

ANSWER:

During a fire:

- Rescue
- Alarm
- Contain
- Extinguish

How do you report a concern for patient safety?

ANSWER:

Complete a SAFE Report. SAFE can be accessed by

- Desktop icon
- OKTA
- SMMC Intranet > Departments > Quality > SAFE



ANSWER:

If you are not familiar with the sign, check with the nurse before walking into the patient room for your safety and the patient's safety.

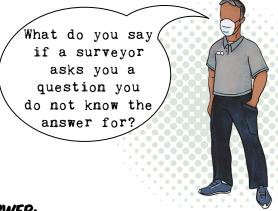
What code do I call if there is a combative patient?



ANSWER:

Call ext. 2121 at SMMC for a Code Gray.

For off-site call 911



ANSWER:

It's ok to tell them, "I do not have the answer, but I would use my resources to find the answer...my supervisor, SMMC Intranet, check policies and procedures, etc."

What would you do if a patient had an informal complaint about their care or safety?



ANSWER:

Try to resolve the complaint. If you can't resolve it, inform your supervisor and refer the patient to the Patient Advocate at (650) 573-3731.



ANSWER:

NEVER!



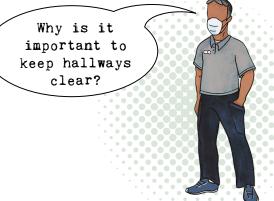
ANSWER:

Notify the Compliance/Privacy Officer at (650) 573-2329.

What quality project(s) or areas for improvement is your area working on?

ANSWER:

If you're unsure, ask about what lean or quality projects are being measured/discussed in your area.



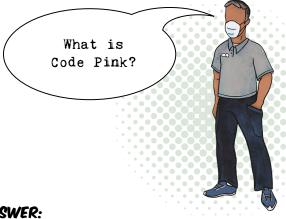
ANSWER:

In the event of an emergency evacuation, clutter in hallways could hinder a timely exit.

When is it ok to text a patient's PHI, (protected health information)?

ANSWER:

NEVER!



ANSWER:

What do you
do if a patient's
preferred language
to receive
healthcare is
one other than
English?

ANSWER:

Use our language services vendors, Voyce or CLI, or ask for help from a red label staff interpreter who is qualified to interpret at SMMC.



ANSWER:

At time of registration, they are given language-appropriate information

What do you do to contribute to patient safety?



ANSWER:

Give specific answers for your area. For example:

- Report unsafe conditions.
- Report patient safety concerns through SAFE.
- Wash my hands.
- Clean my work surfaces.

What is a Rapid Response Team and when would you use it?



ANSWER:

If you need help with a patient, visitor, or staff member who has ar immediate health concern.

How long is the exposure time on a cleaning agent?



ANSWER:

Since the products are different, check the label that will list how long to keep a surface wet to kill germs.

Name 3 of the top ten good habits for standards compliance



ANSWER:

- I wash my hands EVERY TIME before and after patient contact, after contact with a patient's surroundings before an aseptic task, and after a body fluid exposure risk.
- 2. I clean my work surfaces.
- I know manufactures guidelines for cleaning and maintaining medical equipment.
- When I am doing my tasks I look for expired medications, supplies or food.
- Medications in my area are stored in locked cabinets in secure areas

- 6. There is no food in patient care areas
- I do not use doorstops or prop doors open due to fire hazard.
- 8. I do not block exit hallways with equipment, supplies or furniture
- Hazardous chemical containers are labeled and stored safety.
 - All staff, volunteers, students wear their name badges.

Are there other things that apply to you?



ANSWER:

- Do not come to work if you have any symptoms of COVID-19 such as fever, cough, sore throat, diarrhea, nausea, vomiting, body aches, fatigue, headache, and new loss of taste/smell.
- Call the Infection Control Hotline at (650) 573-4744 to report your sick call, for return-to-work clearance, and for any potential exposures that may have occurred at work or outside of work.

Can patient
safety be impacted
by non-clinical
tasks?



ANSWER:

Yes.

For example, if there was incorrect patient identification in paperwork it could lead to the wrong patient be scheduled for services, delay in treatment, etc.

