

## OSHA/JCAHO Exam for Volunteers

Name \_\_\_\_\_ Date \_\_\_\_\_

1. Providing Service in a personal and caring manner comes from the
  - a. Standards of Performance
  - b. Mission Statement
  - c. Standards of Conduct
  - d. Code of Conduct
  
2. If you see something that doesn't seem right (violates a law or just doesn't look like it is ethical), you should
  - a. Observe further to see if you are right
  - b. Document it in case you are asked
  - c. Contact your supervisor and relate the issue
  
3. If you suspect that any patient could be the victim of abuse. You should:
  - a. Call Social Services and report it
  - b. Notify your Supervisor immediately
  - c. Act like you didn't see it and mind your own business
  - d. Notify the hospital Social Worker immediately
  
4. You are in a patient's room when a fire starts in the trash can. What should your first response be?
  - a. Remove the patient from the room
  - b. Pull the Fire Alarm
  - c. Announce "Code Red" to everyone in your area
  - d. Get the Fire extinguisher and try to put out the fire
  
5. Where would you find information on what chemicals are used in your department and what to do if you are exposed to any of them?
  - a. Medical Service & Dental Service
  - b. Mental Status Debilitation Survey
  - c. Material Safety Data Sheets
  - d. Motor Security Department Services

6. What should be your course of action if you witness an accident or injury?
  - a. Report it to your supervisor immediately
  - b. Wait until shift report and tell your supervisor
  - c. Nothing, it's best not to get involved
  - d. Take them immediately to the Emergency Room
  
7. You find a spill in the hallway. What should you do?
  - a. Clean it up immediately using personal protective equipment
  - b. Place a wet floor sign over it until it dries
  - c. Ask a coworker who isn't busy to clean it up
  - d. Call Environmental Services to come clean it up
  
8. Your only co-worker who has access to patient information is going home sick. What do you do?
  - a. Ask your coworker for her password
  - b. Don't give out any patient information that day
  - c. Get a password from Information Systems
  - d. Refer the customer to another department to obtain the patient's information
  
9. What are the two (2) patient identifiers that you should use before providing any service to make sure you have the correct patient?
  - a. Name on chart and name on arm band
  - b. Name on arm band and name patient verbally gives
  - c. Name on arm band and name nurse verbally gives
  - d. None of the above
  
10. How do you report an inefficient or unsafe process?
  - a. Online Incident Report Form
  - b. Disciplinary Action Form
  - c. Report it to your Supervisor
  - d. ProActive Risk Assessment form
  
11. While using the copier, you notice that the wires of the electrical cord are exposed through a cut in the covering. What should you do?
  - a. Nothing, it's only a small cut and shouldn't be a problem
  - b. Fill out a ProActive Risk Assessment form
  - c. Unplug the copier and put an Out Of Order sign on it
  - d. Report it to your on-site supervisor

12. What does it mean when a Muslim female patient does not respond to your questions?
- a. She is expecting her husband to respond for her
  - b. She is being non-compliant
  - c. There may be a developmental issue
  - d. She may not understand. Try rephrasing the question
13. True or False: To properly care for your spine; you should avoid awkward postures, highly repetitive tasks, and forceful exertions.