

# Volunteer Competency Review

Please refer to our handbook <https://northmemorial.com/wp-content/uploads/2018/12/Maple-Grove-Hospital-Volunteer-Services-Handbook.pdf> to complete the following competency review.

Volunteer name \_\_\_\_\_ Date \_\_\_\_\_

**Please note:** The answer key is provided at the end of the test to review and more than one answer may apply to some of the questions below.

1. What was the HIPAA Privacy Rule created to do?
  - A. Give patients control over their health information
  - B. Hold violators accountable
  - C. Allow the free exchange of personal health information
  - D. Set boundaries on the use and release of health records
2. Which of the following are good practices to keep patient health information confidential?
  - A. Leave information learned about patients at the hospital
  - B. Refrain from asking patients personal questions
  - C. Place items with patient information on them out of sight of unauthorized persons, e.g. charts on desks upside down
  - D. Refrain from speaking about patients in public areas; elevators, cafeteria, discharge area
  - E. All of the above
3. Maple Grove Hospital volunteers and employees are required to keep any/all patient information private and confidential. Patient information should be accessed and discussed only as needed to perform your volunteer duties. Do ALL of our patients have a right to privacy?
  - A. True
  - B. False
4. If you are injured or are exposed to an infectious agent while volunteering, you should:
  - A. When it is convenient, tell the person in charge of the care center or department where you are volunteering and the Volunteer Supervisor
  - B. Wash the affected injury/exposed area or site and then immediately tell the person in charge of the care center or department where you are volunteering and the Volunteer Supervisor. Get immediate medical attention in the Emergency Care Center or complete a form to decline treatment
  - C. See your family physician when you have time
5. The number one way to prevent the spread of infection is?
  - A. Hand hygiene
  - B. Hand hygiene
  - C. Hand hygiene
  - D. Hand hygiene
6. It is okay for a patient to ask volunteers if they have performed hand hygiene before assisting them.
  - A. True
  - B. False

7. Our hand hygiene guidelines prohibit artificial nails, nail polish and not wearing hand or wrist jewelry for ALL persons who come into direct contact with patients.
- A. True
- B. False
8. Is Foam In/Foam Out the infection control practice of ALL people when entering/exiting a patient's room? You should rub until your hands are dry before touching a patient.
- A. True
- B. False
9. Some components of standard precautions include?
- A. Hand hygiene
- B. Wearing gloves when touching equipment/linen soiled with blood or body fluids
- C. Wearing a gown when entering all patient rooms
- D. Disposing of infectious waste and sharps in their proper containers
10. You should not eat, drink, apply cosmetics, or handle contact lenses when working in patient care areas where blood or other potential infectious materials are present?
- A. True
- B. False
11. What do you do if you see an isolation/precaution sign on a patient's door?
- A. I do not go into the patient's room
- B. I talk to the person in charge
- C. I do what the sign tells me to do
- D. I do not do anything differently
12. In the event of an emergency within the Hospital, you should dial?
- A. 0
- B. 9-911
- C. \*77
13. The code announced for a fire is?
- A. Code Orange
- B. Code Red
- C. Code Smoke
14. In the event you see smoke or fire, your priority is?
- A. Stop, Drop and Roll
- B. Contact Smokey the Bear
- C. Call 911
- D. Rescue, Contain, Alert
15. During a Code Red, if you are near the origin of the fire, you should...
- A. Perform RCA (Rescue, Contain, Alert) as needed
- B. Reassure and protect patients and guests
- C. Remove items on wheels (i.e. carts, wheelchairs) from hallways
16. During a Code Red, if you are away from the origin of the fire, you should...
- A. Perform RCA as needed
- B. Continue with routine activities
- C. Reassure patients and guests that they are safe
- D. Listen for updated information as the fire could spread

17. When Code Orange is activated, your role is to...
- A. Report to the Volunteer Supervisor's office
  - B. Return to your assigned work area
  - C. Report to the labor pool as requested
  - D. Report to the Emergency Care Center
18. If you find a non-patient who is in need of medical attention anywhere within or on adjacent entrances, driveways and sidewalks to the Hospital, you should...
- A. Call 0 and give your location and the situation and return with the person until medical staff arrive
  - B. Call \*77 if the need is within the building. Call 9-911 if you find a non-patient in need of help outside the Hospital. Give your location and the situation then return to the person until medical staff or an ambulance arrive
  - C. Call the information desk and give your location and the situation then return to the person until medical staff arrive
  - D. Take control of the situation
19. If you find a patient in medical distress, you should dial \*77 and ask for the Rapid Response Team?
- A. True
  - B. False
20. What should you do when a Code Walker is paged?
- A. Watch for and report suspicious persons or activities
  - B. If near an exit, stairwell or elevator make sure someone is posted there
  - C. Try to stop the missing person so he/she won't get away
  - D. If you see the missing person, dial \*77
21. What should you do when a Code Pink is paged?
- A. Watch for and report suspicious persons or activities
  - B. Monitor corridors and exits and do not allow anyone to enter or exit the care area/department/hospital.
  - C. Try to stop the suspected abductor so he/she won't get away
  - D. Try to follow the suspected abductor if you feel safe doing so
22. What do you do when a person poses an immediate threat of violence?
- A. Ask the person to leave
  - B. Dial \*77 and report an aggressive individual or combative individual with a weapon
  - C. Call the Safety and Security Department
23. If you have a concern about a safety issue, you may...
- A. Talk to the manager/supervisor in your assigned department/care area
  - B. Call Safety and Security
  - C. Talk to the Volunteer Supervisor
24. If you have a concern about patient safety or quality of care, you are encouraged to report it to the person in charge of the care center/department where you volunteer or the Volunteer Supervisor. You may also directly contact Det Norske Veritas (DNV) without fear of retaliation or punishment.
- A. True
  - B. False

25. If you are called to discharge a patient and notice the patient has oxygen or an IV, you should?
- A. Discharge the patient
  - B. Inform the nurse to call Patient Transport to do the discharge
  - C. Don't say anything, just turn around and walk away
26. What steps can you take to help keep patients safe?
- A. Verify identification of the patient by reading their ID bracelet and asking them their name
  - B. Place the call button device and telephone within reach of the patient
  - C. Walk or run as quickly as possible through the hallway when pushing patients in wheelchairs, especially around corners
27. All soiled linen is considered contaminated and should be handled wearing gloves.
- A. True
  - B. False
28. Regarding wheelchair safety, volunteers should...
- A. Allow patients and guests to maneuver the wheelchair themselves to promote independence
  - B. Stay with the chair when occupied. Wheelchairs are attendant propelled
29. When maneuvering an occupied chair, you should...
- A. Always walk slowly when transporting patients
  - B. Be aware of your surrounding.
  - C. Always back wheelchairs into elevators
30. There are potential pinch points near the footrests, armrests, brake level and brake mechanism of the wheelchair.
- A. True
  - B. False
31. Do volunteers have direct patient care as part of their assigned duties? (Direct patient care is defined as any aspect of the health care of a patient, including treatments, counseling, self-care, patient education, and administration of medication.)
- A. Some of the time
  - B. When staff is unavailable
  - C. Yes, in certain care centers
  - D. No
32. Age specific competencies help to:
- A. Ensure quality care by encouraging patients to become partners in their own health care
  - B. Provide individualized care that each patient deserves
  - C. Meet DNV standards
  - D. Improve job performance and satisfaction
  - E. All of the above
33. Every patient has their own...
- A. Likes and dislikes
  - B. Feelings, thoughts and beliefs
  - C. Limitations and abilities
  - D. Life experiences.
  - E. All of the above

34. Roadblocks that prevent effective communication could be the following:
- A. Physical impairments (speech, hearing, sight or physical disability), emotional stresses (depression, anxiety, fear), and learning difficulties
  - B. Language barriers
  - C. Cultural differences

35. Expectations of Maple Grove Hospital volunteers include:
- A. Arrive on time for your shift in dress code appropriate attire with your vest and badge
  - B. Contact Volunteer Services and the department in which you serve if you will be absent
  - C. Understand how to use VicNet technology and Vocera (if applicable to your position). Check your personal email for updates about your assigned department, scheduling, paperwork, etc.
  - D. Greet everyone with a smile and eye contact. And ask for help when you have a question or problem

36. Volunteer personal appearance code prohibits the following:
- A. Visible tattoos
  - B. Nontraditional hair color
  - C. Denim jeans, shorts and tights/leggings worn as pants.
  - D. Open toe shoes
  - E. Strong scents (perfume, cologne, cigarette smoke, etc)

37. A volunteer may be dismissed at any time for reasons listed in the volunteer handbook.
- A. True
  - B. False

38. In a workplace violence situation, remember the following:
- A. Manage your emotions
  - B. Use de-escalation techniques
  - C. Call for help, involve other staff
  - D. All of the above

<b>Answer Key:</b>				
1abd	9abd	17b	25b	33e
2e	10a	18b	26ab	34abc
3a	11a	19a	27a	35abcd
4b	12c	20abd	28b	36abcde
5abcd	13b	21ab	29abc	37b 38d
6a	14d	22b	30a	
7a	15abc	23abc	31d	
8a	16bcd	24a	32e	