

Once this test and acknowledgement form is completed, please give to your supervisor for review.

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

**Bloodborne Pathogens Test – Circle the correct answer**

1. Bloodborne pathogens can be transmitted through all of the following **except**:
  - a. Accidental Punctures
  - b. Sharing Needles
  - c. From being sneezed on or coughed on
  - d. Sexual Contact
2. Common bloodborne diseases include all **except**:
  - a. HIV
  - b. Common cold
  - c. Hepatitis B
  - d. Hepatitis C
3. Soiled linens are to be discarded in infectious waste containers.  
  
True or False
4. Common personal protective equipment that can be used to prevent bloodborne pathogens exposure include all of the following **except**:
  - a. Gowns
  - b. Gloves
  - c. Face Shield
  - d. N95 Respirator
5. Standard precautions are applied to ALL patients receiving care, REGARDLESS of infection status.  
  
True or False
6. Hand Hygiene is the most effective way to prevent the spread of infection.  
  
True or False
7. Where can the UPMC Bloodborne Pathogen Exposure Control Plan be found?
  - a. UPMC.com
  - b. UPMC Infonet
  - c. Departmental SharePoint site
  - d. Employee Health

**Compliance & Ethics Review Test – Circle the correct answer**

1. At the beginning of your work day, your co-worker calls you from his cell phone. He explains that he left his swipe card on his desk, and he isn't going to make it to the swipe clock in the next 5 minutes when his shift starts. Your co-worker asks you to swipe his card for him, just this once, to make it look like he arrived on time. What should you do?
  - a. Swipe him in. He is a good worker, is never late, and you do not want to see him get in trouble.
  - b. Call the police because your co-worker asked you to do something illegal.
  - c. Do not swipe the time card for your co-worker.
  - d. Swipe the card, but not until your co-worker actually arrives on site.
2. Which of the following answers best completes the statement: If you report the fraud you witnessed in another department to the UPMC Office of Ethics and Compliance...
  - a. You will be protected from retaliation, even if the incident you reported turned out to be a misunderstanding, rather than fraud.
  - b. You will be subject to disciplinary action for reporting issues that do not concern the department in which you work.
  - c. You will be promoted as a reward for reporting the fraud.
  - d. Your report will be ignored.
3. Which of the following statements are true?
  - a. UPMC employees who are required to complete a conflict of interest form can be subject to disciplinary action for not completing the form by the deadline.
  - b. Staff with relationships with a company should not be involved in the decision making process for purchases from the company.
  - c. It is okay for UPMC employees to accept tickets to sporting events in order to facilitate vendor relations.
4. You are a physician. One of the nurses in your practice approaches you because you are behind in reviewing patient test results. She offers to help by reviewing them for you and alerting you to anything abnormal or significant. She requests your login information (username and password) in order to complete this task.

Which of the following best describes what you should do?

- a. Take her up on her offer. You have worked with this nurse for years. You know her very well, and trust her clinical judgement.
- b. Have her terminated for trying to commit fraud.
- c. Decline, and explain that it would be inappropriate and unethical for her to complete this task.
- d. Instead of the nurse, share your login information with another physician in the practice to complete the task for you.

5. You know that your coworker has been caring for her elderly mother at home. Your coworker has confided in you that times are tough, and not all of her mother's medical supplies are covered by her insurance. A few days later, you see the same coworker packing her personal backpack with supplies from the unit. You reported this to your supervisor, the department director, and HR consultant. A month later, you see the same co-worker do this again.

What should you do next?

- a. Report it to your supervisor again.
  - b. Contact the Compliance Officer assigned to your area.
  - c. Call the local media.
  - d. Resign from your position.
  - e. Only A and B are correct.
6. You are a nurse at a Physician Practice. Part of your responsibilities is to reconcile the billing claims to the patient encounters. You notice that several encounters do not appear to have charges associated with them, because one of the physicians forgot to dictate and document the services in the medical record prior to leaving for an extended vacation. The Office Manager is pressuring you to enter the charge codes anyway, because everyone knows the physician will complete the dictation and documentation upon return from vacation. You were in the office during all of these services, and you know that the physician really performed the services. If you decide to submit the claims, which of the following Laws/Regulations/Policies would this violate?
- a. Foreign Corrupt Practices Act
  - b. Federal False Claims Act
  - c. Conflict of Interest Policy
  - d. Notice of Privacy Practices for Protected Health Information

**Emergency Preparedness Test – Circle the correct answer**

1. The designated administrative persons who make the decision whether to activate a disaster plan is called the HICS Team.

True or False

2. A patient who is not where staff or family believes he or she should be after an initial search of the area or the removal of a patient from the hospital against their will and/or without parent/guardian permission is considered:

- a. Condition Pink
- b. Elopement
- c. AMA Removal (against medical advice)
- d. None of the above

3. Reliable resources that can tell you what you are expected to do in a disaster situation include all of the following **except**:

- a. All Hazards and Emergency Operations Plans
- b. MyHUB
- c. Emergency Reference Guides
- d. Your manager/supervisor

4. Under the CHP Visitor's Policy, the following statement is an example of level 2 red inpatient aggressive behavior.

- a. "Thank you for taking good care of my child"
- b. "I want a new nurse. You are a horrible nurse. You made my child sick"
- c. "If my child does not get better today I am going to get you. You better be careful walking to your car tonight!"
- d. "I am very frustrated today"

5. An Internal Disaster with 1 or more victims on scene requiring immediate medical care is called Condition Triage.

True or False

6. If local authorities call for "Shelter-in-place" all of the following might occur **except**:

- a. Air handling systems may be shut down
- b. Non-emergency employees will be sent home
- c. Exterior doors will be locked; all occupants will be asked to stay inside
- d. Employees should be prepared to activate their Family Emergency Plan

7. If you are faced with a person with a weapon, which of the choices below should you **ONLY** do as a last resort?
  - a. Evacuate (Run)
  - b. Evade (Hide)
  - c. Engage (Fight)
8. In which of the following situations would you activate your family emergency plan?
  - a. When there is an external disaster (like a school bus crash) and you need to stay at work.
  - b. When you need a baby sitter
  - c. When you are ill and cannot report for work
  - d. When you have a personal appointment
9. If the HICS Team is activated in response to an internal disaster, the appointed group will immediately gather to:
  - a. Rapidly assess the situation and determine the response needed
  - b. Communicate information to staff, patients, and families
  - c. Ensure safety of staff, patients, families and visitors during the emergency
  - d. All of the above
10. A family member/visitor who has used loud, profane or aggressive verbal language without threats of violence defines:
  - a. Level 1 Yellow aggressive behavior
  - b. Level 2 Red inpatient aggressive behavior
  - c. Level 2 Red outpatient aggressive behavior

**EMTALA Test – Circle the correct answer**

1. Pediatric hospitals must provide a medical screening examination not only to juveniles, but also to adults who request emergency treatment.

True or False

2. You are about to leave the hospital through the main entrance. A man brings a 20-something year old female in. She is obviously pregnant and having frequent contractions. She says she is due "any day now" and thinks she is in labor. The hospital does not have a Labor and Delivery unit. What should you do?

Choose the best answer.

- a. Walk quickly away from the entrance. You have not delivered a baby since you were a medical student 35 years ago, and you don't want to start again now.
  - b. Grab a wheelchair and take her to the Emergency Department
  - c. Call 911 for an ambulance to take her to the nearest hospital that does have a Labor and Delivery unit.
3. Someone walks up to you, by the main entrance, with teeth in their hand. They ask if the hospital has a dentist. What would you do?

Choose the best answer.

- a. Tell them "no, but UPMC Montefiore does."
  - b. Take them to the Emergency department and let them know that the doctor there can take care of them.
  - c. Ask the person if they are well enough to drive to their dentist and help them to their car.
4. A 30 year old female has been shot and drives to your front entrance for treatment. You direct her to the emergency department for treatment. Moments after she arrives, the police arrive in the front entrance stating they have the person in the back of their vehicle who is responsible for the shooting and she needs to be evaluated in the emergency department. What is your most appropriate action?

Choose the best answer.

- a. Direct the police to take the person to the emergency department to be evaluated.
- b. Tell them to go to the next closest hospital because the victim is here.
- c. Tell them they can take the patient directly to jail because they have a nurse there that can see the person.

**Environment of Care Test – Circle the correct answer**

1. Jane has been verbally threatened by a co-worker, after catching her co-worker looking up confidential information of someone that was not her patient. Under the “zero-tolerance” Workplace Violence policy, who should Jane contact for help?
  - a. Her direct supervisor
  - b. Human Resources
  - c. A Security Representative
  - d. LifeSolutions
  - e. All of the above
2. Any malfunction and/or damaged medical equipment should be removed from service and Clinical Engineering/Biotronics should be notified.

True or False

3. All of the following information is contained in a Safety Data Sheet (SDS) **except**:
  - a. A chemical's product name and ingredients
  - b. Proper handling instructions
  - c. First-aid care
  - d. A picture symbol listing the hazards
4. The PASS Principal stands for:
  - a. Press, Aim, Slide, Sweep
  - b. Press, Alarm, Squeeze, Sweep
  - c. Pull, Aim, Squeeze, Sweep
  - d. Pull, Aim, Slide, Squeeze

5. A link to the Safety Data Sheets can be found on CHPLink.

True or False

6. Which image below illustrates good body mechanics:

Photo #1



Photo #2



Photo #3



**Infection Prevention– Circle the correct answer**

1. Types of personal protective equipment that help reduce the risk of transmission of germs and viruses include:
  - a. Gown
  - b. Glove
  - c. N-95 Mask or PAPR
  - d. Isolation Mask
  - e. All of the above
  
2. Germs (bacteria, viruses and fungi) are all around us, they can be on surfaces, our hands and sometimes in the air.

True or False
  
3. Standard precautions are used for all patients receiving care, regardless of infection status?

True or False
  
4. Wheelchairs, IV poles and blood pressure machines are examples of equipment that do not need to be cleaned between patient use?

True or False
  
5. Hand Hygiene is the SINGLE most important strategy to reduce the risk of transmitting organisms. When it is important to clean your hands?
  - a. Before patient contact
  - b. After contact with the patient and or the environment
  - c. Before contact with the environment
  - d. Only A & B are correct.
  
6. TB is spread from person to person through?
  - a. Coughing and/or sneezing
  - b. Talking
  - c. Touching a surface in the patient's room
  - d. All of the above
  
7. When you see a break in a construction barrier you should?
  - a. Stop and correct the problem.
  - b. Report the concern to your supervisor.
  - c. Do nothing. The construction workers are responsible to monitor the area.
  - d. None of the above



**LGBTQI General Training Test - Circle the correct answer**

1. UPMC promotes the expectation that all employees treat everyone with dignity and respect, regardless of personal belief, through its:
  - A. Code of Conduct Policy
  - B. Harassment - Free Workplace Policy
  - C. Non-discrimination in Patient Care Policy
  - D. All of the above
  
2. In order to show respect and be inclusive when working with members of the LGBTQI community, I am expected to:
  - A. Use neutral and inclusive language when talking to others
  - B. Ask my colleagues about their significant other as I would a heterosexual colleague
  - C. Use the pronoun and name that the individual prefers
  - D. All of the above
  
3. LGBTQI includes individuals who identify as:
  - A. Lesbian, Gay, Bisexual, Transgender, Questioning, and Intersex
  - B. Liberated, Gay, Bi-Gender, Transsexual, Queer, Interested
  - C. Lesbian, Gay, Bisexual, Transqueer, Questioning, and Intersex
  - D. None of the above
  
4. LGBTQI adults are less likely to be victims of hate crimes compared to other minority group.

True or False
  
5. We all express our masculinity and femininity in different ways.

True or False
  
6. Which of the following would you not do when showing respect and dignity?
  - A. Ask "are you married?"
  - B. Assume an individual is male or female based on their appearance
  - C. Avoid asking friendly, neutral questions of a colleague
  - D. All of the above
  
7. It is important for me to know about working with LGBTQI individuals because:
  - A. Individuals identifying differently than me does not mean we don't share commonalities.
  - B. I work and care for individuals who identify as LGBTQI.
  - C. It helps me live the UPMC core value of Dignity & Respect.
  - D. All of the above

**Patient and Family Centered Care Test – Circle the correct answer**

1. What is Patient and Family Centered Care?
  - A. The CHP care model, which defines how we provide healthcare to our patients
  - B. Including patient families in every process that directly or indirectly affects them
  - C. A direct effort by every individual in the hospital system to create a relationship between the patient, family, providers and employees that recognize the strengths and expertise of all participants
  - D. Including parental expertise on their child with the medical professionals to come up with the best approach for the patient
  - E. All of the above
2. What is NOT one of the principles of patient and family centered care?
  - A. Respect and Dignity
  - B. Judging families
  - C. Information sharing
  - D. Collaboration
  - E. Confidence building
3. When we speak positively about the hospital, co-workers and other departments we help to create the best experience for patients and families.  
  
True or False
4. When we treat the child as a diagnosis rather than an individual it helps the family become more involved in the care of the child.  
  
True or False
5. We can treat families as members of the care team by:
  - A. Asking for their participation.
  - B. Sharing information openly.
  - C. Honoring family preferences.
  - D. All of the above
6. Acting responsibly includes
  - A. valuing corporate and individual integrity.
  - B. ensuring fiscal responsibility.
  - C. identifying and achieving organizational efficiencies.
  - D. delivering on commitments.
  - E. doing the right thing.
  - F. All of the above

**Patient Safety – Circle the correct answer**

1. What short, safe phrase did UPMC adopt to mean “I have an immediate concern for this patient’s safety”?
  - a. I don’t know
  - b. I need clarity
  - c. I need help
  - d. I have a concern
  
2. If you have a patient safety concern, to whom should you report it?
  - a. Report it yourself through Riskmaster
  - b. Your Patient Safety Officer
  - c. Your direct supervisor
  - d. All of the above
  
3. All staff are safe to report anything without fearing they will be treated differently.  
  
TRUE or FALSE
  
4. Incident reporting should be completed when anything out of the ordinary occurs.  
  
TRUE or FALSE
  
5. Where can you access Riskmaster to enter an incident report?
  - a. Cerner
  - b. EPIC
  - c. The UPMC Infonet
  - d. All of the above

**Privacy & Security Obligations - Circle the correct answer**

1. In the event that you become aware that a co-worker has inappropriately accessed the electronic health record of UPMC patients without a legitimate business or healthcare need to do so, you should:
  - A. Alert your manager or supervisor to the matter
  - B. Alert the UPMC Office of Patient and Consumer Privacy to the matter
  - C. Alert UPMC Human Resources to the matter
  - D. All of the above
2. Your co-worker asks for your password so that they may log in to the eRecord system. Which of the following would be appropriate?
  - a. Provide her with the password, but tell them that next time should use their own.
  - b. Go to the device and log in for them so that they may do their job.
  - c. Tell them that sharing your password would not appropriate, and that if their password is locked, they should get it reset through the ISD helpdesk.
  - d. None of the above.
3. You are on a crowded elevator and you overhear a staff member discussing confidential information about a patient you have been treating. What should you do?
  - a. Report the incident to a supervisor or privacy officer
  - b. Inform the staff member that he should not be discussing patient information in public areas
  - c. Join in on the discussion, because you have a high level of knowledge about this patient
  - d. Only A and B are appropriate.
4. You are approached by an unfamiliar individual seeking access to a secure area, indicating that they are a UPMC staff member, seeking use of your key-card to enter the area. Which of the following is appropriate?
  - a. Give your key-card to the individual as long as they promise to return it immediately.
  - b. Do not give your key-card to the individual, but help them access the area.
  - c. Do not grant access to the individual and if you have concerns call UPMC Security immediately.
5. You receive a suspicious email to your UPMC inbox asking to confirm your username and password. You are concerned that the email may be a phishing attempt. What should you do?
  - a. Forward the suspicious email to your manager so that they can open it and determine if it is an issue.
  - b. Immediately notify [phishing@upmc.edu](mailto:phishing@upmc.edu)
  - c. Provide your username and password since the email was received at your UPMC inbox.

**Rapid Response Teams Test – Circle the correct answer**

1. What is a Condition C?
  - A. Used to initiate a rapid response of critical staff when a patient problem is felt to be urgent
  - B. Used when there is a delay in being able to contact the primary service for a patient medical emergency
  - C. Used to prevent a crisis from occurring or escalating
  - D. All of the above
  
2. To activate a Condition C when in the main hospital do the following:
  - A. Toss hands in air and scream wildly
  - B. Call "0" for the Operator
  - C. Call 692-5151 and specify Condition C
  - D. Page the AOD
  
3. Condition Help
  - A. Can only be called by a RN
  - B. Initiates a rapid response team to the bedside when concerns still exist.
  - C. Warrants a PSOR to be completed
  - D. Is only available from 8AM-4PM
  
4. Which of the following statements describes a reason NOT to call a Condition Help?
  - A. The parent notices a change in their child's condition and the medical team dismisses it.
  - B. The parent feels that the child was given an incorrect medication.
  - C. The patient's food tray did not arrive.
  - D. The parent is still waiting to see the Chief Resident after making the request 3 hours ago.
  
5. Condition A is the term used to designate an emergent situation in a victim, including cardiopulmonary and respiratory arrest.

True or False
  
6. What do you do if the person who needs help in the main hospital/bridges is an adult?
  - A. Call the AOD
  - B. Call the PICU fellow
  - C. Call 692-5151 and tell the operator that the victim is an adult
  - D. Immediately take them to Children's Emergency Department by yourself

**Safe Haven Test – Circle the correct answer**

1. Safe Haven allows parents to place babies up to 3 months old in the care of any hospital in the state of Pennsylvania without the fear of criminal prosecution as long as the baby has not been harmed.

True or False

2. The Safe Haven law is necessary because:

- A. Some mothers are unsure of their parenting skills and are afraid.
- B. Many mothers are young and alone.
- C. Some mothers abandon their babies shortly after birth.
- D. All of the above

3. Parents who leave their baby under 28 days age, at a hospital will be prosecuted for abandonment.

True or False

4. A baby left at a hospital will be examined by a physician, then turned over to the local children and youth facility in order to be placed with a loving family.

True or False

5. Pennsylvania is one of 50 states, the District of Columbia, and Puerto Rico that have enacted safe haven legislation.

True or False

**CHILDREN'S HOSPITAL OF PITTSBURGH of UPMC****Annual Mandatory Education for PITT, Crothall, Morrison and Other NON-UPMC Payroll Employees**

This form must be completed and submitted to your supervisor at the completion of your annual mandatory education along with your answer sheets.

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

Position Title: \_\_\_\_\_

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

I acknowledge that the following Children's Hospital of Pittsburgh of UPMC's Mandatory Education programs were reviewed:

Bloodborne Pathogens	Compliance & Ethics Review
Cultural Competence	Emergency Preparedness
EMTALA	Environment of Care 2015
Infection Prevention	LGBTQI General Awareness
Patient and Family Centered Care	Patient Safety
Privacy & Security Obligation	Rapid Response Teams
Safe Haven	Team Effectiveness

**CONFIDENTIALITY STATEMENT:** I understand that in the course of my association with Children's Hospital of Pittsburgh of UPMC, I assume the responsibility of maintaining the confidentiality of employee, hospital, patient, and other business information to which I have access and/or to which I am exposed. Such information must remain confidential despite its form (i.e., electronic, hard copy, etc.). I agree to maintain the confidentiality of all research, data, and results in any form and to recognize and respect the proprietary interest of Children's in all such materials. I agree to abide by the Hospital's confidentiality policies. I understand that I am not permitted to release information without proper authorization as described in the confidentiality policies. I understand that any violation of this and any other Hospital policies may result in immediate corrective action, up to and including termination from employment.

Employee Signature: \_\_\_\_\_

Instructor/Supervisor Signature: \_\_\_\_\_