

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 than 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 person holding and walking with a newborn, instead of using a wheelchair and car seat for transport
 - 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
 - stopping anyone with an infant/child until positive identification is made
 - all the above
25. Students are not allowed to enter rooms of patients on airborne isolation because
- TMH has no way to verify the student has learned about this in school.
 - they have not been fitted for an N95 mask.
 - the negative airflow rooms these patients are placed in can have a harmful effect on the students' wellbeing.
 - 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?
- Don't come to TMH when you have a fever over 101 degrees.
 - Cover your mouth with your elbow when you sneeze or cough.
 - Perform proper hand hygiene.
 - Use the correct personal protective gear.
27. Universal (for all patients) fall precautions include
- placing the call light and personal items within reach.
 - proper use of bed alarms.
 - restraints.
 - all the above
28. Factors that increase a patient's risk for falling include
- altered mental status.
 - IV therapy.
 - two or more diagnoses.
 - all the above
29. When a Code Red is called, it is imperative to remember to RACE. RACE stands for
- Respond, Assess, Contain, Exit.
 - Rescue, Ask, Contain, Exit.
 - Rescue, Assess, Control, Extinguish.
 - Rescue, Alarm, Contain, Extinguish.
30. To activate a Code Blue, dial 88. This is used when
- a patient is having a cardiac emergency.
 - a patient is having a respiratory emergency.
 - the bedside nurse suspects a new onset stroke.
 - all the above
 - A & B
31. Personal Protective Equipment (PPE) should be used
- when the Joint Commission is on site.
 - on patients with isolation (PPE depends on type of isolation).
 - when dealing with patients with isolation precautions and when anticipating splashes or sprays with any patient.
 - none of the above

32. When reporting a corporate compliance issue, you must always give your name.
- True
 - False
33. The False Claims Act protects the hospital against false accusations and whistle blowers.
- True
 - 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.
- True
 - False
35. Lack of compassion and poor-quality care are symptoms when we fail our patients.
- True
 - False
36. It is not important to report questionable, unethical, or illegal practices as long as they do not affect patient care.
- True
 - False
37. It is ok to share your passwords with your fellow students, just not with folks outside the hospital.
- True
 - False
38. The statement “Doing the right thing, the right way, each and every time” refers to
- the administration of medications only.
 - only the correct surgery for each patient.
 - doing all things per TMH policy every time with every patient.
 - only correct patient identification.
39. Our ICARE values speak to compassion. It is important to show compassion to
- our patients.
 - our coworkers.
 - our visitors.
 - all with whom we come in contact as long as we are working at TMH.
40. Quality care involves knowing
- hospital policies and procedures.
 - medical regulations.
 - commercial insurer regulations.
 - the State Practice Act.
 - all the above.
41. One of the keys to good communication is
- speaking slowly and loudly.
 - great listening skills.
 - providing written materials at the high school level.
 - avoiding eye contact while clenching and unclenching your hands.