

ARE YOU JOINT COMMISSION READY?

Which patients
receive a pain
assessment?



ANSWER:

All patients. It is part of Vital Signs monitoring.

ARE YOU JOINT COMMISSION READY?

How do you
report a concern
for patient
safety?



ANSWER:

Complete a SAFE Report. SAFE can be accessed by:

- Desktop icon
- OKTA
- SMMC Intranet > Departments > Quality > SAFE

ARE YOU JOINT COMMISSION READY?

Describe your
procedure for
obtaining
specimens?



ANSWER:

- Verify the correct patient label
- Place label in the patient's presence
- Date/time
- Initial label

ARE YOU JOINT COMMISSION READY?

How do
you remain
competent at
your job?



ANSWER:

- Continuing education and competency training.
- Meeting certification and licensure requirements.

ARE YOU JOINT COMMISSION READY?

What do you say
if a surveyor
asks you a
question you
do not know the
answer for?



ANSWER:

It's ok to tell them, "I do not have the answer, but I would use my resources to find the answer: Charge Nurse, SMMC Intranet, check Policies and procedures, etc."

ARE YOU JOINT COMMISSION READY?

What would you do if a patient had an informal complaint about their care or safety?



ANSWER:

If you can't resolve the complaint, they should be referred to the Patient Advocate at (650) 573-3731.

ARE YOU JOINT COMMISSION READY?

Why is a
procedural
pause
conducted?



ANSWER:

A procedural pause is conducted to help protect the patient's safety by preventing errors for invasive procedures done anywhere at SMMC.

ARE YOU JOINT COMMISSION READY?

How would you
report a breach
of PHI
(protected
health
information)?



ANSWER:

Notify the Compliance/Privacy Officer at (650) 573-2329.

ARE YOU JOINT COMMISSION READY?

What quality
project(s) is
your area
working on?



ANSWER:

If you do not know, find out for your area what lean or quality projects that being measured/discussed for quality.

ARE YOU JOINT COMMISSION READY?

How do you apply the NPSGs, (National Patient Safety Goals) for medication safety into your daily work?



ANSWER:

- Label all medications if removed from original containers and discard any medications found unlabeled.
- Verify both verbally and visual.
- Validate patients name and date of birth prior to administration, etc.

ARE YOU JOINT COMMISSION READY?

What do
you do when a
medical device
malfunctions?



ANSWER:

- Remove the device from service.
- Tag the equipment with a red biomed "out of order" tag.
- Notify your supervisor.
- Contact Biomedical Engineering.

ARE YOU JOINT COMMISSION READY?

When is it
ok to text a
patient's PHI,
(protected
health
information)?



ANSWER:

NEVER!

ARE YOU JOINT COMMISSION READY?

What is
Code Pink?



ANSWER:

Staff alert to a child abduction.

ARE YOU JOINT COMMISSION READY?

When using
cleaning wipes,
what is the
proper time to
keep surfaces
wet to kill
germs?



ANSWER:

Read the wipes container for manufacturer recommendations on how long a surface will need to be wet to kill germs.

Note: you may need to use more than one wipe.

ARE YOU JOINT COMMISSION READY?

Where are the
infection
control policies
located?



ANSWER:

Infection control policies and guidance can be found on the SMMC Intranet.

ARE YOU JOINT COMMISSION READY?

How do you
ensure that
medications are
secure in all
locations?



ANSWER:

Medications should never be left unattended. They should be stored in locked areas.

ARE YOU JOINT COMMISSION READY?

What do you do
if a patient's
preferred language
to receive
healthcare is one
other than
English?



ANSWER:

Use our language services vendors, Voyce or CLI, or ask for help from a **red label staff interpreter** who is qualified to interpret at SMMC.

ARE YOU JOINT COMMISSION READY?

How are
patients
informed of
their rights and
responsibilities?



ANSWER:

At time of registration they are given language-appropriate information.

ARE YOU JOINT COMMISSION READY?

What do you do
to contribute
to patient
safety?



ANSWER:

Give specific answers for your area. For example:

- monitor patients' environment for risks
- educate patient/family
- clean equipment according to manufacturers' guidelines
- wash my hands
- perform within my scope of practice, etc.

ARE YOU JOINT COMMISSION READY?

Can you reuse
disposable
medical
equipment on
more than one
patient?



ANSWER:

No! Disposable equipment is for single use, and only used on one patient and then discarded.

ARE YOU JOINT COMMISSION READY?

How frequently
do you reassess
for pain?



ANSWER:

- With each assessment and reassessment of patient, including with VS monitoring.
- 30 minutes post IM medication.
- 60 minutes PO medication or non-pharmacological intervention.

ARE YOU JOINT COMMISSION READY?

What is a Rapid
Response Team
and when would
you use it?



ANSWER:

If the patient conditions begins to worsen and you need additional assistance.

ARE YOU JOINT COMMISSION READY?

What should be part of a procedural pause done before any procedure?



ANSWER:

Pre-procedure verification includes:

- Marking the procedure site
 - Immediately before start of an invasive procedure or the incision, perform a time out to identify:
1. *Correct Patient & Procedure*
 2. *Correct Site & Position*
 3. *Correct Studies (e.g. x-rays, lab work).*

ARE YOU JOINT COMMISSION READY?

What is the
expiration date
for multi-dose
vials?



ANSWER:

All multi-dose injectable vials must have the expiration date which is 28 days from the date it is opened.

Date of expiration cannot exceed the Beyond-Use Date.

ARE YOU JOINT COMMISSION READY?

How long is the
exposure time
on a cleaning
agent?



ANSWER:

Since the products are different, check the label that will list how long to keep a surface wet to kill germs.

ARE YOU JOINT COMMISSION READY?

What is the most common way to prevent transmission of infections from one patient to the next?



ANSWER:

5 moments of hand hygiene! Clean your hands:

1. Before patient contact,
2. Before aseptic task
3. After patient contact
4. After body fluid exposure
5. After contact with patient surroundings

ARE YOU JOINT COMMISSION READY?

What is the
timeframe to
notify a
provider about
a patient's
critical lab
result?



ANSWER:

- Within 60 minutes of being notified of the test result—outpatients
- Within 30 minutes—inpatients

Document notification to provider in the patient's medical record.

ARE YOU JOINT COMMISSION READY?

Why do I need
to label blood
and specimens
containers in
front of the
patient?



ANSWER:

So I can validate I have the correct patient information.

ARE YOU JOINT COMMISSION READY?

Name 3 of the
top ten good
habits for
standards
compliance



ANSWER:

1. I wash my hands EVERY TIME before and after patient contact, after contact with a patient's surroundings, before an aseptic task, and after a body fluid exposure risk.
2. I clean my work surfaces.
3. I know manufactures guidelines for cleaning and maintaining medical equipment.
4. When I am doing my tasks I look for expired medications, supplies or food.
5. Medications in my area are stored in locked cabinets in secure areas.
6. There is no food in patient care areas.
7. I do not use doorstops or prop doors open due to fire hazard.
8. I do not block exit hallways with equipment, supplies or furniture.
9. Hazardous chemical containers are labeled and stored safety.
10. I know when and what personal protective equipment, PPE, is required when providing patient care and how to doff and don.

ARE YOU JOINT COMMISSION READY?

What are the
components of
pain management?



ANSWER:

- Assess
- Intervention
- Evaluation (re-assess)
- Document effectiveness
- Educate patient

ARE YOU JOINT COMMISSION READY?

What is the most likely method of suicide in hospital settings and what precautions are taken?



ANSWER:

The most likely method for suicides in hospitals is hanging, (ligature).

The patient should be closely monitored and the patient's environment should be evaluated to remove any safety risks, i.e. telephone cord, garbage can liner, and items not needed for patient care.

ARE YOU JOINT COMMISSION READY?

What steps do you take to clean medical equipment, (i.e. BP cuff, POC testing meters, WOW (scanner), etc.?



ANSWER:

Medical equipment should be cleaned according to manufacturer's guidelines.

ARE YOU JOINT COMMISSION READY?

Explain 3
important steps
for point of
care testing



ANSWER:

1. Write date opened, initials and expiration date on all controls, reagent, kits, tubes, etc.
2. Log sheets are completed with lot numbers and expiration dates of controls, reagent, and kits.
3. Glucometer, CoaguSense and EPOC are cleaned after every patient with bleach wipes.
4. Daily monitoring of refrigerator and room temperatures are logged.
5. All analyzers should be clean, and maintenance documented daily.
6. Complete yearly competency for POC testing.

ARE YOU JOINT COMMISSION READY?

What are
the hazardous
medications in
your area?

What steps need
to be taken to
protect you?



ANSWER:

Hazardous medication have a **green sticker** on the packaging to indicate hazardous.

Use appropriate PPE (personnel protective equipment) when preparing and administering medications.

ARE YOU JOINT COMMISSION READY?

How do you
prepare and
transport
dirty medical
equipment?



ANSWER:

Dirty medical equipment is placed in a rigid locked container labeled as dirty/hazardous for transport to Sterile Processing. Instruments must be kept moist at all times.

ARE YOU JOINT COMMISSION READY?

How do you work
with patients
with confirmed
or suspected
COVID-19?



ANSWER:

- Immediately isolate confirmed or suspected COVID-19 patients in “Novel Respiratory Isolation.”
- Wear all appropriate PPE indicated for patients in “Novel Respiratory Isolation.” (Refer to PPE chart on SharePoint: Infection Control > PPE.
- Contact Infection Control to discontinue isolation precautions for all confirmed or suspected COVID-19 patients.

ARE YOU JOINT COMMISSION READY?

What are the
Employee Health
protocols for
COVID-19?



ANSWER:

- Do not come to work if you have any symptoms of COVID-19 such as fever, cough, sore throat, diarrhea, nausea, vomiting, body aches, fatigue, headache, and new loss of taste/smell.
- Call the Infection Control Hotline at (650) 573-4744 to report your sick call, for return-to-work clearance, and for any potential exposures that may have occurred at work or outside of work.

ARE YOU JOINT COMMISSION READY?

When should you
change gloves?
Why?



ANSWER:

Gloves are changed when moving from dirty to clean on the same patient or in the same patient environment to prevent organisms found in the dirty area from spreading to clean areas. They should also be changed when soiled.

ARE YOU JOINT COMMISSION READY?

Why do you need
to wash hands
before donning
and after taking
off gloves?



ANSWER:

Gloves may have tiny holes through which infectious agents could enter and contaminate skin. It is also possible to contaminate your gloves with your hands when donning gloves, and it is possible to contaminate your hands with your dirty gloves when you take them off.

ARE YOU JOINT COMMISSION READY?

How do you
store oxygen
cylinders?



ANSWER:

Full/Use—ready for use with pressure above 500 PSI, (see dial on tank)

Empty/Replace—not to be used, pressure at or below 500 PSI, (red zone on dial on tank)

ARE YOU JOINT COMMISSION READY?

WILD CARD

Ask a question
of your choice!

