



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 |
| Emergency Preparedness | EMTALA General Awareness |
| Environment of Care | Infection Prevention |
| Patient Safety | Privacy & Information Security Policy Awareness |
| Unconscious Biases | CHP-specific Emergency Preparedness |
| General MRI Safety | Patient and Family Centered Care |
| Rapid Response Teams | Safe Haven |

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: _____

Bloodborne Pathogens Test

1. Bloodborne pathogens are microorganisms present in human blood/body fluids and other potentially infectious materials that can cause disease in humans.

True or False

2. Bloodborne pathogens can be transmitted through all of the following: (CHOOSE ALL THAT APPLY)

Sharing Needles

From being sneezed on or coughed on

Sexual Contact

Accidental Punctures

3. Common bloodborne diseases include: (CHOOSE ALL THAT APPLY)

HIV

Common Cold

Hepatitis B

Hepatitis C

4. Common personal protective equipment that can be used to prevent bloodborne pathogens exposure include: (CHOOSE ALL THAT APPLY)

Gloves

Gowns

N95 Respirator

Face Shield

5. Soiled linens are to be discarded in red biohazard bags.

True or False

6. A vaccine exists to prevent contracting Hepatitis B and is offered to you free of charge by UPMC.

True or False

7. Where can the UPMC Bloodborne Pathogen Exposure Control Plan be found?

UPMC.com

UPMC Infonet

The CDC website

Employee Health

8. Hand hygiene is the most effective way to prevent the spread of infection.

True or False

9. What is the first step you should take if you are accidentally stuck by a contaminated needle?

Contact WorkPartners

Immediately wash hands and affected skin surfaces with soap and water.

Report the injury to your supervisor

Report the injury to the Employee Health Department

10. Standard precautions are applied to ALL patients receiving care, REGARDLESS of infection status.

True or False

Compliance and Ethics Test

Name: _____

1. Which of the following examples demonstrate RESPONSIBILITY & INTEGRITY (CHECK ALL THAT APPLY):

UPMC employees being responsible for understanding and abiding by all applicable laws and regulations.

UPMC employees only knowing the policies that are related to their specific job functions.

UPMC employees being responsible for understanding and abiding by all UPMC policies.

2. Which of the following statements about conflict of interest are true? (CHECK ALL THAT APPLY):

UPMC staff can receive personal gain from any transaction to which UPMC is a party.

You should have a conversation with their manager to determine if you should complete a Conflict of Interest disclosure, even if you are not required to do so.

If you are required to complete a conflict of interest disclosure, you can be subject to disciplinary action for not completing the form by the deadline.

3. Which of the following statements are fraudulent activities: (CHECK ALL THAT APPLY)

Adding extra mileage to your expense report.

Clocking yourself "in" at work from your smartphone while you are still sitting in traffic on the parkway.

Accidentally keying the wrong date of service on the medical documentation.

Co-signing the narcotic waste log for a co-worker when you really did not witness the wastage.

Copying a previous patient's order form and putting a new patient MRN sticker overtop of previous patient's information to save time.

4. It is acceptable for licensed clinicians to provide their log-on credentials to practice managers in order to edit and authenticate progress notes:

True or False

5. It is okay for UPMC to offer luxurious gifts to the President of China, in order to gain cultural acceptance when trying to start new business in that country.

True or False

6. Two of your co-workers have been sharing each other's log-on credentials for a few months. 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? (CHECK ALL THAT APPLY):

Report it to your supervisor again

Contact the Compliance Officer assigned to your area

Call the local media

Resign from your position

7. Which of the following laws/regulations/policies does action this violate? Falsifying medical documentation in order to obtain the highest amount of insurance payment.

Foreign Corrupt Practices Act

Conflict of Interest Policy

Federal False Claims Act

Notice of Privacy Practices for Protected Health Information

8. Which of the following choices is a violation of the UPMC Code of Conduct: (CHECK ALL THAT APPLY):

Destroying UPMC property or not safeguarding UPMC property against loss, theft, misuse, or damage

Misusing electronic media, including e-mail, text messaging, instant messaging, etc., by viewing or sending obscene content

Calling the Compliance Helpline to report suspected fraud in your department.

Demonstrating offensive, intimidating, disrupting and/or abusive disposition in the workplace

9. 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..."

You will be promoted as a reward for reporting the fraud.

You will be subject to disciplinary action for reporting issues that do not concern the department in which you work.

You will be protected from retaliation, even if the incident you reported turned out to be a misunderstanding, rather than fraud.

You will receive a monetary award for reporting the fraud.

10. When UPMC employees call the Compliance Helpline to report suspicions of misconduct, they are NOT required to identify themselves and can remain completely anonymous.

True or False

Emergency Preparedness Test

Name: _____

1. While on break, you are told that the water pressure for your facility is low. What rapidly accessible resource(s) would you want to review to respond to this situation and other emergencies? (CHECK ALL THAT APPLY):

- All Hazard Emergency Operations Plans
- Emergency Reference Guides
- My Hub
- UPMC.com

2. In which of the following situations would you activate your family emergency plan? (CHECK ALL THAT APPLY):

- When there is severe weather and you cannot leave work
- When you are ill and cannot report for work
- When you have a personal appointment
- When there is an external disaster (like a bus crash) and need to stay at work to assist with patient care

3. What questions should you thinking about when developing your Family Emergency Plan?

(CHECK ALL THAT APPLY):

- Who will care for your child and/or elderly family members if you remain at work?
- Who will pick up and watch over children if they have to leave school
- Where is the nearest doctor's office?
- What are your community's warning signals?

4. A person has just entered your facility through the front door with a visible gun in his hand. You should call your facility emergency number (if it is safe to do so) and report a:

- Code Black or active shooter
- Bronze Alert or active shooter
- Weapons Alert or active shooter
- Code Bronze or active shooter

5. If you are faced with a person with a weapon, which of the choices should you ONLY do as a last resort:

- Run (Evacuate)
- Hide (Evacuate)
- Fight (Evacuate)

6. If you receive a bomb threat over the phone, which of the following actions should you do? (CHECK ALL THAT APPLY):

- Ask a co-worker to contact security immediately.
- Try to gather information about the caller
- Leave the phone off the hook after the call
- Remain calm
- Get off the phone and exit the building

7. A tanker truck carrying toxic gas just overturned outside your facility, which of the following activities may occur: (CHECK ALL THAT APPLY):

- Non-emergency employees will be sent home

EMTALA Test

Name: _____

1. For this scenario, the hospital you work in does not have a labor and delivery unit and you encounter a man helping a pregnant female into the hospital. The female says to you "I think I'm in labor". What should you do? Choose the best answer.

- Explain that this hospital does not deliver babies and they should go to another hospital.
- Offer to call 911 for an ambulance to take her to the nearest hospital that does have a Labor and Delivery unit.
- Find a wheelchair and take her to the Emergency Department.

2. A 13-year-old female enters the emergency department alone and asks the security guard if she can be seen because she thinks she has an STD. The security officer should:

- Tell her absolutely no because she is a minor and will need to have a parent sign consent.
- Tell her we only treat emergencies and she should follow up with her PCP.
- Clear her through security and direct her to register in to the ED.
- Direct her to the nearest urgent care or health department site.

3. 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.

- Tell them to go to the next closest hospital because the victim is here.
- Direct the police to take the person to the emergency department to be evaluated.

- Tell them they can take the patient directly to jail because they have a nurse there that can see the person.

4. For this scenario your hospital does not have a dentist on call and an obviously distraught male runs into the hospital holding a jar with a tooth in it. The patient says, "I need to see a dentist- my tooth was knocked out." Choose the best answer.

- Tell him that the emergency department will take care of him and take him there.
- Explain that this hospital does not have dentists and assist them to their car.
- Suggest that he drive to the nearest dentist.

5. A 25-year-old male presents to the ED requesting to be seen for a physical for his school's wrestling program. What is the best response to this patient's request?

- The patient should be told on arrival that physicals are not completed at the ED so that the patient does not incur a copay for registering to be seen in the ED.
- EMTALA does not apply to patient's specifically requesting physicals.
- The patient should be told on arrival that physicals are not completed in the ED because they are not an emergency medical condition.
- The patient should be registered in the ED and receive a medical screening exam by a physician or advanced practice practitioner.

6. A patient enters the hospital inquiring about detox services. The patient explains he is afraid of having withdrawal symptoms and says he needs help. You respond by:

- Suggesting that he call his primary care physician.
- Registering him in the ED to be evaluated.
- Directing him to a nearby methadone clinic.

Environment of Care Test

Name: _____

1. While walking through your facility you slip, fall, and roll your ankle. At all locations, except UPMC Bedford and HNA, to whom should you report your injury? (CHECK ALL THAT APPLY):

- Employee Health
- WorkPartners
- Your supervisor/on duty administrator
- Your primary care physician

2. Safety devices on sharps should be engaged:

- After you place a bandage on the patient's injection site.
- As you dispose the device into a sharps container.
- Immediately upon completing use of the device.

3. Neil has been verbally threatened by a co-worker, after he notices him stealing large quantities of office supplies. Under the "zero-tolerance" Workplace Violence policy, who can Neil contact for help? (CHECK ALL THAT APPLY):

- His direct supervisor
- Human Resources
- Employee Health
- A Security Representative
- LifeSolutions

4. While on your shift you are confronted by an aggravated patient, which of the following actions may be appropriate? (CHECK ALL THAT APPLY):

- Maintain a calm but strong demeanor when speaking
- Try to match the aggressiveness of the person/patient
- Confront the aggravated person/patient by yourself
- Face the person at all times and position yourself with a means of escape

5. Which of the following information is contained in a Safety Data Sheet (SDS)?
(CHECK ALL THAT APPLY):

- The OSHA standard that covers this chemical
- Proper handling instructions
- A chemical's product name and ingredients
- First-aid care

6. The precautionary statements on product labels tells you:

- Symptoms of over-exposure
- Ways to avoid exposure to the hazards
- Level of permissible exposure
- Proper PPE to wear

7. What does the acronym R.A.C.E. stand for with regard to fire safety?

R = _____

A = _____

C = _____

E = _____

8. Which of the pictures illustrate good body mechanics for lifting a box off of the floor?



9. You notice that the shower in your patient's room is not working properly. Which of the following department(s) should you notify:

- Guest relations
- Engineering & maintenance or building management
- Clinical Engineering/Biotronics
- Building security

10. During your shift, you notice that a piece of medical equipment is malfunctioning and you remove it from service, who should you then contact?

- Building Security
- The Help Desk
- Clinical Engineering/Biotronics
- Environmental Services

Infection Prevention Test

Name: _____

1. Hand Hygiene is the most effective way to prevent the spread of infection from one person to another. Hand Hygiene with soap and water is required... (CHOOSE ALL THAT APPLY)

- After caring for a patient with C.difficile
- Before and after every patient contact
- After caring for a patient with Norovirus
- When hands are visible soiled

2. Which of the following are types of personal protective equipment (PPE) that help reduce the risk of transmission of germs and viruses. (CHOOSE ALL THAT APPLY)

- Gown
- Gloves
- Alcohol-based hand rubs
- N-95 Mask or PAPR
- Hair Net

3. Standard precautions are used... (CHOOSE ALL THAT APPLY)

- When caring for a patient in isolation precautions.
- When caring for any patient.
- Only when caring for a patient with a known infection.

4. Hand Hygiene is the SINGLE most important way to prevent the spread of germs from one person or site to another. Following the WHO Five Moments of Care, when should hand hygiene be performed? (CHOOSE ALL THAT APPLY)

- Before patient contact
- Before contact with the environment.
- Before performing an aseptic task
- After contact with the patient and or the environment

5. You can reduce the spread of infection by cleaning equipment after each patient use. Select the type of equipment that should be cleaned after patient use. (CHOOSE ALL THAT APPLY)

- IV pumps
- Wheelchairs
- Blood pressure monitors
- Glucose monitoring device

6. Gloves are an essential part of PPE. They can be used to... (CHOOSE ALL THAT APPLY)

- Prevent contamination with blood and body fluids.
- Replace hand hygiene.
- Prevent contact with a contaminated surface.

Patient Safety Test

Name: _____

1. Speaking up is required to do and all staff are safe to report anything without fearing they will be treated differently.

True or False

2. At UPMC, we are working hard to empower our healthcare professionals to speak up when there is a concern of immediate patient safety. What short, safe phrase did UPMC adopt to mean "I have an immediate concern for this patient's safety."

- I have a question
- I need clarity
- I need help
- I have a concern

3. At UPMC who can report a patient safety incident event in Riskmaster?

- Only managers
- Only patient safety officers
- Everyone
- Only patient relations

4. Where can UPMC staff access Riskmaster to enter an incident report? (CHECK ALL THAT APPLY):

- EPIC
- UPMC.com
- The UPMC Infonet
- Cerner

5. Incident reporting should be completed when anything out of the ordinary occurs, such as: (CHECK ALL THAT APPLY):

- A patient fall
- A personal grievance
- An anesthesia complication
- A medication reaction

1. Which of the following are Confidential information?
 - a. Protected Health Information (PHI)
 - b. Business Information
 - c. Employee Information
 - d. All of the above

2. Protected Health Information can be used for TPO purposes, in most cases. TPO stands for which of the following?
 - a. Treatment, Payment, Overview
 - b. Treatment, Processing, Operations
 - c. Treatment, Payment, Operations
 - d. Transport, Payment, Operations

3. What are the potential ramifications and/or penalties associated with violations of HIPAA?
 - a. Corrective Actions under UPMC Policy
 - b. Criminal penalties/jail time
 - c. Civil penalties
 - d. All of the above

4. Which is not an example of additionally sensitive/protected information?
 - a. Immunization History
 - b. Drug and Alcohol
 - c. Behavioral/Mental Health
 - d. HIV Status/Treatment

5. Which of the following are examples of sensitive treatment matters that may put a patient on an automatic information block?
 - a. Victim of Violence
 - b. Victim of Child Abuse
 - c. Behavioral Health Patient
 - d. All of the Above

6. I am permitted to review all parts of my own electronic medical record.

True or False

7. I can leave PHI unattended in my car if the car is locked.

True or False

8. If I receive a suspicious email and/or weblink, who do I contact first?
- a. My supervisor
 - b. Human Resources
 - c. Click the "Report Phishing" button in Outlook, or contact the ISD Help Desk at 412-647-HELP
 - d. Office of Ethics and Compliance
9. A patient comes into the Emergency Room with a unique injury. I am permitted to share this information with healthcare professionals from non-treating departments because they are part of UPMC.

True or False

10. Which of the following is not true?
- a. Passwords should not be written down
 - b. Computers/screens should be locked when you step away
 - c. Passwords should be shared with your supervisor
 - d. Passwords that have been compromised should be changed and reported to the ISD Help Desk immediately

11. All UPMC staff, including volunteers, are responsible for taking immediate action to report and mitigate privacy and security issues.

True or False

12. Demographic information is not considered to be PHI.

True or False

13. The concept of "Need to Know" applies to which of the following?
- a. Access of PHI
 - b. Use of PHI
 - c. Disclosure of PHI
 - d. All of the Above

14. Patients have a right to request logs showing who accessed their electronic health records and to whom their PHI was disclosed.

True or False

Unconscious Bias Test

Name: _____

1. What are unconscious biases? (SELECT THE BEST ANSWER)

- Unconscious biases are thoughts or feelings that influence our judgments.
- Unconscious biases are thoughts or feelings that you are not aware of that influence your judgments.
- Unconscious biases help us under pressure to make the best possible decision.
- Unconscious biases are only unfavorable views.

2. We all have biases either conscious or unconscious.

- True
- False

3. Biases can be either favorable or unfavorable.

- True
- False

4. What is the first step to managing your own unconscious biases?

- Seeking understanding
- Building cultural awareness
- Asking yourself questions
- Be self-aware and aware of others

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

Name: _____ Department: _____

CHP-specific Emergency Preparedness Test – Circle the correct answer

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

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

True or False

5. 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

6. 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
7. When an external disaster, Condition D, is called staff should:
- a. Return to their unit
 - b. Report to their department manager for additional information
 - c. Grab their personal items and run
 - d. Only A&B are correct.
8. In the event of a Bronze Alert, staff should do the following:
- a. Run away
 - b. Find a hiding spot
 - c. Fight (but only as a last resort)
 - d. All are correct.

MRI Basic Safety Test – Circle the correct answer

1. When does the magnet turn off?
 - a. When it is not in use
 - b. At night
 - c. Holidays
 - d. The magnet never turns off

2. Where are conditions A and C to be run?
 - a. In the room
 - b. In the recovery room
 - c. In the back hallway
 - d. In the control room

3. Under what circumstances should the magnet be tuned off (quenched)?
 - a. When a pen is stuck to the magnet
 - b. When the power is out
 - c. When something metallic needs to be brought into the room
 - d. Only in life-threatening emergencies

4. MRI uses high doses of radiation.

True or False

5. As long as the oxygen tank has an orange handle, it is safe to use in MRI.

True or False

6. As long as you're not having the MRI, it is okay to enter the room with metal in your eyes.

True or False

7. MRI accidents have led to the death of patients.

True or False

8. Patients and anyone accompanying them into the MRI are required to have a full change of clothing, including undergarments.

True or False

9. MRI approved pocketless scrubs must be worn by anyone entering Zones I or II.

True or False

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. The foundation of patient and family centered care is that the family is the constant in the child's life and that hospital staff are essential partners during this experience.

True or False

5. 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

6. 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

7. 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

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 "O" 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. The correct phone extension to use when calling a Condition Help is:
 - A. 692-5191
 - B. 692-3456
 - C. 692-7243
 - D. 692-5151

5. 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.

6. Reasons for calling a Condition C include:
 - A. needing discharge orders
 - B. needing routine respiratory treatment
 - C. respiratory distress
 - D. needing additional IV access

7. Condition A is the term used to designate an emergent situation in a victim, including cardiopulmonary and respiratory arrest.

True or False

8. 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
9. Responsibilities of the first responder include:
- A. Stay with the patient
 - B. Call 692-5151 for help
 - C. Initiate CPR as needed
 - D. All of the above

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 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

