervisor.
   b. Not getting a promotion because you lacked the skill set for a job.
   c. Getting a harder or larger assignment than the rest of your team because your religious practices prevent you from taking care of patients receiving blood.
   d. Having a doctor yell at you in the nurses’ station for not notifying them in a timely manner about a non-critical lab.

10. Our ICARE Values stand for:
    a. Integrity, Compassion, Accountability, Respect, and Excellence
    b. Identify, Communicate, Authoritative, Resilient, and Effortless
    c. Illuminate, Clamant, Auspicious, Restorative, and Effusive
    d. Infusive, Chromaticity, Attainment, Revolutionary, and Exponential

11. Which of the following are true about cultural diversity?
    a. We treat every person, not as we would like to be treated, but as they would like to be treated.
    b. Cultural diversity is only important if it affects patient education with a language barrier.
    c. Cultural diversity means that you are “not from the USA.”
    d. Cultural diversity is one of those “touchy feely topics” that are not really important.
12. Compressed gas cylinders do not require approved holders. They may be stored free-standing.
   a. True
   b. False

13. An 18-inch clearance between storage and sprinkler heads is important and must be maintained at all times.
   a. True
   b. False

14. The top of file cabinets can be used as a book shelf.
   a. True
   b. False

15. All needles and syringes with needles, whether clean or dirty, need to be placed in the red sharps box when you are done using them.
   a. True
   b. False

16. If biohazardous waste is mixed with regular waste, all the waste becomes biohazardous.
   a. True
   b. False

17. Hazardous drugs are to be disposed of in a red bag.
   a. True
   b. False

18. Colleagues involved in patient care (including students and volunteers) may have artificial nails as long as they are less than 1/4 inch in length.
   a. True
   b. False

19. Alcohol-based hand gel is just as effective as hand washing with soap and water except when the patient is on contact isolation for C dif.
   a. True
   b. False

20. The goals for fall prevention include preventing complications related to falls and providing a safe environment for patient care.
   a. True
   b. False

21. IV spikes should be disposed of in
   a. a clear bag/trash can.
   b. red bag.
   c. A container and sent to Plant Engineering.
   d. an approved sharps container.

22. If you are already in an elevator, and when the doors open, a patient is waiting to get on, but there is not room for them, you should
   a. leave and invite others to join you to make room for the patient.
   b. smile and let the patient wait for the next one.
   c. wait and see what a TMH employee does; then you can follow.
   d. tell the patient they can take the next one because you are late for your shift.

23. SDS provide information on
   a. TMH’s emergency code protocols.
   b. current safety improvement processes at TMH.
   c. safety and first aid information on hazardous materials.
   d. colleagues/instructor/student emergency contact information to be used in the event of a safety event.
24. Code Pink means possible infant/child abduction. What should you be alert for when this code is called? 
   a. a person holding and walking with a newborn, instead of using a wheelchair and car seat for transport 
   b. a person carrying a large bag/carrier (e.g., gym bag, duffel, back pack), particularly if the person is 
      cradling or talking to the bag 
   c. stopping anyone with an infant/child until positive identification is made 
   d. all the above 

25. Students are not allowed to enter rooms of patients on airborne isolation because 
   a. TMH has no way to verify the student has learned about this in school. 
   b. they have not been fitted for an N95 mask. 
   c. the negative airflow rooms these patients are placed in can have a harmful effect on the students’ 
      wellbeing. 
   d. it is the state law that has to do with waive testing. 

26. What is the most important action we can do to prevent infections? 
   a. Don’t come to TMH when you have a fever over 101 degrees. 
   b. Cover your mouth with your elbow when you sneeze or cough. 
   c. Perform proper hand hygiene. 
   d. Use the correct personal protective gear. 

27. Universal (for all patients) fall precautions include 
   a. placing the call light and personal items within reach. 
   b. proper use of bed alarms. 
   c. restraints. 
   d. all the above 

28. Factors that increase a patient's risk for falling include 
   a. altered mental status. 
   b. IV therapy. 
   c. two or more diagnoses. 
   d. all the above 

29. When a Code Red is called, it is imperative to remember to RACE. RACE stands for 
   a. Respond, Assess, Contain, Exit. 
   b. Rescue, Ask, Contain, Exit. 
   c. Rescue, Assess, Control, Extinguish. 
   d. Rescue, Alarm, Contain, Extinguish. 

30. To activate a Code Blue, dial 88. This is used when 
   a. a patient is having a cardiac emergency. 
   b. a patient is having a respiratory emergency. 
   c. the bedside nurse suspects a new onset stroke. 
   d. all the above 
   e. A & B 

31. Personal Protective Equipment (PPE) should be used 
   a. when the Joint Commission is on site. 
   b. on patients with isolation (PPE depends on type of isolation). 
   c. when dealing with patients with isolation precautions and when anticipating splashes or sprays with any 
      patient. 
   d. none of the above
32. When reporting a corporate compliance issue, you must always give your name.
   a. True
   b. False

33. The False Claims Act protects the hospital against false accusations and whistle blowers.
   a. True
   b. False

34. An example of a corporate compliance issue that you should report would be upcoding – the practice of using billing codes that provide a higher payment rate than the billing code that actually reflects the service furnished to the patient.
   a. True
   b. False

35. Lack of compassion and poor-quality care are symptoms when we fail our patients.
   a. True
   b. False

36. It is not important to report questionable, unethical, or illegal practices as long as they do not affect patient care.
   a. True
   b. False

37. It is ok to share your passwords with your fellow students, just not with folks outside the hospital.
   a. True
   b. False

38. The statement “Doing the right thing, the right way, each and every time” refers to
   a. the administration of medications only.
   b. only the correct surgery for each patient.
   c. doing all things per TMH policy every time with every patient.
   d. only correct patient identification.

39. Our ICARE values speak to compassion. It is important to show compassion to
   a. our patients.
   b. our coworkers.
   c. our visitors.
   d. all with whom we come in contact as long as we are working at TMH.

40. Quality care involves knowing
   a. hospital policies and procedures.
   b. medical regulations.
   c. commercial insurer regulations.
   d. the State Practice Act.
   e. all the above.

41. One of the keys to good communication is
   a. speaking slowly and loudly.
   b. great listening skills.
   c. providing written materials at the high school level.
   d. avoiding eye contact while clenching and unclenching your hands.