Directions:
Place the letter of the most correct answer on this exam next to the corresponding question number on the
answer sheet provided. Please do not write on this test. There is ONLY ONE correct answer to each
question. Return ALL SAW materials to OTD, JH Rm. 417, when complete.
**This test can also be completed via Blackboard, login at http://bb.upstate.edu

ALL STAFF – answer questions #1-25
4 points each, passing grade (80%)

LICENSED STAFF WHO PROVIDE REGULAR CARE TO PATIENTS – answer questions #1-32
3.125 points each, passing grade (80%)

1. We work in a culturally diverse organization where we encounter people that have a range of values,
perspectives, and life experiences that may differ from our own. Becoming aware of our own biases,
intentional and unintentional, so that they do not negatively affect our treatment of and respect for
others is of the upmost importance in providing quality health care to an increasingly diverse
community.
   a. True
   b. False

2. The Upstate Code of Conduct promotes and supports the mission and values of Upstate Medical
University. Considering this, what are all members of the Upstate community expected to do?
   a. Disregard or be insensitive to the personal space or boundaries of others
   b. Maintain the highest level of professional behavior, ethics, integrity, and honesty, regardless of
      position or status
   c. Display behavior that would be considered by others to be intimidating, disrespectful, or
      dismissive
   d. Criticize co-workers or other staff in the presence of others in the workplace or in the presence
      of patients

3. Customer Service is at the core of our organization’s commitment to delivering quality care and service.
   Our customers include patients and their families, physicians, co-workers, visitors, students, and
   volunteers.
   a. True
   b. False

4. An adult patient is missing from the hospital. What is the emergency code that you will hear on the
   overhead page?
   a. Code Amber
   b. Code Grey
   c. Code Orange
   d. Code White

5. Code Blue is an adult medical emergency; Code White is a pediatric medical emergency.
   a. True
   b. False
6. How do you call for emergency medical assistance within the hospital proper at Upstate’s downtown hospital and community campus hospital?
   a. Dial extension 4-4444 (downtown)/2211 (community)
   b. Call The Heavy Hitters
   c. Dial 911
   d. Dial “0” and wait for an operator

7. How do you call for emergency medical assistance at University Hospital main buildings NOT located at 750 East Adams Street or University Community Hospital parking areas, Hematology Oncology, and POB?
   a. Dial extension 4-4444 (downtown)/2211 (community)
   b. Call The Heavy Hitters
   c. Dial 911
   d. Dial “0” and wait for an operator

8. In a disaster/comprehensive emergency event, what are your responsibilities while at work?
   a. Stay calm and return to your assigned work area
   b. Continue normal operations unless told to do otherwise
   c. Both A & B
   d. Nothing, you have no responsibilities

9. Designated liaisons, persons who can assist with support and care related to Domestic Violence issues, at Upstate are:
   a. Employee Assistance Program
   b. Human Resource Benefits Leave Office
   c. University Police Department
   d. All of the above

10. Should a fire occur, staff should respond using the acronym R.A.C.E., what does this mean?
    a. Run, activate, close, extinguish
    b. Rescue, activate, contain, evacuate
    c. Run, alleviate, contain, endure
    d. Relocate, alarm, caution, empty

11. To operate a fire extinguisher, staff should use the acronym P.A.S.S., what does this mean?
    a. Aim nozzle at base of fire, pull the pin, squeeze the handle, and sweep nozzle side to side
    b. Pull the pin, aim nozzle at base of fire, squeeze the handle, sweep nozzle from side to side
    c. Pull the pin, squeeze the handle, aim nozzle at the base of the fire, and sweep nozzle from side to side
    d. Pull the pin, aim nozzle at the base of the fire, sweep nozzle side to side, and squeeze the handle

12. If you hear “Code Red” announced over the public address system, it tells you a fire alarm has been activated. Each department and nursing unit should:
    a. Close ALL doors and windows that are open (patient, service room, fire, and smoke doors)
    b. Turn on hallway lights, clear hallway of ALL equipment, and check EXIT areas have a clear path
    c. Tell visitors to stay in patient’s room or visiting areas and listen for additional announcements
    d. All of the above
13. For the general security of all, staff should:
   a. Wear employee identification badge at all times while on Upstate property (owned and leased)
   b. Report unauthorized persons (no ID badge)
   c. Report suspicious activities
   d. All of the above

14. Persons exposed to hazardous spills are to be directed to the Emergency Department with the applicable Safety Data Sheet (SDS), which are available on from the iPage ➔ Policies & Forms icon ➔ Safety Data Sheets (SDS) in the column on the left of the page:
   a. True
   b. False

15. Hand hygiene is one of the most effective ways to reduce the number of hospital-associated infections. How long does it take to wash your hands effectively?
   a. 15 seconds (at least)
   b. As long as it takes to sing the “Happy Birthday” song twice
   c. Both A & B are correct
   d. None of the above

16. Everyone knows you should wash your hands before and after giving care to a patient (and/or touching patient or environment). You should also wash your hands:
   a. Before and after eating
   b. After removing gloves
   c. After sneezing, coughing, or using the bathroom
   d. All of the above

17. When is it acceptable to use alcohol-based hand sanitizers instead of soap and water?
   a. Any time they become contaminated with blood or body fluid
   b. Only when hands are not visibly soiled
   c. When dealing with a patient that has C-Diff
   d. If your hands are visibly dirty

18. Artificial nails (anything that is not your natural nail) are not acceptable for any employee that is required to wear gloves.
   a. True
   b. False

19. Staff with occupational exposure to blood and body fluids should be vaccinated for Hepatitis B, which is Available free-of-charge in the Employee Health Office.
   a. True
   b. False

20. The BIOHAZARD symbol tells staff that something has blood/body fluid on it that could be harmful to them – contaminated. The color RED is also a signal for contamination with blood/body fluids.
   a. True
   b. False
21. If an employee develops symptoms of allergy (i.e. rash and itchy or red skin) and latex reaction is suspected, the employee should report to Employee Health. If an employee develops severe symptoms or breathing problems, the employee should report to:
   a. Their primary care provider
   b. A dermatologist or allergist
   c. The Emergency Department
   d. None of the above

22. What should ALL hospital staff do upon hearing the “Code Amber” overhead page?
   a. Monitor hallways and stairway exits in the immediate area of your location
   b. Standby exit doors leading out of the facility/any public area such as the hospital lobby or cafeteria
   c. Look for anything suspicious or out of the ordinary such as an individual carrying a large parcel or forcibly struggling with a child
   d. All of the above

23. Sexual violence is a form of sexual harassment. Sexual violence refers to physical sexual acts perpetrated against a person’s will or where a person is incapable of giving consent. Sexual violence includes rape, sexual assault, sexual battery, sexual abuse, and sexual coercion.
   a. True
   b. False

24. A stroke is interruption of blood flow to the brain. Rapid identification and treatment of stroke symptoms improves the potential outcome. If the sudden onset of stroke symptoms occurs, staff should respond using the acronym F.A.S.T., this means:
   Face (facial drooping or weakness)
   Arm (arm weakness or drift)
   Speech (difficulty speaking or slurring words)
   Time (time to call help/time last known well)
   a. True
   b. False

25. Workplace violence is any physical assault, threatening behavior, or verbal abuse occurring in the work setting. This includes, but is not limited to, the buildings, surrounding property, and the parking lots:
   a. True
   b. False

**ANSWER THE FOLLOWING ONLY IF YOU ARE A LICENSED STAFF MEMBER THAT PROVIDES REGULAR CARE TO PATIENTS**

26. Patients identified with Dysphagia will have a blue bracelet placed on their wrist. If a patient is wearing a blue bracelet, you must STOP and check the medical records for a nursing or physician order for diet and/or feeding precautions:
   a. True
   b. False
27. Strategies to prevent the spread of Multi Drug Resistant Organisms (MDRO) include:
   a. Contact precautions and proper cleaning procedures
   b. Compliance with hand hygiene
   c. Dedicated equipment for patients on precautions
   d. All of the above

28. In response to national outbreaks of Hepatitis B virus and Hepatitis C Virus, the CDC and the New York State Health Department have defined Safe Injection Practice. All licensed personnel must comply with these standards, which include:
   a. Use needles only one (1) time
   b. Use syringes only one (1) time
   c. Use each needle/syringe on only one (1) patient
   d. All of the above

29. Chronic medical conditions requiring ongoing and continuous management deserve a place in the current problem list. Although they may not have precipitated the patient’s admission, they are still subject to your management efforts and medical decision-making. Document chronic medical conditions as an active problem, if only to say, “currently stable.”
   a. True
   b. False

30. Patient identification must occur prior to administration of medication as appropriate with the patient/parent/caregiver by checking/scanning patient identification bracelet and verbally confirming patient identity with the patient/parent/caregiver as appropriate to patient status.
   a. True
   b. False

31. To promote patient safety, strict adherence to the procedure verification process is required to ensure the correct procedure is done on the correct patient on the correct site. Pre-procedure verification of the correct patient utilizes at least two patient identifiers, including:
   a. Patient’s name, address, and phone number
   b. Patient’s first and last name, date of birth, and medical record number, if available
   c. Patient’s name, name of attending physician, and patient’s room number
   d. Patient’s name, scheduled procedure, and attending physicians name

32. Social work urgent consults are for:
   a. Patients trying to leave AMA
   b. Suspected family violence, including child neglect and physical or sexual abuse
   c. Psychiatric placement for patients in the ED requiring inpatient placement
   d. Maternity patients with substance abuse, mental health issues, and/or adoption plans (community campus)
   e. All of the above