

WOC MANDATORY TRAINING

EXAM

"Providing a Safe and Secure Environment for Health Care"

1. **The responsibility for safety must rest principally with each employee.**
 - A. True
 - B. False

2. **If you are injured and it requires medical treatment beyond first aid care you must:**
 - A. Go directly home
 - B. Complete an OWCP form CA-1 "Federal Employee's Notice of Traumatic Injury and Claim for Continuation of Pay/Compensation"
 - C. Be transported to the nearest trauma center
 - D. Report to the Canteen

3. **If you are injured during off tours and your immediate supervisor is not available, you should:**
 - A. Tell the person acting in your supervisor's place
 - B. Contact Employee Health by 9:00 AM the next business day.
 - C. Report to the Emergency Care Unit
 - D. Answers A, B, and C are correct

4. **It is the personal responsibility of all employees to remove floor hazards, such as spilled liquids, paper clips, etc., or if the hazard is extensive, to notify:**
 - A. Director's Office
 - B. Environmental Management
 - C. Human Resource, Leadership and Education Center
 - D. Biomedical Engineering

5. **Do not reach into wastebaskets with unprotected hands.**
 - A. True
 - B. False

6. **A lifting injury may occur when:**
 - A. You lift using the muscles of your legs and buttocks
 - B. You twist your back as you lift
 - C. You lift from a good base of support
 - D. You hold the object close to your body

7. **When a patient is found unresponsive, what is your immediate response?**
 - A. Call a code or dial 911
 - B. Start CPR
 - C. Continue CPR until code team or EMS arrives
 - D. All of the above

8. What phone number would you call for a cardiac/respiratory arrest that occurs in Buildings 1, 14, and Ward 3A?

- A. #1414
- B. 9999#
- C. #6666
- D. #4444

9. The best defense against the spread of infection is to:

- A. Wear clean clothes
- B. Perform meticulous hand hygiene
- C. Wear a gown to cover clothing
- D. Cough as little as possible

10. "AIRBORNE PRECAUTION" sign on the patient's door means the patient is suspected of having, or has:

- A. Trouble breathing when someone enters the room
- B. A disease transmitted by the airborne route
- C. A disease from which an N-95 respirator mask provides protection
- D. Both B and C are correct

11. Standard Precaution means:

- A. Use barrier precautions to prevent skin and mucous membrane exposure to blood/moist body substances of any patient
- B. Wear gloves for touching blood and body substances
- C. Wear gowns if spattering is likely
- D. All of the above

12. What is considered Biohazard Waste?

- A. Microbiology and pathology waste
- B. Items saturated with blood, which may drip, or splash
- C. Containers of bloody body fluids
- D. All of the above

13. Where is Infectious Waste (biohazard waste) discarded?

- A. In an Infectious Waste Bin
- B. In an Infectious Waste Bin
- C. In a trash can
- D. In the sink

14. MSDS sheets are located:

- A. As designated by the service/care center director or unit supervisor for easy access
- B. Near electrical outlets
- C. Near hazardous materials
- D. In the lobby

15. A hazardous material is a chemical product that:

- A. Can potentially be hazardous to your health
- B. Requires specific handling and storage procedures
- C. Requires specific emergency procedures
- D. All of the above

16. Radiation exposure can be lowered by:

- A. Decreasing distance from the source
- B. The use of shielding such as lead, walls, doors, etc.
- C. Increasing time close to the radioactive source
- D. Using sunscreen

17. The following are considered utility systems:

- A. Electrical and Telephone System
- B. Nurse call system
- C. Domestic water system
- D. All of the above

18. If an inspection tag on a piece of equipment is expired, it is OK to use it and report it at the end of the shift.

- A. True
- B. False

19. Compressed gas cylinders must always be stored in approved racks because:

- A. It protects the valve from being damaged
- B. A damaged, unsecured cylinder can become a deadly missile
- C. OSHA law requires it
- D. All of the above

20. It is OK to block open corridor smoke or fire doors as long as it is only for a couple minutes.

- A. True
- B. False

21. Fires are reported by:

- A. Pulling the alarm and calling the police
- B. Calling the police
- C. Pulling the alarm and calling 4400
- D. Calling 4400

22. What does the term "RACE" mean for fighting a fire?

- A. Run for the exit
- B. Rescue, Alarm, Confine, Extinguish
- C. Rescue, Alert, Confine, Evacuate
- D. None of the above answers are correct

23. If a fire occurs in your area, first you should:

- A. Pull the alarm
- B. Call the police
- C. Run for the exit
- D. Rescue others in the area

24. Fire alarm pull stations are usually located near:

- A. Water fountains
- B. Exit doors
- C. Exit stairwells
- D. Answers B and C are correct

25. What does the term "PASS" mean for operating fire extinguishers?

- A. This extinguisher is not in working order
- B. Prepare, Aim, Start, Stop
- C. Pull, Aim, Squeeze, Sweep
- D. Pull, Aim, Start, Stop

26. What is the most likely natural event that could seriously impact this Medical Center?

- A. Flood
- B. Tornado
- C. Earthquake
- D. Tsunami

27. Which of the following are good examples of office safety practices:

- A. Drawers of desks and file cabinets should be closed when unattended
- B. File cabinets should be loaded from bottom drawer up
- C. Reviewing instructions for proper operation of office equipment
- D. All of the above

28. In the event of an emergency situation requiring a response from the VA Police, you should contact them at extension:

- A. 2480
- B. 1401
- C. 1414
- D. 4444

29. Should you observe any suspicious or unusual behavior at this medical center you should?

- A. Call medical center Facility Management at extension 1043
- B. Notify the VA Police at extension 4444
- C. Call the Emergency Care Unit (ECU) at extension 1405
- D. Take no action whatsoever and observe the action in detail

30. Once you receive your computer access code and/or password, it is all right to let others know it in case they must enter data and have forgotten theirs:

- A. True
- B. False

31. You must sign off prior to leaving your workstation since turning off the CRT is not an acceptable way to sign off the system:

- A. True
- B. False

32. Contacting IRM directly can modify your computer privileges:

- A. True
- B. False

33. Clinical, financial, and/or legal problems may result when the CPRS electronic function of “copy and paste” is used when documenting patient care notes. It is imperative to avoid plagiarism and to ensure that accurate, timely information is entered into the documentation database. The following would indicate to an auditor that the electronic function of copy and paste is being used correctly:

- A. The signature block of another provider appears in a progress note.
- B. The date description of an event is the same in subsequent notes over several days.
- C. Data copied into the record is specific and pertinent to the care provided.
- D. The copying of information from other parts of the record would make a note overwhelming to read.

34. The health record documents the care of the patient and is an important element contributing to high quality clinical and business processes as evidenced by:

- A. The ability of the physician and other health care professionals to evaluate and plan the patient’s immediate treatment
- B. Delayed documentation of episodes of care in the patient care record
- C. Appropriate utilization review and quality of care evaluations
- D. Accurate and timely claims review and payment

35. If you notice a suspicious-looking package, the first place you should call is:

- A. The Director’s Office
- B. Environmental Management
- C. Fire Department
- D. VA Police

36. Once the bomb threat caller hangs up, you should:

- A. Hang up the phone
- B. Call the police
- C. Leave the phone off the hook until the Police arrive
- D. Leave the building

37. Which of the following areas would be considered a non-restricted area where cell phones may be used safely:

- A. Operating and recovery rooms
- B. Imaging waiting rooms
- C. Hospital main entrance waiting area
- D. SICU/MICU

38. Health care professionals (such as nurses, physician, social workers etc) who do not report cases of suspected abuse are not subject to any disciplinary action?

- A. True
- B. False

39. Which of the following examples are examples of sexual harassment?

- A. Asking someone out for a date
- B. Deliberate or repeated unsolicited verbal comments, gestures or physical contact of a sexual nature, which is unwelcome
- C. Telling funny jokes in the break room
- D. All of the above

40. The sexual harassment policy covers the following:

- A. Veterans
- B. Prohibited personnel practices
- C. Merit procedures
- D. All employees inside and outside of the workplace conducting government business

41. A threat is:

- A. Defined as the expression of a present or future intent to cause physical or mental harm
- B. Defined as the expression of a present or future intent to cause physical or mental harm
- C. Considered without regard to whether the expression is contingent, conditional or future
- D. All of the above

42. If you experience or witness an act where immediate danger exists, notify:

- A. Your supervisor
- B. The employee assistance program manager
- C. The manager of human resources
- D. The police

43. Employees and WOC Staff can use their public office and official time to gain financial interests for business's that provide services to the federal government?

- A. True
- B. False

44. Which of the following is considered a breach of the Ethics Rule for employees and WOC Staff:

- A. Accepting drug samples from pharmaceutical representatives for personal use
- B. Meeting with pharmaceutical representatives prior to their obtaining clearance and ID badge from Pharmacy Service
- C. Allowing vendor to pay your tuition, travel or per diem costs to attend a meeting or conference
- D. All of the above.

45. A major barrier that keeps impaired professionals from seeking treatment is denial a problem exists.

- A. True
- B. False

46. If it can be proven that a person had knowledge of a chemically dependent coworker and chose not to act to safeguard patients, the non-reporting individual could face disciplinary action.

- A. True
- B. False

47. Which is the fastest growing age group in the United States:

- A. 0-2 years of age
- B. 20-40 years of age
- C. 60-80 years of age
- D. > 80 years of age

48. Tips for communicating with the elderly include:

- A. Maintain eye-contact and keep your mouth visible
- B. Reduce background noise
- C. Use facial expressions and gestures
- D. All of the above

49. Being aware of our own biases will help us relate better with people of all cultures.

- A. True
- B. False

50. If you feel quality and safety standards and practices are not being addressed at this facility you can:

- A. Contact the Quality Management Office
- B. File a grievance
- C. Contact the Joint Commission directly
- D. Both "A" and "C" above

51. GEMS is a management tool to improve environmental performance:

- A. True
- B. False

52. Your job does not impact the environment unless you use chemicals:

- A. True
- B. False