Which patients receive a pain assessment?



ANSWER:

All patients. It is part of Vital Signs monitoring.

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

Describe your procedure for obtaining specimens?



- Verify the correct patient label
- Place label in the patient's presence
- Date/time
- Initial label

How do you remain competent at your job?



- Continuing education and competency training.
- Meeting certification and licensure requirements

What do you say if a surveyor asks you a question you do not know the answer for?



ANSWER:

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

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



ANSWER:

If you can't resolve the complaint, they should be referred to the Patient Advocate at (650) 573-3731.

Why is a procedural pause conducted?

ANSWER:

A procedural pause is conducted to help protect the patient's safety by preventing errors for invasive procedures done anywhere at SMMC.

How would you report a breach of PHI (protected health information)?



ANSWER:

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

What quality project(s) is your area working on?



ANSWER:

If you do not know, find out for your area what lean or quality projects that being measured/discussed for quality.

How do you apply the NPSGs,
(National Patient Safety Goals) for medication safety into your daily work?

- Label all medications if removed from original containers and discard any medications found unlabeled.
- Verify both verbally and visual.
- · Validate patients name and date of birth prior to administration, etc

What do you do when a medical device malfunctions?



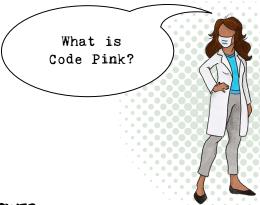
- Remove the device from service.
- Tag the equipment with a red biomed "out of order" tag.
- Notify your supervisor.
- Contact Biomedical Engineering

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



ANSWER:

NEVER!



ANSWER:

Staff alert to a child abduction

When using cleaning wipes, what is the proper time to keep surfaces wet to kill germs?



ANSWER:

Read the wipes container for manufacturer recommendations on how long a surface will need to be wet to kill germs.

Note: you may need to use more than one wipe.

Where are the infection control policies located?



ANSWER:

Infection control policies and guidance can be found on the SMMC Intranet

How do you ensure that medications are secure in all locations?



ANSWER:

Medications should never be left unattended. They should be stored in locked areas.

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.

How are patients informed of their rights and responsibilities?



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:

- monitor patients' environment for risks
- educate patient/family
- clean equipment according to manufacturers' guidelines
- wash my hands
- perform within my scope of practice, etc.

Can you reuse disposable medical equipment on more than one patient?



ANSWER:

No! Disposable equipment is for single use, and only used on one patient and then discarded.

How frequently do you reassess for pain?



- With each assessment and reassessment of patient, including with VS monitoring.
- 30 minutes post IM medication.
- 60 minutes PO medication or non-pharmacological intervention.

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



ANSWER:

If the patient conditions begins to worsen and you need additional assistance.

What should be part of a procedural pause done before any procedure?



ANSWER:

Pre-procedure verification includes

- Marking the procedure site
- Immediately before start of an invasive procedure or the incision, perform a time out to identify:
- . Correct Patient & Procedure
- 2. Correct Site & Position
- Correct Studies (e.g. x-rays, lab work).

What is the expiration date for multi-dose vials?



ANSWER:

All multi-dose injectable vials must have the expiration date which is 28 days from the date it is opened.

Date of expiration cannot exceed the Beyond-Use Date.

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.

What is the most common way to prevent transmission of infections from one patient to the next?



ANSWER:

5 moments of hand hygiene! Clean your hands:

- 1. Before patient contact,
- 2. Before aseptic task
- 3. After patient contact

- After body fluid exposure
- 5. After contact with patient surroundings

What is the timeframe to notify a provider about a patient's critical lab result?



ANSWER:

- Within 60 minutes of being notified of the test result—outpatients
- Within 30 minutes—inpatients

Document notification to provider in the patient's medical record.

Why do I need to label blood and specimens containers in front of the patient?



ANSWER:

So I can validate I have the correct patient information.

Name 3 of the top ten good habits for standards compliance



- 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.
- 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.

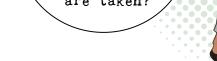
- There is no food in patient care areas
- I do not use doorstops or prop doors open due to fire hazard.
- I do not block exit hallways with equipment, supplies or furniture.
- Hazardous chemical containers are labeled and stored safety.
- I know when and what personal protective equipment, PPE, is required when providing patient care and how to doff and don

What are the components of pain management?



- Assess
- Intervention
- Evaluation (re-assess)
- Document effectiveness
- Educate patient

What is the most likely method of suicide in hospital settings and what precautions are taken?



ANSWER:

The most likely method for suicides in hospitals is hanging, (ligature).

The patient should be closely monitored and the patient's environment should be evaluated to remove any safety risks, i.e. telephone cord, garbage can liner, and items not needed for patient care.



ANSWER:

Medical equipment should be cleaned according to manufacturer's guidelines.

Explain 3
important steps
for point of
care testing



- Write date opened, initials and expiration date on all controls, reagent, kits, tubes, etc.
- Log sheets are completed with lot numbers and expiration dates of controls, reagent, and kits.
- Glucometer, CoaguSense and EPOC are cleaned after every patient with bleach wipes.

- Daily monitoring of refrigerator and room temperatures are logged.
- All analyzers should be clean, and maintenance documented daily.
- Complete yearly competency for POC testing.

What are the hazardous medications in your area?

What steps need to be taken to protect you?



ANSWER:

Hazardous medication have a **green sticker** on the packaging to indicate hazardous.

Use appropriate PPE (personnel protective equipment) when preparing and administering medications.

How do you prepare and transport dirty medical equipment?



ANSWER:

Dirty medical equipment is placed in a rigid locked container labeled as dirty/hazardous for transport to Sterile Processing. Instruments must be kept moist at all times.

How do you work with patients with confirmed or suspected COVID-19?



- Immediately isolate confirmed or suspected COVID-19 patients in "Novel Respiratory Isolation."
- Wear all appropriate PPE indicated for patients in "Novel Respiratory Isolation." (Refer to PPE chart on SharePoint: Infection Control > PPE.
- Contact Infection Control to discontinue isolation precautions for all confirmed or suspected COVID-19 patients.

What are the Employee Health protocols for COVID-19?



- 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.

When should you change gloves?
Why?



ANSWER:

Gloves are changed when moving from dirty to clean on the same patient or in the same patient environment to prevent organisms found in the dirty area from spreading to clean areas. They should also be changed when soiled.

Why do you need to wash hands before donning and after taking off gloves?



ANSWER:

Gloves may have tiny holes through which infectious agents could enter and contaminate skin. It is also possible to contaminate your gloves with your hands when donning gloves, and it is possible to contaminate your hands with your dirty gloves when you take them off.

How do you store oxygen cylinders?



ANSWER:

Full/Use—ready for use with pressure above 500 PSI, (see dial on tank)

Empty/Replace—not to be used, pressure at or below 500 PSI, (red zone on dial on tank)

