

## 2020-2021 Annual Compliance & Ethics Training for Volunteers

1. First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Facility: \_\_\_\_\_ Date Completed: \_\_\_\_\_

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*Please circle your answer to the questions below:*

### **HIPAA - Health Insurance Portability and Accountability Act**

2. Individuals and/or employees are subject to both criminal and monetary penalties for violating HIPAA Privacy regulations.

- A. True
- B. False

3. Confidential information includes the following:

- A. PHI – Protected Health Information
- B. Lists of patients, customers, members or employees
- C. Financial information
- D. All of the above

4. I agree that I will protect all Presbyterian Healthcare Services Confidential Information and I will not disclose such information.

- A. I agree

5. HIPAA is the federal law that established information privacy and security standards for the healthcare industry. The basic idea behind the HIPAA Privacy Standards is that patients and members should get to decide who gets their healthcare information.

Healthcare workforce \_\_\_\_\_ use or disclose PHI without first obtaining the patient's or member's written authorization.

- A. may
- B. may not

### **Presbyterian Promise, Elevate and CARES Commitments**

6. *Presbyterian exists to improve the health of the patients, members and communities we serve.* This statement defines Presbyterian's purpose.

- A. True
- B. False

7. "Be dedicated to patients, members and each other" is an example of which CARES Commitment?

- A. Collaborate
- B. Serve
- C. Engage
- D. be Accountable
- E. Respect

8. The concept of “Taking the Heat” is a communication process for handling difficult customers and situations, when they are voicing a complaint.
- A. True
  - B. False
9. The Presbyterian Promise is our roadmap to delivering exceptional experience that our patients and members expect and includes the following commitments:
- A. To know you, respect you, listen to you and treat you with compassion;
  - B. To ease the way to your best health;
  - C. To provide you with the highest quality care at the lowest possible cost;
  - D. To communicate clearly and accurately, coordinate your care and involve you in decisions;
  - E. To do what we say we will do;
  - F. All of the above and Presbyterian volunteers make this Promise, too!
10. Our commitment to Promise, Thrive and Grow is at the heart of our five-year strategy called ELEVATE.  
Our Strategy: Lead the nation in improving health and healthcare by delivering the Presbyterian Promise, supporting our workforce to Thrive, and committing to Grow to serve more patients and members in New Mexico and in partnerships across the United States.

Together we must be aligned to take action to achieve our bold ambitions and sustain our commitment to caring for patients and members for generations to come.

- A. I Agree

#### **Code of Conduct**

11. Please read and indicate your response to the following statement:

*As a member of the Presbyterian workforce, I acknowledge that I have read the Code of Conduct (located on pgs 24-30 of the Volunteer Services Handbook).*

- A. I Agree

12. *I agree to support the values of Presbyterian and the Culture of Safety and to abide by the standards described in the Code. I understand that I will be held accountable if I fail to do so.*

- A. I Agree

#### **False Claims Act Educational Information**

13. Volunteers must report any suspected unethical behavior, illegal activity or violation of Presbyterian policies and procedures.

- A. True
- B. False

#### **Information Technology**

14. If you are working on a PHS computer:

- A. You must never look up patient information for personal reasons
- B. You must never open an attachment from a suspicious email
- C. Your activity is subject to monitoring, without consent or notice
- D. All of the above

15. PHS passwords must be protected because they allow users to access Presbyterian Systems.

Therefore, passwords must never be:

- A. Shared, posted or left in an easily accessible location
- B. Created in such a way that they are easily guessed
- C. Changed
- D. Both A and B

**Reporting Patient Abuse, Neglect and Misappropriation of Property**

16. Presbyterian has zero tolerance policy for any type of abusive behavior towards patients by members of the Presbyterian workforce. Which of the following are grounds for immediate suspension and/or termination?

- A. Improper treatment of patients
- B. Theft or attempted theft of property
- C. Abuse of patients
- D. All of the above

17. Please read and indicate your response to the following statement:

*I agree that I have an obligation to report suspected abuse, neglect and misappropriation of property as outlined in this training and in Presbyterian Policy and agree to abide by Presbyterian Policies on reporting such abuse, neglect, and misappropriation of property. I understand that if I have any questions about these instructions that I should contact the Presbyterian Compliance Department.*

- A. I agree

**Active Shooter**

18. When an Active Shooter announcement is made, the general rule of thumb is to assemble in the lobby of your hospital facility.

- A. True
- B. False, if it is safe to do so, you should exit the building immediately

19. After contacting 911, should you turn off your cell phone?

- A. Yes, so that you can hide; less chance of phone ringtone giving away your position
- B. No

**General Safety, Fire Safety, Hazardous Materials & Emergency Management**

20. A hazardous materials spill on the highway is considered an Internal Disaster.

- A. True
- B. False, this is considered an External Disaster

21. What should I do if I am injured while volunteering?

- A. Immediately report the incident to your Service Area Manager and/or any Volunteer Services staff member
- B. Seek medical care immediately, if necessary
- C. Do nothing
- D. Both A & B

22. Safety is everyone's job.

- A. True
- B. False

**Fire Safety**

23. "Shelter in Place" means that all staff, including volunteers, are to stay where they are *unless they are in immediate danger*.

- A. True
- B. False

24. When a supervisor/charge nurse orders an evacuation, the FIRST group of people to evacuate are:

- A. Those who can walk with little or no assistance
- B. Those in immediate danger
- C. Those who cannot walk or who need assistance

25. In the area where I volunteer, I will learn the location of the nearest fire extinguisher and/or pull station.

- A. I agree

**Patient Safety and Fall Prevention**

26. Which of these patients would be considered a Fall Risk?

- A. Emergency patients
- B. Patients who have prior fall history
- C. Patients who have decreased mobility
- D. All of the above

**Cultural Competence & Medical Interpretation**

27. Cultural competence requires the ability to adapt care/services that is in accordance with the patients' expectations and preferences.

- A. True
- B. False

28. Qualified Interpreters: When assisting patients, members, and visitors that may have limited English proficiency (LEP), Presbyterian offers, free of charge, qualified interpreters via any of the following modalities:

- A. Telephonic
- B. Video
- C. In-person
- D. All of the above

29. How do we get an interpreter in real time for a patient or visitor?

- A. Presbyterian cannot do that
- B. Call 923-7770, they can identify the language needed and they will get someone on the phone within a minute's time

30. I agree to abide by the policies and procedures described in this training and to treat all patients, members, and co-workers with respect and dignity regardless of race, ancestry, color, sex, gender identity or expression, sexual orientation, national origin, physical or mental disability, marital status, genetics, protected veteran status or other protected classifications.

A. I agree

### **Diversity at Presbyterian**

31. Presbyterian values diversity; disrespectful or discriminatory behavior is not acceptable in the workplace.

- A. True
- B. False

32. Cultural Intelligence is the capability to relate and work effectively across cultures.

Cultural Intelligence principles allow us to better deliver our Presbyterian Promise to patients and members. Increasing our individual and collective intelligence directly supports sections 1, 3, and 5 of our Promise.

*We do not discriminate, but consider all patients entitled to be treated respectfully and considerately.*

A. I Agree

### **Conflict of Interest**

33. A conflict of interest can potentially occur in situations where an individual has close ties or loyalties to more than one group or organization.

- A. True
- B. False

### **Infection Control**

34. If I am feeling ill or not well, I will notify Volunteer Services and not report to Presbyterian until I am better.

- A. I Agree
- B. I Disagree

35. Hand hygiene is performed by using waterless alcohol sanitizer or washing with soap and water. When should hand hygiene be performed?

- A. Before entering a patient room
- B. When exiting a patient room
- C. After using the restroom
- D. After handling money or shaking hands
- E. Before and after eating
- F. Between tasks
- G. All of the above

36. Respiratory etiquette helps stop the spread of germs. Four actions of respiratory etiquette include: Cover your mouth and nose with a tissue when you cough or sneeze, cough or sneeze into your upper sleeve and not your hands, performing hand hygiene after you cough or sneeze, and keeping a three-foot distance from others around you, if possible.

- A. True
- B. False

37. Hand Hygiene is the single most important factor in preventing the spread of germs.
- A. True
  - B. False
38. Keeping immunizations up to date is one way to help prevent the spread of infection in the workplace.
- A. True
  - B. False
39. Due to COVID-19 Pandemic, while in PHS facilities I do need to wear a hospital grade surgical/procedural mask provided by Presbyterian.
- A. True
  - B. False
40. Upon entering any PHS facility, I will be *screened* and will answer truthfully to all COVID-19 screening questions for the safety of patients, visitors and staff.
- A. True
  - B. False
41. If have any of the identified symptoms of COVID-19 or a known exposure to COVID-19 positive person, I will notify Volunteer Services and Employee Health. I will not report to my shift at Presbyterian.
- A. True
  - B. False

**Acknowledgment**

42. I acknowledge that I have received the information provided in the Volunteer Services Handbook and will abide by the standards and policies described therein in the performance of my role at Presbyterian.

- A. I Agree

If I have questions or concerns regarding any of the material, I will follow up by asking my Presbyterian Volunteer Manager or the Presbyterian Vice President for Corporate Compliance, Andrea Kinsley (505-923-8547 or [akinsley@phs.org](mailto:akinsley@phs.org)).

*Thank you for completing this training document.*