

VOLUNTEER ANNUAL COMPETENCY TEST

PRINT NAME _____

OSHA AND INFECTION CONTROL

1. Which are ways to prevent a bloodborne pathogen infection?
 Prevention, PPE and use of safety devices/engineering controls Hepatitis B Vaccine ALL
2. You can find MUSC's Exposure Control Plan in which of the following manuals?
 Infection Control Manual
 MUSC Medical Center Policy Manual
 Medical Center Human Resources Manual
 MUSC Occupational Safety and Health Manual
3. Reporting of a bloodborne pathogen exposure should be done
 Immediately By the end of your shift Within 4 hours Within 24 hours
4. For which of the following diseases is there a vaccine available?
 Hepatitis B Hepatitis C HIV ALL
5. MUSC is required to have PPE readily available. TRUE FALSE
6. Which of the following should be placed in a biohazard linen container?
 Linen that has no visible contamination from a patient's bed
 All used linen
 Only visibly contaminated linen
 Clean linen
7. Hand washing is the most effective way of preventing the spread of disease. TRUE FALSE
8. Volunteers are required to have a TB skin test or TB screening if past positive every year. TRUE FALSE

CONFIDENTIALITY

1. The patient is not allowed to see the information in his or her medical record. TRUE FALSE
2. Patients have the right to refuse observation by anyone who is not directly responsible for their care. TRUE FALSE
3. Which of the following is an example of protected health information (PHI)?
 Name, date of birth, and social security number
 Admission, discharge, and service dates
 MRN
 All of the above
4. A patient's record may:
 Never be removed from the premises
 Be removed if you want to review it after hours
 Be removed if you want to add Progress Notes
 Be removed if you lock it in your car
5. Volunteers can give out patient information to:
 Friends or neighbors Patient's family members Healthcare workers None

SENSITIVITY TRAINING: WEIGHT BIAS

1. Stigmatizing attitudes toward obese individuals usually emerge when people believe that excess weight is controllable and is a problem of lack of personal responsibility. TRUE FALSE

FIRE & LIFE SAFETY / DISASTER & EMERGENCY POLICIES

1. The MUSC 5-Step Fire Plan is as follows: TRUE FALSE
1. Remove anyone from immediate danger.
 2. Ensure all doors are closed.
 3. Activate the manual fire alarm.
 4. Call the Operator to report the fire.
 5. Try to fight the fire.
2. Items may be stored in corridors only if they remain on one side. TRUE FALSE
3. Doors may be wedged open with rubber doorstops because they will melt in a fire. TRUE FALSE
4. Volunteers are not expected to report during weather emergencies (code green). TRUE FALSE

MEDICAL CENTER SECURITY / NATIONAL PATIENT SAFETY GOALS

1. Which of the following should you do if you receive a telephone bomb threat?
- Have someone call Public Safety immediately at 792-4196
 - Keep the caller on the phone
 - Pay attention and remember: caller's voice, caller's accent, background noise, etc.
 - All of the above
2. For Lost and Found items you should contact:
- Maintenance
 - Information Desk
 - Admissions
 - North Tower Security Desk at 792-5077 or Public Safety at 792-4196
3. When is hand hygiene using soap and water necessary over alcohol-based hand rubs?
- When hands have dirt or other material on them that you can see
 - If the patient has C-Diff
 - Every time you take off dirty gloves and put on clean gloves
 - All of the above
4. You should wear an identification badge _____.
- Only when entering and leaving the hospital
 - In public areas of the hospital
 - The entire time you are volunteering
 - None of the above
5. Which of the following is an example of a security incident that should be reported to the security officer on duty?
- Loss or theft of property
 - Injuries to staff caused by patients during assessment and treatment activities
 - Criminal activities
 - All of the above
6. What safety measure is appropriate for reducing patient falls in an organization?
- Using restraints to decrease the number of falls
 - Educating patients and families about the risk of falls and when to call for help
 - Assessing a patient's risk for falls at discharge
 - Providing a walker to all patients after surgery

MUSC EXCELLENCE

1. An example of following the MUSC Standards of Behavior is the 10/5 rule. TRUE FALSE
2. AIDET is a tool to communicate with people who are often nervous or anxious. TRUE FALSE

CULTURAL COMPETENCY

- 1. Cultural competence refers to providing care with respect to:
 Income level A person's beliefs and values Educational background Insurance provider
- 2. One way to achieve cultural competence is:
 to assume that all MUSC patients speak fluent English
 to recruit, retain and promote a culturally diverse staff and leadership
 to use family members and friends as interpreters
 all of the above
- 3. When an interpreter is needed, you may:
 need to look at your own view of life
 ask a staff member who knows a little bit of Spanish to interpret for you
 call an MUSC certified interpreter or use the Language Line
 identify cultures that have large extended families
- 4. Learning more about the culture of our patients will help us to communicate better. TRUE FALSE
- 5. Beliefs will not influence a person's feelings about illness. TRUE FALSE
- 6. Gestures and facial expressions are not part of communication. TRUE FALSE

QUALITY AND CUSTOMER SERVICE

- 1. Healthcare consumers determine value of a service by factoring _____.
 Cost of a service Safety measures taken Quality ALL
- 2. Report cards only show the areas where improvement is needed. TRUE FALSE
- 3. Both technical and interpersonal skills are vital to doing your job effectively. TRUE FALSE

MUSC STROKE PROGRAM & BAT TEAM

- 1. The BAT (Brain Attack Team) includes a:
 NSICU Charge RN Neuro-Intensivist Stroke Neurologist ALL
- 2. The number to dial if INSIDE the hospital and witness someone with the symptoms of a stroke is:
 911 2-4196 2-3333 2-0843
- 3. F.A.S.T. stands for Face, Arm, Speech and Time. TRUE FALSE
- 4. Stroke is defined as a blockage or rupture of an artery or blood vessel that interrupts blood flow to an area of the brain.
 TRUE FALSE

Heart Attack Care

MUSC Chest Pain Center is nationally accredited by the Society of Chest Pain Centers.
 TRUE FALSE

I ATTEST THAT I HAVE REVIEWED THIS INFORMATION AND ANSWERED THESE QUESTIONS TO THE BEST OF MY ABILITY.

Volunteer Signature _____ Date _____

Review Signature _____ Date _____

Medical University of South Carolina

Code of Conduct

Introduction

This Code of Conduct establishes guidelines for professional conduct by those acting on behalf of the Medical University of South Carolina, its agents or affiliates •including but not limited to the Medical University Hospital Authority, University Medical Associates, Carolina Family Care, Health Sciences Foundation, and the Foundation for Research and Development hereinafter, collectively referred to as "MUSC"), including executive officers, faculty, staff, and other individuals employed by MUSC using MUSC resources or facilities, and volunteers and representatives acting as agents of MUSC.

This Code of Conduct is not an attempt to define specifically what one should and should not do, but to communicate MUSC's expectations of proper conduct and what professional conduct MUSC values.

Conduct

Those acting on behalf of MUSC have a general duty to conduct themselves in a manner that will maintain and strengthen the public's trust and confidence in the integrity of MUSC and take no actions incompatible with their obligations to MUSC. With regard to professional conduct, those acting on behalf of MUSC should practice:

- Integrity by maintaining an ongoing dedication to honesty and responsibility;
- Trustworthiness by acting in a reliable and dependable manner;
- Evenhandedness by treating others with impartiality;
- Respect by treating others with civility and decency;
- Stewardship by exercising custodial responsibility for MUSC academic, intellectual, financial, and material assets and resources;
- Compliance by following Federal and State laws and regulations and MUSC policies and procedures related to their duties and responsibilities;
- Confidentiality by protecting the integrity and security of MUSC information such as patient records, employees files, student records, and contract negotiation documents;
- Reporting any activity reasonably believed to violate Federal or State laws or regulations or MUSC policies or procedures.

Reporting Possible Violations

Report any activity reasonably believed in violation of any law or regulation, any MUSC policy, or any Federal or State healthcare requirement by means of the Confidential Hotline, 1-800-296-0269 •Toll-free, available 24 hours, 7 days a week).

MUSC will neither discriminate nor retaliate against any MUSC member who reports in good faith any instances of conduct that do not comply or appear not to comply with Federal or State laws and regulations or MUSC policies and procedures. A MUSC member has the right to remain anonymous, as allowed by law, and to use confidential mechanisms provided by MUSC to disclose non-compliant activity without fear of retaliation of such reports.

Acknowledgement

I read the MUSC Code of Conduct and understand the contents pertain to all faculty, staff, employees and agents of MUSC. I understand that I am expected to adhere to this Code of Conduct and failure to do so will subject me to disciplinary action, up to and including suspension or termination. In addition, I understand there is also a range of penalties which can apply to individuals or organizations for violation of applicable Federal and State laws and regulatory requirements.

Print Name _____ Department _____

Signature _____ Date _____