

## Post Test

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Please return to Wendy Looker by: \_\_\_\_\_

1. Cultural competencies are the skills used to work well with patients of all culture?  
True                      False
2. Family members make the best interpreters?  
True                      False
3. Always discourage patients from using traditional remedies and healers?  
True                      False
4. Please circle all the factors that place workers at risk for violence in the work place:
  - a. Working in low crime areas
  - b. Working in small numbers or alone
  - c. Lack of follow-up for those individual who are mentally ill and released from the hospital.
  - d. Working during early morning hours
5. Which factors contribute to under-reporting of incidents of violence:
  - a. Fear that employees may seem negligent or have poor job performance
  - b. Lack of reporting policies
  - c. Inadequate amount of supplies such as forms, paper and pens
  - d. Fear that reporting will not benefit the employee
6. In addition to a zero tolerance policy on workplace violence there must also be a system for \_\_\_\_\_ violence incidents.
7. Race stands for: \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_.
8. Code 99 is used for:
  - a. bomb threat
  - b. medical emergency
  - c. fire drill
  - d. actual fire
9. Many tornados are wrapped in heavy precipitation and can't be seen?  
True                      False

10. CTR has an emergency agreement with the following agency(ies) (circle all that apply)
  - a. ARI
  - b. Discovery House
  - c. Metro
  - d. CODAC
  
11. The patient's bill of rights and responsibilities has three goals: (circle 3)
  - a. Strengthen consumer confidence that the health care system is fair and responsive to consumer needs;
  - b. Reaffirm the importance of a strong relationship between patients and their health care providers.
  - c. To access emergency services when and where the need arises
  - d. To reaffirm the critical role consumers play in safeguarding their own health.
  
12. At CTR the patient rights include:
  - a. privacy, security and confidentiality of information
  - b. to refuse any treatment
  - c. to refuse to pay
  - d. to be offered a copy of your treatment plan
  
13. CTR has a corporate compliance officer who is responsible for:
  - a. Implementation and operation of the compliance plan
  - b. that policies are updated as necessary
  - c. that employees receive adequate education and training and that it's documented
  - d. All of the above.
  
14. Disciplinary action for violation of corporate compliance plan include:
  - a. yelling at the employee, suspension with pay, firing them
  - b. CTR does not believe in disciplinary action
  - c. Is at the discretion of the supervisor and program director
  - d. none of the above
  
15. Only truthful, informative and non-deceptive information will be provided in public materials or advertisements.

True                                  False
  
16. Patient Confidentiality includes:
  - a. 42 CFR Part 2
  - b. HIPAA
  - c. None of the above
  - d. both of the above
  
17. HIPAA applies to "covered entities" that transmit health information electronically in connection with a covered transaction.

True                                  False
  
18. 42 CFR part 2 has few exceptions on disclosing patient-identifying information. These exceptions include but are not limited to:
  - a. a medical emergency

- b. disclosures regarding victims of abuse, neglect or domestic violence
  - c. none of the above
  - d. both of the above
19. Spirituality is always connected to a religion?
- a. True
  - b. False
20. All members of a religion practice it the same way?
- a. True
  - b. False
21. Universal precautions are your best protection against AIDS, Hepatitis B and Hepatitis C?
- a. True
  - b. False
22. Which of the following is **Not** required of universal precautions?
- a. Wear gloves anytime you may come in contact with blood or other body fluids.
  - b. Use masks and eye protection or protective face shields if there's any chance of blood or other body fluids splashing into your eyes or mouth.
  - c. Wear nose or ear plugs if near any possible splashing fluids
  - d. Wash your hands and other surfaces immediately after direct contact with blood or other body fluids.
23. If you are exposed to blood or other body fluids you should:
- a. wash the exposed area immediately
  - b. save sharps or other items involved for possible testing
  - c. get a shot of antibiotics
  - d. all of the above
  - e. a and b
24. CQI means:
- a. your organization is accredited
  - b. better care for all patients
  - c. customer always comes first
  - d. none of the above
25. CQI philosophy includes:
- a. All employees participating in the process
  - b. Tasks are streamlined whenever possible
  - c. Improvements should be maintained
  - d. All of the above
26. All accredited health care organizations are required to have to have a quality improvement program.
- a. True
  - b. False
27. Name 3 ways in which you can keep your computer, the server and computer stored information safe:

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28. Because you have a computer in your office it is expected that any information you access or store on your computer is private and confidential?
- True
  - False
29. Protected information is:
- Customer/patient information
  - Employee information
  - Trade secrets
  - Government information
  - All of the above
  - none of the above
30. Patient Satisfaction involves meeting the patient's physical and emotional needs?
- True
  - False
31. Patients feel more confident if their health care providers use technical language?
- True
  - False
32. If you can't meet a patient's needs, try to negotiate a compromise
- True
  - False
33. The definition of informed consent includes:
- provision of enough information to any patient regarding diagnostic or therapeutic procedures
  - an understanding or consent to refuse treatment
  - both a and b
  - neither a or b
34. Written permission is the best and legally accepted for of obtaining informed consent.
- True
  - False
35. Written consents are required for:
- OMT
  - Experimental procedures
  - Making payment
  - A and b
36. The countersignature of two witnesses is required for any consent signed by a patient in the form of an "X"?
- True
  - False

37. Name 4 reasons an incident report should be filled out:

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38. Critical incidents are:

- a. Death
- b. accident
- c. loss of record of person served
- d. all of the above

39. Critical incidents shall be forwarded to State Methadone Authority

- a. True
- b. False

40. Sexual Harassment is any unwelcome conduct or communication of a sexual nature?

- a. True
- b. False

41. Sexual Harassment behavior includes all of the following, except:

- a. Attempted or actual sexual assault
- b. Jokes of a lewd, offensive or sexual nature
- c. thinking sexual thoughts
- d. Gender related names, titles or references

42. Who is liable for sexual harassment?

- a. Supervisors
- b. non-participants
- c. organization
- d. All of the above

43. Name three (3) requirements to preventing sexual harassment:

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44. Does the HRO need to have knowledge of MHRH rules and regulations?

- a. Yes
- b. No

45. The HRO shall have competencies in Attitudes, Knowledge and Skills?

- a. Yes
- b. No

46. When dealing with an angry patient it is important to:
- engage in argumentative conversation
  - engage in banter
  - engage in de-escalation and call your supervisor immediately
47. When an illness/injury/emergency arises it is important to treat your own or another's injury?
- Yes
  - No
48. Good practices for coping with an active shooter situation include the following:  
(circle as many as applies)
- Be aware of environment and possible dangers
  - Take note of two nearest exits
  - Confront the gunman as the first step
  - None of the above
  - All of the above
49. Responding to an active shooter should proceed in the following order:
- Hide out, evacuate, take action against the shooter
  - take action against the shooter, Hide out, evacuate
  - Evacuate, Hide Out, Take action against the shooter
  - None of the above
50. What actions should you take when law enforcement arrive?
- Remain calm and follow instructions
  - immediately raise hands and spread fingers
  - Point, yell and scream in the direction of the shooter
  - A and B only
  - A, B and C