

Name : _____



ST. AGNES HOSPITAL
Orientation Packet – Post Test
12/08

Directions: Circle the best answer

1. Which of the following is most likely to **delight** a customer?
 - a. Meeting the customer's needs
 - b. Meeting the customer's expectations
 - c. Meeting the customer's needs and expectations
 - d. Meeting the customer's needs and exceeding expectations

2. Which of the following phrases shows excellent customer service?
 - a. I can help...
 - b. You need to...
 - c. It's company policy.
 - d. That's just the way it's done.

3. Which of the following actions should be reported as a corporate responsibility violation?
 - a. A family member gives candy to the nursing staff to thank them for the excellent care of her father.
 - b. Your friend asks you to print off her sister's MRI result that was done at St. Agnes.
 - c. Two doctors are discussing a patient's case on the elevator
 - d. Both b and c

4. Employees may report any safety concerns by:
 - a. Discussing them with their supervisor
 - b. Calling the Safety Hotline
 - c. Calling the Risk Manager
 - d. All of the above.

5. An organization integrates diversity into its daily operations to:
 - a. provide quality patient care
 - b. ensure community outreach
 - c. foster good workplace and business performance
 - d. All of the above

6. The National Patient Safety Goal that will improve patient safety is:
 - a. Check patient medications
 - b. Improve staff communication
 - c. Identify patients correctly
 - d. all of the above

7. Hands MUST be washed with soap and water:
 - a. After removing gloves
 - b. When hands are visibly dirty
 - c. In between caring for patients in the same room
 - d. All of the above

8. When hands are visibly dirty, the CDC recommends hand hygiene with:
 - a. Alcohol rub
 - b. Chlorine rinse
 - c. Soap and water
 - d. Iodine compound

9. There are three types of Precautions for patients requiring **more** than Standard Precautions. One type is:
 - a. Airborne Precautions
 - b. VRE Precautions
 - c. Universal Precautions
 - d. Drug-Resistant Precautions

10. If you experience a needle-stick injury while caring for a patient, you should:
 - a. Change gloves and continue with your work
 - b. Immediately report the injury to your supervisor [Instructor and Unit Manger]
 - c. Take no action if the patient does not have HIV/AIDS
 - d. Wash the affected area and report to Employee Health within your 5 hour window

11. The Core Values of St. Agnes Hospital inspire:
 - a. The mission
 - b. The vision
 - c. The Standards of Conduce
 - d. All of the above

12. Smoking is allowed:
 - a. In the front of the hospital
 - b. Outside of the Emergency Room
 - c. Only in the parking lot or in your car
 - d. None of the above

13. The healthcare workers at the greatest risk of experiencing violence are:
 - a. Hospital safety officers
 - b. Emergency responders
 - c. Nurses and nursing aides
 - d. Both b and c

14. Within the healthcare setting, violence is most frequent in certain areas. One of these areas is:
 - a. The lab
 - b. Waiting rooms
 - c. The maternity unit
 - d. The pediatric department

15. A level of hostile or combative behavior is disruptiveness. A sign of disruptiveness is:
 - a. Verbal threats
 - b. Use of a weapon
 - c. Yelling or screaming
 - d. Defensive body language

16. When a person becomes disruptive, which of the following is the best response?
 - a. Ignore the person
 - b. Pat the person on the back reassuringly
 - c. Tell the person everyone else has problems, too
 - d. Give clear instructions and set clear limits for behavior

17. You should respond to a fire emergency using the ____ protocol.
 - a. Life Emergency Code
 - b. PASS
 - c. RACE
 - d. HELP

18. A Class A fire extinguisher is always the best choice for fires involving:
 - a. Wood, cloth, paper, or plastic
 - b. Flammable liquids
 - c. Oil and oil products
 - d. None of the above

19. St. Agnes policies and procedures may be found:
 - a. On the St Agnes intranet, also known as the SAINT
 - b. In the cafeteria near the daily menu
 - c. On the internet by using a major search engine such as Google
 - d. On the Human Resources lobby area

20. As it relates to hazard communication, employees have the right to:
 - a. See the chemical information and MSDS list for one's work area
 - b. Be trained on equipment and supplies that may be used to protect you from hazards in your work area
 - c. Refuse to work with hazardous substances
 - d. All of the above