

SANZIE HEALTHCARE SERVICES

COMPETENCY TESTING

Name: _____

Date: _____

The competency exams from SANZIE HEALTHCARE SERVICES play a key role in our talent management program—as they are used to measure and ensure that our personnel are knowledgeable and competent to perform the tasks associated with their respective positions. The high level of authority among the subject matter experts consulted and the rigor in exam development both contribute to make SANZIE HEALTHCARE SERVICES exams among the best available for assessing competencies.

1. Adult/Child abuse or neglect is reportable because:

- A. It is mean to abuse a child
- B. The doctor said to do so
- C. A child is vulnerable and can't leave the situation
- D. None of the above

2. Why is spousal abuse not a legally reportable offense?

- A. Spousal victimization is not state-regulated due to the complications involved in domestic situations
- B. A spouse who is not otherwise incapacitated is able to leave the situation
- C. An abused spouse is not vulnerable in any way

3. Can a patient refuse care?

- A. Yes
- B. No

4. When do advance directives go into effect?

- A. When signed by the patient
- B. On a date identified by the patient
- C. When the patient can no longer make their own health care decisions

5. Since toddlers have limited communication skills, it is not necessary to introduce yourself to them.

- A. True
- B. False

6. Adolescents need approval, appreciation, and privacy.

- A. True
- B. False

7. Because elders fear loneliness, they usually enjoy depending on others for assistance.

- A. True
- B. False

8. Once you hurt your back, your chances of hurting it again are:

- A. Higher
- B. Lower
- C. The same

9. One way of preventing back strain is to avoid storing heavy objects above shoulder height.

- A. True
- B. False

10. The first step in the care planning process is:

- A. Patient education
- B. Comprehensive assessment
- C. Obtaining physician orders

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D. Statement of goals by the patient

11. The patient and family _____ be included in developing the plan of care and treatment goals.

A. Should

B. Should Not

12. A complaint is a verbal issue or concern about patient care or access to care issues.

A. True

B. False

13. A grievance can be written or verbal.

A. True

B. False

14. If you have any concerns about the quality of care or safety of your patients, who should you report it to?

A. Report immediately to the charge nurse or supervisor

B. Don't get involved

C. Tell the CNA

15. If you observe a caregiver asking a patient for money for gas, what should you do?

A. Report it to the supervisor immediately

B. Tell the caregiver you will help them with the money

C. Do nothing so that you have enough help tomorrow

16. If you do not agree with a patient's belief and know that it might harm them, what should you do?

A. Respect their beliefs

B. Tell them that what they believe is bad for them

C. Refuse to take care of them since they are so different from you

17. The nutritionist should include the patient's family when teaching a patient about dietary restrictions to gain information about the patient's culture and food preference.

A. True

B. False

18. Medical Equipment must be inspected every five years.

A. True

B. False

19. A disaster code is called when there is:

A. A large chemical spill in the area

B. A 10 car pile-up on the interstate with known injuries

C. Loss of water to the hospital

D. All of the above

20. All healthcare facilities use the same names for all emergency codes.

A. True

B. False

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A. True

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22. Ethics are based on personal values and beliefs that guide the decision-making process.

- A. True
- B. False

23. Whose responsibility is it to ensure the safety of patients?

- A. Nursing
- B. Therapy
- C. Administration
- D. Everyone working on the unit

24. Side effects of some medications can increase a patient's risk for a fall.

- A. True
- B. False

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

- A. True
- B. False

27. Control of infection involves breaking the chain of infection. What 3 links in the infection chain must be present in order for an infection to occur?

- A. Infectious agent, moist conditions, means of transmission
- B. Dirty conditions, susceptible host, prolonged exposure
- C. An infectious person, intimate contact, prolonged exposure
- D. Infectious agent, means of transmission, susceptible host

28. If a patient has C. Diff, the best source to wash your hands with is:

- A. Alcohol-Based Soap
- B. Soap and Water

29. You should always treat all body fluids as if they are infectious and avoid direct skin contact with them.

- A. True
- B. False

30. Experts insist that the all-time #1 method for preventing the spread of infection is:

- A. Proper use of personal protective equipment
- B. Sterilization
- C. Use of standard precautions
- D. Proper hand hygiene

31. Why are healthcare workers at higher risk for developing latex allergy?

- A. Higher exposure to latex due to glove usage
- B. Women are more prone to develop latex allergy and mostly women work in healthcare
- C. They use more soap than others because of frequent hand washing

32. The development of dry, itchy, irritated areas on your hands is usually a sign of:

- A. True Latex Allergy
- B. Contact Dermatitis
- C. Developing Latex Allergy

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33. Standards of Care are established by:

- A. State Boards of Clinical Disciplines
- B. Professional Organizations
- C. Policies and Procedures
- D. All of the above

34. An example of negligence is:

- A. Leaving a patient on a bed pan for an extended period of time
- B. Giving a patient too much medication that results in the patient being ventilated
- C. Transferring a patient to another floor without O2 when it was ordered and the patient dies

35. You should never work around electrical appliances when your surroundings are wet.

- A. True
- B. False

36. Wet floors can cause slips and falls.

- A. True
- B. False

37. A patient's right to treatment or services includes the right to:

- A. Keep the patient at a treatment facility even if the facility cannot provide care the patient needs/requests
- B. Be transferred to another organization if the treating facility cannot provide care the patient needs/requests
- C. Demand cable TV while hospitalized
- D. Eat only foods from fast food restaurants

38. Which of the following activities would NOT maintain the patient's dignity?

- A. Taking the patient's vital signs in an area removed from the direct hearing and vision of other patients
- B. Exposing part of the patient's body during transfer
- C. Closing bedside curtains when examining a patient
- D. Speaking in quiet tones when obtaining information from a patient

39. The purpose of the patient safety plan is to:

- A. Improve patient safety and reduce risk
- B. Outline disciplinary actions taken if errors are made
- C. Develop an environment of blame

40. Employees are asked to serve on QI teams because:

- A. They know the systems best
- B. It is important for them to be involved in the solution
- C. It helps maintain interest and pride in their work
- D. All of the above

41. Data used to assess the quality of patient care includes:

- A. Medication error rates
- B. Patient satisfaction surveys
- C. Nosocomial infection rates
- D. All of the above

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42. Restraints should be the first intervention when caring for a patient that is at risk for falling out of bed.

- A. True
- B. False

43. Side rails can be considered a form of restraint.

- A. True
- B. False

44. Incident reports should not be placed in the patient's medical record.

- A. True
- B. False

45. It is a patient's right to be informed of medication errors. Who should tell the patient and family about the error?

- A. The clinician making the error
- B. The nurse manager
- C. The physician
- D. They should not be told

46. Sexual Harassment occurs when:

- A. Someone tells a dirty joke
- B. The conduct is unwelcomed
- C. A co-worker asks you out on a date

47. You do not have to be the one being harassed to be a victim of sexual harassment.

- A. False
- B. True

48. If you encounter an extremely agitated, disruptive individual and feel the situation will push you beyond your capability or intervention, you should:

- A. Wait and see what happens
- B. Ignore your gut feeling
- C. Continue to intervene
- D. Follow your institution's policy

49. Which behaviors are indicative of a patient becoming aggressive?

- A. Loud voice
- B. Uncooperative
- C. Restless
- D. All of the above

50. The single most reliable indicator of pain is:

- A. Patient self-report
- B. Pain behaviors
- C. Physiologic signs
- D. None of the above

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51. Your patient is elderly and does not understand the numerical pain scale. What would you choose as an alternative?

- A. The non-verbal observation scale
- B. The Wong-Baker faces pain scale
- C. Assign the pain level based on your best guess
- D. All of the above

52. Warning signs of alcohol impairment include:

- A. Irritability, mood swings
- B. Elaborate excuses for behavior
- C. Isolation from others
- D. All of the above

53. Warning signs of drug addiction/impairment include:

- A. Frequent absence from unit
- B. Rapid changes in mood or performance
- C. Working a lot of overtime, arrive early, stay late
- D. All of the above

54. To prevent the spread of Tuberculosis, healthcare providers should:

- A. Wear a HEPA/N95 Respirator when caring for patients in special respiratory isolation
- B. Complete your annual health screening
- C. Notify your supervisor immediately in the event of an exposure
- D. All of the above

55. OSHA mandates that the employee notify Employee Health annually, to be re-fit tested if the employee has:

- A. Experienced greater than 20 pound weight change
- B. Grown facial hair
- C. Had significant dental work
- D. Had significant facial plastic surgery
- E. Had a Positive CXR

- A. A and D
- B. E only
- C. A, B, C and D
- D. All of the above

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Email Address: _____

Date: _____

DDP Signature

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