

Abramson Senior Care
Mandatory Initial and Annual
Enrichment In-Services

Name: _____

Date Completed: _____

Instructions: After reviewing all information in the Enrichment In-services Talking Points packet, complete each post-test, including multiple-choice, true/false, and fill-in questions. **Information on pages 29 must be reviewed, acknowledged and signed. Please do NOT use pencil.**

HIPAA Privacy Regulations Post-Test

1. True or False? The Health Insurance Portability and Accountability Act (HIPAA) is a federal law that safeguards Protected Health Information and addresses resident privacy and records confidentiality.
 - a. True
 - b. False
2. What kind of personally identifiable health information is protected by HIPAA's privacy rule?
 - a. Paper
 - b. Electronic
 - c. The spoken word
 - d. All of the above
3. Who is responsible for protecting Personal Health Information (PHI)?
 - a. Human Resources Department
 - b. All staff, contractors and volunteers
 - c. Local police department
 - d. None of the above
4. Which of the following is NOT considered Personal Health Information (PHI)?
 - a. Social security number
 - b. Telephone number
 - c. Birth Date
 - d. LGBT+ status
 - e. Information that does not identify the resident
5. True or False? You are allowed to talk about a resident's condition with a friend of the family even without the resident's permission
 - a. True
 - b. False
6. Who has the right to access personal health information (PHI)?
 - a. Resident
 - b. Authorized family member of the resident
 - c. Health care provider (on a "need to know" basis only)
 - d. All of the above
7. You can protect a resident's PHI by _____.
 - a. Shredding all papers containing PHI before discarding in the trash
 - b. Positioning computer screens away from public view
 - c. Not discussing anything related to residents/consumers in hallways, elevators, the cafeteria, or other public location
 - d. All of the above

HIPPA Privacy Regulations = 15 minutes

Abramson Senior Care

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Electronic Charting System – Password Protection Post-Test

- | | | |
|---|------|-------|
| 1. All information stored on Abramson's electronic charting system is confidential unless proper authorization is given for that information to be shared. | True | False |
| 2. All staff, in all departments, are authorized to access information for all residents, even those who are <u>not</u> under the staff member's direct care. | True | False |
| 3. If you forget your password, just use a co-worker's password to log in. | True | False |
| 4. You are responsible for all computer usage that occurs with your password. | True | False |
| 5. Only use the password that you have been given to gain entry to the EMR. | True | False |
| 6. Even if you do not use an EMR program, you must follow the guidelines for protecting computer passwords for all computer programs, including databases, record keeping and charting systems. | True | False |

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Human Resources Post-Test

Standards of Conduct/Compliance

- | | | |
|--|------|-------|
| 1. This facility's code of ethics only applies to employees in the Nursing department. | True | False |
| 2. Many people outside of Abramson look at the care provided to our residents. | True | False |
| 3. Regulatory compliance is everyone's business | True | False |
| 4. If you witness any activities that you believe may be in violations of our Standards of Conduct, report to your direct supervisor, the supervisor on duty or the Human Resources department right away. | True | False |
| 5. The Compliance Hotline is another way to help you report concerns without fear of retaliation. | True | False |

Diversity

- | | | |
|--|------|-------|
| 1. Individuals of different religions, races and genders see social interactions at work in exactly the same way. | True | False |
| 2. How we respond to the differences in each other can have either a positive or negative impact at work. | True | False |
| 3. It is better to have only one viewpoint represented when making decisions. | True | False |
| 4. Recognizing each person as an individual with something important to offer the organization is a good way to embrace diversity. | True | False |
| 5. Labels and terms change over time and can resonate differently over time and can resonate differently for individuals. | True | False |
| 6. It is up to each individual to decide whether or not to reveal their sexual identity. | True | False |

7. What does LGBTQ+ stand for? _____

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Violence in the Workplace

- | | | |
|--|------|-------|
| 1. Abramson Senior Care has a zero tolerance policy regarding violence in the workplace. | True | False |
| 2. Staff should <u>not</u> report threatening and intimidating behavior to their supervisor, but instead, attempt to work it out alone. | True | False |
| 3. Threatening conduct will not be tolerated at any time, including off-duty periods. | True | False |
| 4. Violence in the workplace is only when there is physical contact between two or more individuals. | True | False |

Anti-Harassment Policy

- | | | |
|--|------|-------|
| 1. If your intentions are good, your behavior is not sexual harassment. | True | False |
| 2. Harassment should be worked out between the harasser and the person being harassed. It is no one else's concern. | True | False |
| 3. You may report concerns without fear of retaliation to your supervisor, the Human Resources department or the Compliance Hotline. | True | False |
| 4. "Off-color" remarks or sexually explicit banter is acceptable as long as you are joking. | True | False |

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Infection Control Post-Test

- | | | |
|--|------|-------|
| 1. Hand washing is optional if you wear gloves. | True | False |
| 2. Hand washing will not help reduce the spread of infectious diseases. | True | False |
| 3. Standard Precautions means treating all human blood and body fluids as if it is infected with bloodborne pathogens. | True | False |
| 4. Contact Precautions are necessary when an infection is transmitted by direct contact. | True | False |
| 5. OSHA recommends that all employees who will have “reasonably anticipated” contact with blood or other body fluids be vaccinated to prevent Hepatitis B infections. | True | False |
| 6. Steps to prevent the spread of viral gastroenteritis include: frequent handwashing, prompt disinfection of contaminated surfaces, with household chlorine bleach-based cleaners, and prompt washing of soiled articles of clothing. | True | False |
| 7. The single best way to prevent the flu is to get a flu vaccine each season. | True | False |
| 8. When cleaning up blood spills, personal protective equipment and disinfectant should be used. | True | False |
| 9. All Abramson staff are required to have a 2-step TB test upon hire. | True | False |
| 10. You should wash your hands only when they are visibly soiled. | True | False |

Match the condition in the left column with its signs & symptoms in the right column:

- | | | |
|--------------------------|-------|--|
| 1. Influenza (Flu) | _____ | A. Nausea, vomiting, diarrhea, fever, abdominal cramps, muscle aches |
| 2. Viral Gastroenteritis | _____ | B. Watery diarrhea, vomiting and possible headache, fever and abdominal cramps |
| 3. Clostridium Difficile | _____ | C. Bump or infected area on the skin that may be red, swollen, painful, warm to the touch, full of pus or other drainage, accompanied by fever |
| 4. Foodborne Illness | _____ | D. Fever, cough, sore throat, runny/stuffy nose, headaches, fatigue |
| 5. MRSA | _____ | E. Watery diarrhea, fever, loss of appetite, nausea, abdominal pain/tenderness |

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Personal Protective Equipment

1. When should you put the lid on a sharps container?
 - a. When it is $\frac{1}{2}$ full
 - b. When it is $\frac{3}{4}$ full
 - c. When it is entirely full
2. Name three (3) types of Personal Protective Equipment:
 - a. _____
 - b. _____
 - c. _____
3. Describe the proper way to remove Personal Protective Equipment:

Infection Control = 30 minutes

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Resident Rights & Psychosocial Needs Post-Test

- | | | |
|---|------|-------|
| 1. Residents have the right to manage their own financial affairs | True | False |
| 2. If a resident cannot understand their care plan because they only speak Russian, Abramson is <u>not</u> responsible for providing an interpreter. | True | False |
| 3. Residents have the right to administer their own medications if they are deemed safe to do so. | True | False |
| 4. Residents should <u>not</u> be allowed to gather into groups for purposes of discussion of care issues or food concerns. | True | False |
| 5. Relationships with other are <u>not</u> important to older adults. | True | False |
| 6. Older adults continue to have intimacy and/or sexual needs with significant others. | True | False |
| 7. Offering a resident the opportunity to make choices and decisions, such as what to wear or eat, is a waste of time and is not important for the residents. | True | False |
| 8. It is easy to give up one's independence and move into a nursing home. | True | False |
| 9. Spiritual needs are important to address for elders. | True | False |
| 10. Residents have the right to be free from physical or chemical restraints. | True | False |

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Dementia & Alzheimer's Disease Post-Test

- | | | |
|--|------|-------|
| 1. Dementia is a slow, progressive loss of mental functions, including memory, thinking, judgement, the ability to learn and behavioral functions | True | False |
| 2. Alzheimer's disease is the most common type of dementia in older people. | True | False |
| 3. Every person with dementia is the same and will respond in the same way to the interventions you use. | True | False |
| 4. People with dementia often have a hard time expressing their thoughts and feelings. | True | False |
| 5. Planning a bath or shower at a time of day that is good for the staff member's schedule, no matter what the resident prefers, is the best approach. | True | False |
| 6. All people with dementia have large appetites and like to eat all the time. | True | False |
| 7. Many people with Alzheimer's disease become restless, agitated or irritable around dinnertime, often referred to as "sundowning" syndrome. | True | False |
| 8. As dementia progresses, the person may experience hallucinations and/or delusions. | True | False |
| 9. Dementia and Alzheimer's disease range in severity from the mildest stage, in which a person's functioning is just beginning to be affected, to the most severe stage, when the person must completely depend on others for basic activities of daily living. | True | False |

List four (4) warning signs of dementia:

1. _____
2. _____
3. _____
4. _____

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Body Mechanics & Ergonomics Post-Test

1. Using ergonomics can reduce the risk of injury at work.
 - a. True
 - b. False
2. It does not matter if you use good body mechanics at work since you will probably get hurt anyway.
 - a. True
 - b. False
3. Which of the following is NOT a rule for good body mechanics?
 - a. Bending knees
 - b. Getting as close to the load as possible
 - c. Keeping your feet close together
 - d. Keeping your head and shoulders upright
4. You should always pre-plan your lift and evaluate the resident or weight of the object to determine if assistance is needed.
 - a. True
 - b. False
5. Risk factors to your neck and back include:
 - a. Improper body positioning
 - b. General lack of physical exercise
 - c. Tension and emotional stress
 - d. All of the above
6. When working with computers, you should avoid resting arms and wrists on the sharp edges of the desk.
 - a. True
 - b. False

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Emergency Preparedness Post-Test

1. What federal agency governs long term care emergency preparedness?
 - a. Centers for Medicare and Medicaid Services
 - b. Horsham Township Emergency department
 - c. Internal Revenue Service
 - d. Walt Disney World

2. A disaster...
 - a. Makes you anxious
 - b. Can be all levels of size and scope
 - c. Affects business continuity
 - d. All of the above

3. Where is the Emergency Operations Plan (EOP) located?
 - a. Intranet
 - b. Command Center
 - c. Security Office
 - d. All of the above

4. How many people (minimum) must you have to properly transport a resident in a Mega Mover down stairwells?
 - a. 6
 - b. 2
 - c. 4
 - d. 8

5. The Emergency Operations Plan has information and procedures that cover the pre-emergency, preparedness, response and recovery information for all identified hazards as identified in Abramson Senior Care's All Hazard Vulnerability Assessment.

True False

6. The CEO is always the incident commander.

True False

7. The Nursing Home Incident Command system is scalable to the size of the event.

True False

8. If the Armed Intruder incident is immediate, all staff, residents and visitors should RUN – HIDE – FIGHT.

True False

9. If we have to evacuate a resident during a fire, we should always evacuate vertically and then horizontally.

True False

10. Keep fire doors locked at all times.

True False

11. You should always evacuate non-ambulatory residents first.

True False

12. Fire extinguishers may be used as personal protectors (i.e. to clear a path for someone trapped by fire)

True False

13. In a power failure, all staff should remain at their stations until given further instructions.

True False

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14. If you find what appears to be a bomb, you should take it outside immediately.	True	False
15. RACE is the acronym for Rescue – Alarm – Contain – Extinguish/Evacuate	True	False
16. PASS is the acronym for Pull – Aim – Squeeze – Sweep	True	False
17. If you receive any type of suspicious mail or package, you should open the package before reporting to your supervisor.	True	False
18. Lockout-Tagout (LOTO), or lock and tag, is a safety procedure which is used to ensure that dangerous machines are properly shut off and not able to be started up again prior to completion of maintenance or servicing work. It requires that hazardous energy sources be “isolated and rendered inoperative” before work is started on the equipment in question.	True	False
19. If you see a lock or tag on a piece of equipment, it is OK if you attempt to use the equipment.	True	False

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Globally Harmonized System Post-Test

1. The acronym "GHS" stand for _____.
 - a. Good Harmonized System
 - b. Gloves and Goggles
 - c. Globally Harmonized System
 - d. Globally Hazardous System
2. OSHA's Hazard Communication Standard (HCS) gives employees working around hazardous chemicals the "Right To Know" of possible dangers and how to protect themselves.
 - a. True
 - b. False
3. A Safety Data Sheet (SDS; formerly MSDS) is NOT required for each chemical maintained at your facility.
 - a. True
 - b. False
4. All Safety Data Sheets will be required to be in a uniform format. Sections included are identification, hazard identification, composition/information on ingredients, first aid measures, firefighting measures, accidental release measures, handling and storage, exposure control, physical and chemical properties, stability and reactivity, toxicological information, ecologic information, disposable considerations, transport information, regulatory information and other information.
 - a. True
 - b. False
5. All labels will be required to have:
 - a. Product Identifier
 - b. Supplier Identifier
 - c. Precautionary Statements
 - d. Hazard Pictograms
 - e. Signal Words
 - f. Hazard Statements
 - g. Supplemental Information
 - h. All of the above
6. Signal words on labels can either be noted as _____ or _____.
These words indicate the severity of the chemical.
7. Pictograms are used on each label to alert users of chemical hazards. How many pictograms are available?
 - a. 0
 - b. 4
 - c. 6
 - d. 9
8. Safety Date Sheets (SDS) can be found in the following locations:
 - a. Security Office
 - b. Plant Operations Office
 - c. Materials Management Office
 - d. On each computer (icon noted as "MSDS")
 - e. All of the above
9. Three things to remember about GHS are:
 - a. How to understand classifications
 - b. How to read the labeling and SDS
 - c. Where to locate SDS sheets
 - d. All of the above

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Fall Prevention & Management Post-Test

- | | | |
|---|------|-------|
| 1. Preventing falls is only the responsibility of the nursing department. | True | False |
| 2. A fall could result in serious injury, worsened health problems, increased healthcare costs and possible legal action. | True | False |
| 3. If a resident falls, you should always try to get them up first before getting help. | True | False |
| 4. Maintaining an environment free of clutter is only the responsibility of the housekeeping department. | True | False |
| 5. Red Light means STOP. In the Residence, all residents who have been identified as a "Red Light" fall risk should remain "in view" of staff at all times. | True | False |
| 6. In the INN, staff must respond with caution to "Red Light" residents' needs. | True | False |

List four (4) measures you can take to prevent resident falls:

1. _____
2. _____
3. _____
4. _____

List four (4) potential fall hazards to look for when doing an environmental scan of a resident's room:

1. _____
2. _____
3. _____
4. _____

Fall Prevention & Management = 30 minutes

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Elopement & Wandering Post-Test

1. Residents are at increased risk for elopement in the first few days after admission to Abramson.	True	False
2. Preventing resident elopement is only the responsibility of nursing staff.	True	False
3. An initial elopement risk assessment should be done upon move-in to Abramson.	True	False
4. Residents assessed to be at risk for elopement will have a Wander Guard transponder on their wrist or ankle.	True	False
5. Residents who have delusions or hallucinations, or who experience a change in mental status, are at greater risk for elopement.	True	False
6. When it is suspected that a resident has eloped, a household search is conducted including searching the resident's room, bathroom, closet, under the bed, other resident rooms, utility areas, tub/shower room, equipment room, restrooms, sunroom, therapeutic kitchen, dining room, pantry and staircase.	True	False
7. Signals that a resident is at risk for eloping or wandering include restlessness, pacing, having a hard time finding familiar places and acting nervous in crowded areas.	True	False

List three (3) interventions to prevent a resident elopement or wandering:

1. _____
2. _____
3. _____

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Abuse Investigating & Reporting Post-Test

- | | | |
|---|------|-------|
| 1. Abuse is the infliction of injury, unreasonable confinement, intimidation or punishment with resulting physical harm or pain or mental anguish. | True | False |
| 2. An act must cause <u>physical</u> harm to be considered abuse. | True | False |
| 3. All staff have the responsibility to report suspected abuse to their supervisor right away. | True | False |
| 4. Keeping to yourself, doing your work and avoiding interaction with co-workers is a way to prevent abuse from occurring. | True | False |
| 5. Residents with aggressive behaviors, communication problems, greater dependency on staff, cognitive impairments or dementia are at greater risk for being abused. | True | False |
| 6. Staff who are unable to cope with stress, have a lot of personal problems, have difficulty getting along with others or who tend to take things personally are at greater risk for committing abuse. | True | False |

Match the types of abuse with the situations described and place the correct letter in the blank space provided:

A. Verbal B. Sexual C. Mental D. Physical E. Involuntary Seclusion F. Neglect

1. _____ A resident says, "I do not want you to touch me right now." You proceed to touch the resident and in the struggle, a bruise on the resident's arm occurs. This could be seen as what type of abuse?
2. _____ Yelling at a resident even if they are rude and uncooperative is a form of what type of abuse?
3. _____ A resident is sent to his/her room for misbehaving and time out. This could be viewed as what type of abuse?
4. _____ Telling the resident that he/she will not see his/her family again if the resident does not take a bath is a form of what type of abuse?

List five (5) physical or non-physical signs/symptoms of abuse:

- | | |
|----------|----------|
| 1. _____ | 4. _____ |
| 2. _____ | 5. _____ |
| 3. _____ | |

Abuse Investigating & Reporting = 60 minutes

**Mandatory Initial and Annual
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Incident Reporting & Investigation Post-Test

- | | | |
|---|------|-------|
| 1. An incident is any happening that is not consistent with the routine operation of the Center or the routine care of a resident. | True | False |
| 2. All staff, including students and volunteers, are required to immediately report all incidents to their Supervisor or Administrator. | True | False |
| 3. All incidents involving care of a resident or the routine operation of the Center must be filled out in the incident section in Vision. | True | False |
| 4. Employee injuries do not need to be reported. | True | False |
| 5. If a staff member needs to seek medical treatment following an injury at work, they need to see one of the panel physicians as per Pennsylvania Workman's Compensation guidelines. | True | False |
| 6. Abramson Senior Care is committed to an effective incident reporting system to assist in improving the quality of resident care and providing a safe environment in which care is given. | True | False |

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Stress Management

- | | | |
|---|------|-------|
| 1. Stress is a reaction to physical or mental changes in your life. | True | False |
| 2. Stress is <u>always</u> bad and harmful to the body, no matter what you do. | True | False |
| 3. Physical problems caused by unmanaged stress include high blood pressure, heart attacks and ulcers. | True | False |
| 4. Sadness, depression, low self-esteem, conflicts with others, damage to interpersonal relationship and loss of a job are all negative outcomes that may result from stress that is not managed effectively. | True | False |
| 5. A good way to handle stress is to keep your feelings to yourself and never talk about them | True | False |
| 6. When faced with a situation that is beginning to cause you undue anxiety or tension, remove yourself from the stressor by walking away for a few minutes. | True | False |
| 7. The types of food you eat have <u>no</u> effect on stress management | True | False |
| 8. Getting enough rest and sleep can give you the strength you need to combat stress. | True | False |

List four (4) things you can do to help yourself relax and manage stress:

1. _____
2. _____
3. _____
4. _____

Stress Management = 30 minutes

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Restorative Nursing Program Post-Test

- | | | |
|---|------|-------|
| 1. Restorative nursing seeks to establish life patterns within existing limitation, enhance the resident's quality of life and enhance underutilized abilities. | True | False |
| 2. You can <u>never</u> prevent complications such as contractures and pressure ulcers with a restorative program. | True | False |
| 3. The development of practical and achievable goals is an important component of a restorative program. | True | False |
| 4. Restorative nursing programs must be implemented <u>consistently</u> in order to be effective. | True | False |
| 5. Identified goals should never be reviewed or changed. | True | False |
| 6. If you have any questions or concerns regarding a resident's restorative program or would like additional training, contact your supervisor or the Rehab Care team for assistance. | True | False |

List four (4) types of restorative care programs:

1. _____
2. _____
3. _____
4. _____

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Hospice Program Post-Test

- | | | |
|---|------|-------|
| 1. Hospice is not a building, but an approach to care, which can be provided in individual homes, apartments, hospitals, assisted living and skilled nursing centers. | True | False |
| 2. Hospice plan of care follows wishes of residents and family, and focus of care is on the resident and their loved ones. | True | False |
| 3. Hospice does not cover medications, medical equipment or supplies related to hospice care. | True | False |
| 4. All members of the Abramson Care Team can identify residents who may benefit from hospice services. | True | False |
| 5. Always call Hospice when there is a change in the resident's condition. | True | False |

List four (4) methods of comfort, pain control and symptom management:

1. _____
2. _____
3. _____
4. _____

Hospice Program = 15 minutes

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Corporate Compliance Program

1. Abramson Senior Care believes certain fundamental requirements and commitments are critical to promoting the value of establishing standards of business ethics and compliance.	True	False
2. Informed consent will be provided for all residents.	True	False
3. Abramson Senior Care is committed to developing policies and procedures that are centered on the residents and focus on an interdisciplinary approach to care.	True	False
4. All decisions about the care of residents will be made in accordance with the clinical needs of the residents and in compliance with applicable laws and regulations.	True	False
5. We want every Abramson employee, volunteer, and contractor to engage in ethical conduct and comply with the law.	True	False
6. If you are not sure whether or not to report a possible compliance violation, it is best to just keep quiet.	True	False
7. There are some matters that must be reported, in all instances, to the Corporate Compliance Officer and your supervisor.	True	False
8. The mandatory reporting requirement applies to crime, billing issues, falsification of records, intentional or grossly deficient acts that harm residents/consumers, HIPAA violations, fraud, theft of prescription drugs/controlled substances, and retaliation, discrimination or intimidation	True	False
9. You don't have to worry about getting in trouble if you fail to report a possible compliance violation	True	False
10. Reporting possible compliance violations is only the responsibility of management staff.	True	False

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Professional Ethics Post-Test

1. What are some of the characteristics of a professional caregiver?
 - a. Good communicator
 - b. Trustworthy
 - c. Dedicated
 - d. Positive Attitude
 - e. All of the above

2. A professional caregiver places their elders' care and welfare first. True False

3. Caregiving is a people oriented job, so you need people skills in order to succeed. True False

4. Caregiver ethics are the guidelines that direct your caregiving profession and are very important to successful career development. True False

5. Giving your elders respect and dignity is a very important professional and ethical guideline. True False

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QAPI Post-Test

1. What does QAPI stand for?
 - a. Quality Assurance Primarily Improvement
 - b. Quality Assurance Performance Improvement
 - c. Quarterly Assuring People Improve
 - d. Quartering Asking Performance Initiatives
2. There are _____ elements of QAPI as defined by CMS.
 - a. 2
 - b. 4
 - c. 10
 - d. 5
3. A _____ is a concentrated effort on a particular problem in one area of the facility or facility-wide; it includes gathering information systematically to clarify issues or problems and intervening for improvements.
4. Our QAPI meeting is held _____.
 - a. Quarterly
 - b. Twice a month
 - c. Yearly
 - d. Monthly

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Elder Justice Act Post-Test

- | | | |
|---|------|-------|
| 1. The Elder Justice Act (EJA) is a federal law enacted in 2010 that requires the reporting of any reasonable suspicion of a crime against anyone who is a resident of or who is receiving care from a long-term care facility. | True | False |
| 2. All employees, vendor staff, contractors and volunteers of Abramson Senior Care are required to report any reasonable suspicion of a crime. | True | False |
| 3. If you believe a crime may have been committed against a resident, you must report directly to the proper authorities yourself, <u>not</u> just to your supervisor. | True | False |
| 4. The Administrator and/or Director of Nursing can help you with the reporting process. | True | False |

If you have reasonable suspicion of a crime being committed against a resident, how quickly do you have to report the event?

If serious bodily injury occurs, report the suspicion immediately, but no longer than _____.

- | | |
|-------------------|-----------------|
| a. Two (2) hours | c. Two (2) days |
| b. Ten (10) hours | d. One (1) week |

If there is no serious bodily injury, report the suspicion within _____.

- | | |
|------------------|---------------------------|
| a. Five (5) days | c. Forty-Eight (48) hours |
| b. One (1) week | d. Twenty-Four (24) hours |

List at least four (4) crimes that are reportable under the Elder Justice Act:

1. _____
2. _____
3. _____
4. _____

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Medical Device Reporting Act Post-Test

- | | | |
|---|------|-------|
| 1. The Medical Device Reporting Act provides a mechanism for the Food and Drug Administration and manufacturers to identify and monitor significant adverse events involving medical devices, so that problems may be detected and corrected in a timely manner. | True | False |
| 2. The FDA relies on the goodwill and cooperation of all affected groups to accomplish the objective of the regulation. | True | False |
| 3. The Medical Device Reporting Act requires certain types of medical facilities, including long-term care centers to report to the device manufacturer when the facility determines that a device has or may have caused or contributed to a resident death or serious injury. | True | False |
| 4. The Materials Management department will notify all departments as necessary on medical device recalls and hazard alerts. | True | False |

Fill in the Blank:

Malfunctioned	Materials Management	Incident Report
Direct Supervisor	Immediately	Medical Supplies

1. Equipment believed to have _____ or caused injury to the resident will be _____ removed from operation.
2. The staff member(s) will immediately report a malfunction to their _____ and/or supervisor on duty in the area to ensure an _____ is completed.
3. Incidents involving _____ will be reported to the Director of _____ as soon as possible.

Medical Device Reporting Act = 15 minutes

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Creating Teamwork Post-Test

- | | | |
|--|------|-------|
| 1. Since teamwork and partnership both work toward one common goal, teamwork can easily be viewed as a partnership among the team members. | True | False |
| 2. No one has all the answers and everyone has a different thought process, therefore, when differences of mind and skills are brought together to work on a common project, teams achieve much more than the completed project. | True | False |
| 3. One of the key characteristics of a strong team is one that trusts each other. In other words, if a team member says they can complete a specific piece of the project, the other members trust that he or she will deliver. | True | False |
| 4. Team is the ability to work together toward a common vision and the ability to direct individual accomplishments toward organizational objectives. It is the fuel that allows common people to attain uncommon results. | True | False |
| 5. It is important for each team member to know: | | |
| a. Why they were selected for the team | | |
| b. What their goals are as a team | | |
| c. What their individual role within the team is | | |
| d. All of the above | | |
| 6. Advantages of teamwork include the role they play in many aspects of employee engagement such as (circle all that apply) | | |
| a. Time Management | | |
| b. It eliminates conflict among team members | | |
| c. Motivation and morale | | |
| d. Efficiency and productivity | | |
| 7. Some important characteristics of effective teamwork are: | | |
| a. Dealing with disagreements | | |
| b. Team members build trust | | |
| c. Commitment to the end result | | |
| d. All of the above | | |
| 8. Teamwork is the _____ of a group working towards one solution or project. | | |
| a. Cooperation | | |
| b. Conflict | | |
| c. Misdirection | | |
| d. Independence | | |

Mandatory Initial and Annual Enrichment In-Services

Providing Good Customer Service Post-Test

1. Everyone with whom you have contact in your work is a customer.	True	False
2. Being helpful and respectful to co-workers is NOT important part of good customer service.	True	False
3. Your appearance and body language send a message to others before you even open your mouth and without the person knowing anything about you.	True	False
4. When communication breaks down, people not only feel badly, but important information may not be shared.	True	False
5. Your words and actions are extremely powerful. They represent the facility and give a strong message about the quality of care that is provided to residents	True	False

List five (5) principles of telephone courtesy:

1. _____
2. _____
3. _____
4. _____
5. _____

Mandatory Initial and Annual Enrichment In-Services

Tips for Effective Communication Post-Test

1. A major piece of forming and maintaining a positive teamwork environment is effective communication.	True	False
2. If you are angry or upset, take some deep breaths and try to calm down before you speak, so the listener can focus on your message.	True	False
3. If you try to communicate with someone who is in the middle of doing something or surrounded by distractions, your message is unlikely to be heard.	True	False
4. Recognizing that everyone is different is not important when you are trying to communicate effectively.	True	False
5. Be constructive when expressing concern. Avoid making statements which put people on the defensive.	True	False
6. The words you use are more important than your non-verbal communication.	True	False
7. Eye contact indicates that you are interested in what the person is saying to you and that your attention is focused on them.	True	False
8. Standing stiffly, turning away from the person you are talking to or folding your arms in front of you can make you seem unapproachable and disinterested.	True	False

**Mandatory Initial and Annual
Enrichment In-Services**

Trauma Informed Care Post-Test

1. What is trauma?

2. List three (3) traumatic events reported by long term care residents:
 - a. _____
 - b. _____
 - c. _____

3. Having a history of trauma can result in: (circle all that apply)
 - a. Trauma does not have an impact on most people
 - b. Depression
 - c. Alcohol abuse
 - d. Increased number of physical complaints/symptoms

4. List five (5) mental or physical manifestations of trauma:
 - a. _____
 - b. _____
 - c. _____
 - d. _____
 - e. _____

5. List three (3) ways to interact with a trauma survivor:
 - a. _____
 - b. _____
 - c. _____

Mandatory Initial and Annual Enrichment In-Services

Blood Spill Training

Please review and sign the bottom

Exposure to potentially hazardous blood is a very real concern for anybody working in a healthcare organization. You may encounter a blood spill at any time and it is imperative that you know what to do to prevent yourself and others from being exposed to bloodborne pathogens.

It is important to remember two things whenever you encounter a blood spill:

- 1. Always assume the blood is infected with a dangerous disease like HIV, Hepatitis B or C.**
- 2. Know what to do and who to call for a blood spill.**

In the event you encounter a blood spill, follow the steps listed below:

- Secure the area. You do not want anybody to step or slip in the spill. You can block it off with two chairs or put yellow CAUTION tape around the spill.
- The yellow CAUTION tape can be found in the red blood spill bags located in the Nursing Supervisor's office or in the Housekeeping Department.
- Notify the Blood Spill Clean-up team. The team consists of the Housekeeping Department for non-nursing areas or the Licensed Nurse if the spill is in one of the Households. Do not leave the area until a blood spill response member arrives at the scene.

If at any time you have questions regarding this issue, please contact your direct supervisor.

Print Name: _____

Signature: _____

Date: _____

Mandatory Initial and Annual



SYSTEM ACCESS REQUEST FORM

Email: **support@abramsoncenter.org**

Name: _____

Job Title: _____

Email address: _____

CONFIDENTIALITY STATEMENT

I, _____, understand, as a user of Abramson Senior Care's systems, I am prohibited from releasing any confidential medical information or confidential employee personal information to any unauthorized person. Release of unauthorized patient information will result in reporting to the Office of Civil Rights of the U.S. Department of Health and Human Services against me, including revocation of computing privileges.

I understand I am solely and fully accountable for any information retrieved from Abramson Senior Care's systems with my password. I agree I will not share my password with anyone. I will notify Abramson Senior Care immediately if I suspect someone has gained unauthorized access to my password. I will also notify Abramson Senior Care to cancel my access when my employment or contract is terminated.

I understand Abramson Senior Care reserves the right to monitor, review, audit, intercept, access and disclose all matters on its computer systems at any time, with or without notice, and such access may occur during or after working hours.

My signature below acknowledges I have read and understood the policies and procedures governing use and access of patient protected health information and confidential information in other Abramson Senior Care systems.

Name (please print) _____

Signature _____ Date _____

Mandatory Initial and Annual Enrichment In-Services

I hereby acknowledge and that I have read and understand each of the following topics:

1. HIPAA Privacy Regulations (15 minutes)
2. Electronic Charting System – Password Protection (15 minutes)
3. Human Resources (60 minutes)
4. Infection Control (30 minutes)
5. Resident Rights & Psychosocial Needs (45 minutes)
6. Dementia & Alzheimer's Disease (30 minutes)
7. Body Mechanics & Ergonomics (15 minutes)
8. Emergency Preparedness (45 minutes)
9. Globally Harmonized System (15 minutes)
10. Fall Prevention & Management (30 minutes)
11. Elopement & Wandering (30 minutes)
12. Abuse: Investigating & Reporting (60 minutes)
13. Incident Reporting & Investigation (30 minutes)
14. Stress Management (30 minutes)
15. Restorative Nursing Programs (30 minutes)
16. Hospice Program (15 minutes)
17. Corporate Compliance Program (15 minutes)
18. Professional Ethics (15 minutes)
19. QAPI (15 minutes)
20. Elder Justice Act (15 minutes)
21. Medical Device Reporting Act (15 minutes)
22. Creating Teamwork (30 minutes)
23. Providing Good Customer Service (30 minutes)
24. Tips for Effective Communication (30 minutes)
25. Trauma Informed Care (30 minutes)

***If I have any questions regarding any topic in this packet, I will contact Kari Gansky,
Staff Educator at ext. 3608.***

PRINT NAME: _____

SIGNATURE: _____

POSITION/DEPARTMENT: _____

DATE: _____