

## BLOOD BORNE PATHOGENS POST TEST

TRUE/FALSE (circle correct answer) A score of 70% is required to pass the quiz.

EMPLOYEE NAME: \_\_\_\_\_ DATE: \_\_\_\_\_ SCORE: \_\_\_\_\_

1. Blood borne pathogens are transmitted through inhaling germs.

TRUE                  FALSE

2. Blood borne pathogens are microorganism carried by human blood and other body fluids that can cause disease in humans.

TRUE                  FALSE

3. Blood borne pathogens may enter the body through open cuts and nicks.

TRUE                  FALSE

4. Healthcare workers are more likely to be exposed to blood borne pathogens.

TRUE                  FALSE

5. You can get Hepatitis B by touching an infected person.

TRUE                  FALSE

**MULTIPLE CHOICE (circle correct answer)**

6. Where are blood borne pathogens found?

- A. Blood
- B. Body Fluids
- C. Hair
- D. A & B

ANSWER: \_\_\_\_\_

7. The most frequently transmitted blood borne pathogen is

- A. Hepatitis B
- B. Anthrax
- C. Ebola Virus
- D. None of the above

ANSWER: \_\_\_\_\_

8. A vaccine is available for

- A. HIV
- B. Hepatitis B
- C. Anthrax
- D. Malaria

ANSWER: \_\_\_\_\_

9. The most effective protection against the transmission of food borne pathogens in the workplace is?

- A. Isolation
- B. Proper hand washing
- C. Wearing a mask
- D. None of the above

ANSWER: \_\_\_\_\_

10. If you are exposed to body fluids in the workplace, you should

- A. Wash the area thoroughly area clean up if needed
- B. Report the incident to your supervisor
- C. Contact appropriate personnel for
- D. All of the above

ANSWER: \_\_\_\_\_

# ELDER ABUSE AND NEGLECT IN THE HOME SETTING

## QUIZ

EMPLOYEE NAME: \_\_\_\_\_ DATE: \_\_\_\_\_ SCORE: \_\_\_\_\_

Please select the best answer. A score of 70% is required to pass the quiz.

1. Formal caregivers are
  - A. Individuals who wear evening clothes
  - B. Volunteers from the Red Cross
  - C. Family members
  - D. Paid employees connected to the health care systemANSWER: \_\_\_\_\_
  
2. Shaking, use of restraints, and force-feeding are examples of
  - A. Emotional abuse
  - B. Physical abuse
  - C. Material exploitation
  - D. Psychological abuseANSWER: \_\_\_\_\_
  
3. Examples of emotional abuse include
  - A. Causing anguish, psychological pain, or distress
  - B. Isolating the client, cursing
  - C. Verbal assaults, intimidation
  - D. All of the aboveANSWER: \_\_\_\_\_
  
4. Illegal use of a client's funds is an example of
  - A. Sexual abuse
  - B. Physical abuse
  - C. Material exploitation
  - D. Emotional abuseANSWER: \_\_\_\_\_

5. A behavior of a client that threatens his/her own health or safety is called

- A. Abandonment
- B. Self-neglect
- C. Physical abuse
- D. Sympathy

ANSWER: \_\_\_\_\_

6. Factors that contribute to a client being at risk for abuse include

- A. Social isolation, lonely, lack of support networks
- B. Strength of body and mind
- C. Improved cognition
- D. All of the above

ANSWER: \_\_\_\_\_

7. Refusal or failure to provide necessary care, obligations, or duties to a client is called

- A. A perpetrator
- B. Financially dependent
- C. Neglect
- D. Misappropriation of funds

ANSWER: \_\_\_\_\_

8. Possible characteristics of abusers include

- A. Dehydration, immobility, and incontinence
- B. Smokers, drug users, and ring leaders
- C. Smokers, diseased body parts, and alcoholics
- D. Family dysfunction, tendency to blame others, and dependency

ANSWER: \_\_\_\_\_

9. Contributing factors of caregiver abuse include

- A. Individuals who are overtired
- B. Individuals who are overworked
- C. Individuals who have unsolved personal problems
- D. All of the above

ANSWER: \_\_\_\_\_

10. Any suspected or actual client abuse

- A. Should be reported to your supervisor immediately
- B. Should be observed for three days
- C. Should be shared with friends
- D. Should be kept a secret

ANSWER: \_\_\_\_\_

# Emergency Preparedness In-Service Quiz

Company Name: \_\_\_\_\_

EMPLOYEE NAME: \_\_\_\_\_ DATE: \_\_\_\_\_ SCORE: \_\_\_\_\_

70% is passing

1. **True or False** Our agency completely shuts down during an emergency event.      **T**      **F**
  
2. It is necessary for the Agency to have the following information updated ongoing for emergency plan communications:
  - a. my current telephone number
  - b. my current address
  - c. my secondary phone number
  - d. All of the aboveANSWER: \_\_\_\_\_
  
3. **T or F** During an emergency event, our agency works together with local, regional and state emergency services to ensure our patients are safe & their needs are met.      **T**      **F**
  
4. When the Agency emergency plan is activated by the Agency Emergency Coordinator, staff should immediately contact:
  - a. their mother
  - b. friends they know live near the agency
  - c. their supervisor at the agency or the agency office
  - d. all neighbors who are homeANSWER: \_\_\_\_\_
  
5. **T or F** Our Agency has a comprehensive plan to activate, which takes into account an all hazards approach, agency patients and current services/programs.      **T**      **F**
  
6. If staff are unable to reach their supervisor or the agency office, where should they go to get communication about the agency during an emergency event:
  - a. TV station identified in the plan/on hire forms
  - b. newspaper
  - c. radio station identified in the plan /on hire forms
  - d. a and cANSWER: \_\_\_\_\_
  
7. Which of the following are part of our Agency Emergency Preparedness Plan:
  - a. Policies & communication logs
  - b. Risk analysis & assessment
  - c. Resources Evaluation & COOP
  - d. All of the aboveANSWER: \_\_\_\_\_
  
8. **T or F** Our Agency has a designated Emergency Team that do ongoing planning & oversee any & all hazards or emergency events that may occur in the Agency service area.      **T**      **F**

9. Our Agency has on hand items to assist during an emergency situation that include:

- a. first aid & emergency supplies kit
- b. shoe shine, extra buttons, shoelaces
- c. extra milk & bread

ANSWER: \_\_\_\_\_

10. **T or F** For compliance, our Agency is required to have/be part of, at least 2 emergency drills per year.    **T**    **F**

**HITECH LAW Policy**  
**Risk Management Analysis**  
**EMPLOYEE TRAINING ACKNOWLEDGEMENT**

By signing this document I declare that I have been fully trained understand the materials and steps necessary to carry out and enforce the Risk Management Analysis Policies (HI TECH) and Practices for this facility. I will fully abide by these practices in accordance with our Administrator and all applicable law.

Date	Print Name	Signature





**14.** Discarded PHI Papers and forms will be protected by:

- a. Placing them in the dumpster
- b. Putting them in a paper bag and then in the garbage
- c. Using a shredder
- d. Burning them

ANSWER: \_\_\_\_\_

**15.** Faxed copies of information will be protected by:

- a. Placing them in the dumpster
- b. Putting them in a paper bag and then in the garbage
- c. Using a shredder
- d. Burning them

ANSWER: \_\_\_\_\_

**16.** Previously scanned documents will be protected by:

- a. Placing them in the dumpster
- b. Putting them in a paper bag and then in the garbage
- c. Using a shredder
- d. Burning them

ANSWER: \_\_\_\_\_

**17.** Inactive patient charts will be protected by:

- a. Discarding them in the trash
- b. Storage/Computer Back-up
- c. Burning them
- d. Storing them in the Administrator's home

ANSWER: \_\_\_\_\_

**18.** Obsolete patient schedules will be protected by:

- a. Placing them in the dumpster
- b. Putting them in a paper bag and then in the garbage
- c. Burning them
- d. Shredder

ANSWER: \_\_\_\_\_

**19.** Obsolete patient routing slips will be protected by:

- a. Placing them in the dumpster
- b. Putting them in a paper bag and then in the garbage
- c. Using a shredder
- d. Burning them

ANSWER: \_\_\_\_\_

**20.** Employee workstations will be protected by:

- a. Closing your computer at night
- b. Password
- c. Giving your supervisor access to your computer
- d. None of the above

ANSWER: \_\_\_\_\_

**21.** Electronic claim submission will be protected by:

- a. Router and Firewall
- b. Closing the program when not in use
- c. Storing the program in the Administrator's home
- d. Not Applicable

ANSWER: \_\_\_\_\_

**22.** Our internal database will be protected by:

- a. Closing the program when not in use
- b. Daily back-up
- c. Storing the program in the Administrator's home
- d. Not Applicable

ANSWER: \_\_\_\_\_

**23.** Our Internet server will be protected by:

- a. Router and Firewall
- b. Closing the program when not in use
- c. Storing the program in the Administrator's home
- d. Not Applicable

ANSWER: \_\_\_\_\_

**24.** Daily data back-up will be protected by:

- a. Automatically
- b. Office manager
- c. Reception team
- d. Each individual worker

ANSWER: \_\_\_\_\_

**25.** Doctor's smart phone patient info will be protected by:

- a. Automatically
- b. Office manager
- c. Physician
- d. Not Applicable

ANSWER: \_\_\_\_\_

**26.** Our telephone answering system will be protected by:

- a. Internal phone system
- b. Each individual staff member
- c. Office manager
- d. Not Applicable

ANSWER: \_\_\_\_\_

**27.** Our electronic confirmation service will be protected by:

- a. Administrator
- b. Service provider
- c. Office manager
- d. Not applicable

ANSWER: \_\_\_\_\_

**28.** Emailing patient information will be protected by:

- a. Internet provider
- b. Administrator
- c. Encryption
- d. Not Applicable

ANSWER: \_\_\_\_\_

**29.** Receiving emailed patient information will be protected by:

- a. Internet provider
- b. Administrator
- c. Encryption
- d. Not Applicable

ANSWER: \_\_\_\_\_

**30.** Digital x-ray transmission will be protected by:

- a. Internet Provider
- b. Administrator
- c. Encryption
- d. Not Applicable

ANSWER: \_\_\_\_\_

# *Achievement Certificate*



**STUDENT NAME:**

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*Certificate Of Completion of the:*

***HIPAA INSERVICE***

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**DATE:** \_\_\_\_\_ **# HOURS:** \_\_\_\_\_

**AGENCY NAME:** \_\_\_\_\_

**PRESENTED BY:** \_\_\_\_\_

(Signature of presenter, or write "self-study")

# MANAGING INFECTION CONTROL IN THE HOME SETTING QUIZ

EMPLOYEE NAME: \_\_\_\_\_ DATE: \_\_\_\_\_ SCORE: \_\_\_\_\_

Please select the best answer. A score of 70% is required to pass the quiz.

1. Another word for germs is

- a. Aseptic
- b. Microorganisms
- c. Susceptibility
- d. Normal flora

ANSWER: \_\_\_\_\_

2. An infection is

- a. A cardiac response
- b. Helpful to humans
- c. The body's response to a microbe invasion
- d. A body response to dehydration

ANSWER: \_\_\_\_\_

3. Germs survive best in an environment that is

- a. Dry, cold and dark
- b. Warm, sunny and dry
- c. Warm, sunny and moist
- d. Warm, dark and moist

ANSWER: \_\_\_\_\_

4. Microbes come in many forms and may be found in

- a. Blood
- b. Saliva
- c. Feces
- d. All the above

ANSWER: \_\_\_\_\_

5. Different methods of infection transmission include

- a. Direct contact, droplet, and bathing
- b. Indirect contact, droplet and eating
- c. Direct contact, droplet and airborne
- d. Droplet, dusting and sneezing

ANSWER: \_\_\_\_\_

6. Signs and symptoms of a generalized infection may include

- a. Fever, headache, fatigue
- b. Redness, swelling, warmth at the site
- c. Increased appetite, increased energy, pain
- d. Nausea, chills, edema at the site

ANSWER: \_\_\_\_\_

7. Environmental surveillance is the responsibility of all caregivers, and includes

- a. Assessing if child support is available
- b. Assessing for poor food handling and storage
- c. Assessing for the brand of soap used in the household
- d. None of the above

ANSWER: \_\_\_\_\_

8. All risks of infection should be reported to

- a. The State
- b. One's supervisor
- c. The doctor
- d. The hospital

ANSWER: \_\_\_\_\_

9. Standard precautions should be observed for

- a. Children only
- b. Infectious persons only
- c. All clients
- d. No clients

ANSWER: \_\_\_\_\_

10. It is important to always wash hands

- a. After using toilet facilities
- b. After grooming hair
- c. After coughing, sneezing or nose blowing
- d. All the above

ANSWER: \_\_\_\_\_



# MEDICAL DEVICE REPORTING

EMPLOYEE NAME: \_\_\_\_\_ DATE: \_\_\_\_\_ SCORE: \_\_\_\_\_

Please select the best answer. A score of 70% is required to pass the test and receive contact hour credit.

1. What year was the final medical device reporting rule published?

- a. 1989
- b. 1990
- c. 1995
- d. 2010

ANSWER: \_\_\_\_\_

2. The US Food and Drug Administration (FDA) is responsible for:

- a. Protecting public safety
- b. Security of human and veterinary drugs
- c. Helping the public receive accurate, timely science-based health information
- d. All the above

ANSWER: \_\_\_\_\_

3. The FDA monitors:

- a. Driver's speed
- b. Medical device reporting
- c. Furniture
- d. Insects

ANSWER: \_\_\_\_\_

4. Adverse medical device events can be the result of:

- a. User error
- b. Lack of cost control
- c. Poor planning
- d. Weather conditions

ANSWER: \_\_\_\_\_

5. The most important fact that led to the development of the Medical Device Reporting Act was:

- a. The under reporting of medical device problems
- b. Understaffing
- c. There were too many devices
- d. The FDA wanted to create a new department

ANSWER: \_\_\_\_\_

6. A death from a medical device must be reported within 10 working days to:
- a. Only the manufacturer
  - b. Only to the FDA
  - c. Both the FDA and manufacturer
  - d. The local authorities

ANSWER: \_\_\_\_\_

7. A serious injury from a medical device is required to be reported within 10 working days to:
- a. Only the manufacturer unless unknown, then to the FDA
  - b. Only to the FDA
  - c. The Department of State
  - d. All of the above

ANSWER: \_\_\_\_\_

8. Lack of MDR compliance by the user or manufacturer can lead to:
- a. Selling the product overseas
  - b. Criminal and civil penalties
  - c. Prohibiting sale of the product
  - d. Changing the design

ANSWER: \_\_\_\_\_

9. A device may contribute to a patient/client's death or serious injury because of:
- a. Malnutrition
  - b. Correct labeling
  - c. Too many activities
  - d. User error

ANSWER: \_\_\_\_\_

10. Home healthcare employees have an important role in the MDR Act because:
- a. There are more medical devices used in the home than ever before
  - b. Home healthcare professionals can identify problem medical devices used in the home
  - c. Home healthcare workers have policies and procedures for MDR reporting and can follow-up on reporting requirements
  - d. All of the above

ANSWER: \_\_\_\_\_

# Protection of Patient Health Information Quiz

EMPLOYEE NAME: \_\_\_\_\_ DATE: \_\_\_\_\_ SCORE: \_\_\_\_\_

This in-service will be completed during Orientation and Annually. The test taker must pass the test with a 70%. The exam can be taken as many times as need to attain the passing score.

1. What is PHI?

- A. Private HIPAA Information
- B. Personal Health Information
- C. Protected Health Information
- D. None of the above

ANSWER: \_\_\_\_\_

2. Which of the following is NOT an example of PHI?

- A. Patient's demographic information in computer for appointment at health dept.
- B. Patient's paper lab report that hasn't been filed yet
- C. A report containing the number of HIV cases in the state
- D. A nurse discussing a patient's diagnosis with a physician

ANSWER: \_\_\_\_\_

3. Access to PHI is determined by:

- A. The length of time you've been employed
- B. Your last job evaluation
- C. Your answers to a questionnaire you fill out
- D. Your role in the organization

ANSWER: \_\_\_\_\_

4. Which of the following is NOT a requirement for computer security?

- A. Computers must be password protected
- B. Computer must be secured to desk with an anti-theft device
- C. PHI can't be sent in the body of an email, has to be sent as a password-protected attachment
- D. Computer monitors displaying PHI must face away from the public or have a privacy screen

ANSWER: \_\_\_\_\_

5. The Notice of Privacy Practices:

- A. Must be given to a patient at every visit
- B. Must be accepted by the patient
- C. Is offered to the patient during their first visit
- D. None of the above

ANSWER: \_\_\_\_\_

6. The minimum necessary rule means:

- A. Employees only look at health information necessary to do their job
- B. It's okay to look up a co-worker's record to get their home number
- C. Medical records must be a minimum of 10 pages
- D. Every agency nurse is required to see a minimum of 10 patients a day

ANSWER: \_\_\_\_\_

7. PHI in written or verbal form is considered secure.

A. True

B. False

ANSWER: \_\_\_\_\_

8. An example of a HIPAA violation and a possible breach of unsecured PHI would be:

A. Accessing the computer to get information on a neighbor

B. Releasing a copy of a record to an unauthorized recipient

C. Disclosing PHI in a conversation with someone outside of the Health Dept

D. All the above

ANSWER: \_\_\_\_\_

9. You may use patient information and dispense patient information to anyone that calls and inquiries about the patient's condition.

A. True

B. False

ANSWER: \_\_\_\_\_

10. PHI only covers written documents.

A. True

B. False

ANSWER: \_\_\_\_\_

11. What is HIPAA?

A. Something that you find in the zoo next to the elephants

B. Health Insurance Portability and Accountability Act of 1996, a Public Law

C. The law passed by Congress that gave the U.S. Department of Health and Human Services ("DHHS") the authority to regulate the privacy and security of patient information

D. Both B & C

ANSWER: \_\_\_\_\_

12. What are my obligations to my employer in regard to HIPAA?

A. Comply with HIPAA law and regulations

B. Comply with my employer's security rules, regulations, and policies

C. Report violations of HIPAA and my employer's security requirements

D. All of the above

ANSWER: \_\_\_\_\_

13. HIPAA means that we can ignore other federal and state laws protecting health information.

A. True

B. False

ANSWER: \_\_\_\_\_

14. Once I leave my job, I can talk about patients' / clients' PHI as much as I want.

A. True

B. False

ANSWER: \_\_\_\_\_

15. I have been trained on Protection of Patient Information and my employer's HIPAA policies and procedures and will learn the contents of each policy that applies to me and will comply with HIPAA, Protection of Patient Information, and my employer's policies and procedures. I understand that I am required to annual HIPAA and annual Protection of Patient Information I further understand that I may face disciplinary action if I do not.

A. True

B. False

ANSWER: \_\_\_\_\_

# *Achievement Certificate*



Student Name:

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*Certificate Of Completion of the:*

***Protection of Patient Records***

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DATE: \_\_\_\_\_ # HOURS: \_\_\_\_\_

AGENCY NAME: \_\_\_\_\_

PRESENTED BY: \_\_\_\_\_

(Signature of presenter, or write "self-study")

# The Resurgence of Tuberculosis

EMPLOYEE NAME: \_\_\_\_\_ DATE: \_\_\_\_\_ SCORE: \_\_\_\_\_

Read each question as it is presented and select the best answer from the choices listed. Once the answer is selected, the next question will appear. You are required to pass the post-test with a score of 70% or more in order to receive your certificate. If you do not pass, you will be allowed to take the test a second time at no charge.

1. Increases in cases of TB have been attributed to

- A. Nurse staffing shortages
- B. Substance abuse, homelessness and poverty
- C. Non-effective drug therapy
- D. None of the above

ANSWER: \_\_\_\_\_

2. Tuberculosis is a disease caused by a

- A. Spirochete
- B. Virus
- C. Anaerobe
- D. Acid-fast bacillus

ANSWER: \_\_\_\_\_

3. The most common and most contagious form of TB is

- A. Dermal
- B. Spinal
- C. Pulmonary
- D. Circulatory

ANSWER: \_\_\_\_\_

4. Multidrug-resistant TB is more common in people who

- A. Do not take their medication regularly
- B. May have spent time with a person who has drug resistant TB
- C. Reside in areas where drug resistance is common
- D. All of the above

ANSWER: \_\_\_\_\_

5. Individuals with latent TB infection

- A. Have no symptoms/do not feel sick
- B. Usually have a positive PPD skin test
- C. Cannot spread the disease to others
- D. All of the above

ANSWER: \_\_\_\_\_

6. Signs and symptoms of pulmonary TB include
- A. Night sweats, chest pain, and weight loss
  - B. Anorexia, diarrhea, and decreased blood pressure
  - C. Dermatitis, alopecia, and hematuria
  - D. Urticaria, muscle paralysis, and fatigue

ANSWER: \_\_\_\_\_

7. The KEY FACTOR for controlling or even eradicating TB is
- A. Isolation
  - B. Psychiatric intervention
  - C. Prevention
  - D. Inoculation

ANSWER: \_\_\_\_\_

8. A person with active pulmonary TB and residing in the community should be taught to
- A. Use a private toilet
  - B. Cover the mouth with disposable tissues whenever coughing, sneezing, or laughing
  - C. Never open the bedroom window to air the room
  - D. Wear a N-95 particulate respirator mask

ANSWER: \_\_\_\_\_

9. The most commonly used drug to treat TB is
- A. Ethionamide
  - B. Isoniazid (INH)
  - C. Ampicillin
  - D. Theophylline

ANSWER: \_\_\_\_\_

10. The elderly are at risk for developing TB because they
- A. Frequently reside in communal type living environments
  - B. Have increased cell-mediated immunity
  - C. Talk more frequently
  - D. Respond to dietary habits

ANSWER: \_\_\_\_\_



## SAFETY CONSIDERATIONS FOR THE HEALTHCARE WORKER QUIZ

EMPLOYEE NAME: \_\_\_\_\_ DATE: \_\_\_\_\_ SCORE: \_\_\_\_\_

Please select the best answer. A score of 70% is required to pass the quiz.

1. Accidents or injuries may be the result of carelessness or negligence such as
- a. Moving or lifting incorrectly
  - b. Failure to clean up spills
  - c. Wearing improper footwear
  - d. All the above

ANSWER: \_\_\_\_\_

2. Examples of home hazards may include
- a. Spacious rooms
  - b. Overhead lighting
  - c. Unclean, unkempt surroundings
  - d. Too many pictures on the walls

ANSWER: \_\_\_\_\_

3. One of the single, most important factors for accident prevention is
- a. Common sense
  - b. The client's age
  - c. The caregiver's age
  - d. Washing dishes

ANSWER: \_\_\_\_\_

4. Body mechanics refers to
- a. Automobile repair
  - b. The body being utilized to produce motion
  - c. Skipping and jumping
  - d. The anatomy of the human body

ANSWER: \_\_\_\_\_

5. Principles of proper body mechanics include
- a. Always using a correct posture
  - b. Lifting rather than pushing an object
  - c. Bending at the waist
  - d. Keeping the object to be lifted as far away from you as possible

ANSWER: \_\_\_\_\_

6. The elements required for a fire to start are

- a. Humans, energy, and coal
- b. Oxygen, water, and light
- c. Fuel, oxygen, and a spark
- d. Electricity, heat, and darkness

ANSWER: \_\_\_\_\_

7. Should a fire occur while you are in a client's home, apply the RACE system. The "R" stands for

- a. Run out the door
- b. Restrain the client
- c. Refuse to answer the door
- d. Remove or rescue persons in immediate danger

ANSWER: \_\_\_\_\_

8. When using a fire extinguisher, always remember to point the nozzle

- a. Upright
- b. Back and forth at the top of the flames
- c. At a 90 degree angle
- d. Toward the base of the fire

ANSWER: \_\_\_\_\_

9. Managing electrical safety includes

- a. Keeping electrical cords away from water or heat sources
- b. Examining cords and plugs prior to use
- c. Keeping electrical cords away from walkways or under rugs
- d. All of the above

ANSWER: \_\_\_\_\_

10. Personal safety is being threatened in our society due to

- a. Obesity
- b. Increased violence, drug and alcohol abuse
- c. Increases in our economy
- d. None of the above

ANSWER: \_\_\_\_\_

## GRIEVANCES/COMPLAINT PROCEDURE POLICY QUIZ

EMPLOYEE NAME: \_\_\_\_\_

DATE: \_\_\_\_\_

SCORE: \_\_\_\_\_

1. Complaints should be taken seriously and reported to the Administrator or Director of Professional Services immediately.

TRUE

FALSE

2. How many years are complaints retained? \_\_\_\_\_

## COPORATE COMPLIANCE QUIZ

EMPLOYEE NAME: \_\_\_\_\_ DATE: \_\_\_\_\_ SCORE: \_\_\_\_\_

1. The Committee will review all reported violations or incidents of misconduct/compliance and business ethics policies, and report such to the GB.

TRUE      FALSE

2. Our policies and Corporate Compliance Plan clearly supports a 'zero' tolerance to any form of fraud or misconduct. This applies to all employees, direct and contracted, regardless of position or title.

TRUE      FALSE

## COMMUNICATION QUIZ

EMPLOYEE NAME: \_\_\_\_\_ DATE: \_\_\_\_\_ SCORE: \_\_\_\_\_

True/False Check One

1. Communication is an exchange of information.

True                  False

2. We communicate in three ways. What are those ways?

a. \_\_\_\_\_

b. \_\_\_\_\_

c. \_\_\_\_\_

3. When someone speaks to you, you should act as if you're not interested?

True                  False

4. Non-verbal communication is also called body language.

True                  False

5. Your role as a home care provider is to sit around, watch TV, play on your phone, and eat the client's food.

True                  False

## PATIENT RIGHTS AND RESPONSIBILITIES QUIZ

EMPLOYEE NAME: \_\_\_\_\_ DATE: \_\_\_\_\_ SCORE: \_\_\_\_\_

1. Every patient has the right to be informed of Patient Rights.

TRUE      FALSE

2. Name an example of a Patient Right:

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## ETHICAL STANDARDS/CODE QUIZ

EMPLOYEE NAME: \_\_\_\_\_ DATE: \_\_\_\_\_ SCORE: \_\_\_\_\_

1. I have read and abide by Code of Ethics

TRUE      FALSE

2. Provide an example of an ethical issue:

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Developing Top-Notch CNA's, One Inservice at a Time



*Are You "In the Know" About Cultural Diversity?*

**Circle the correct answer or fill in the blank.**

**If completing via fillable form- place answer in blank field**

**Then check your answers with your supervisor.**



EMPLOYEE NAME

*(Please print):*

DATE:

• *I understand the information presented in this inservice.*

• *I have completed this inservice and answered at least eight of the test questions correctly.*

EMPLOYEE SIGNATURE:

SUPERVISOR SIGNATURE:



**Inservice Credit:**

<input type="checkbox"/> Self Study	1
<input type="checkbox"/> Group Study	1

File completed test in employee's personnel file.

1. TRUE or FALSE

Beliefs are truths that most people from a particular culture agree on.

2. TRUE or FALSE

If you generalize about people, it means you are suffering from culture shock.

3. TRUE or FALSE

Most cultures outside the U.S. have false beliefs about how to stay healthy.

4. TRUE or FALSE

When caring for a client, it's important to consider his or her cultural beliefs.

5. People from different cultures may misunderstand \_\_\_\_\_ gestures that are commonly used by Americans.

6. TRUE or FALSE

To be a good nursing assistant, you need to agree with all different cultural beliefs.

7. Most prejudices are based on \_\_\_\_\_.

8. TRUE or FALSE

Cultural diversity is a new concept that was developed within the past twenty years.

9. People from some cultures find direct \_\_\_\_\_ contact offensive.

10. TRUE or FALSE

The United States is an homogenous society consisting of people from more than 100 ethnic groups.