



Volunteer Annual Competency 2016

Name _____

Date _____

Patient Confidentiality and Patient Rights

1. Hospice patient information and their health status must be kept confidential by all employees and Volunteers.
A. True
B. False
2. Patients on hospice service have the "right" to refuse care.
A. True
B. False
3. Patients have the right to:
A. Be treated with respect
B. Voice grievances regarding treatment or care
C. Receive information about hospice services/benefits
D. All the above
4. The following are ways to protect hospice patients' health information:
A. Keeping patient information in a folder and secure to avoid being viewed by others
B. Not discussing patients or their situation to family members or other individuals outside of hospice.
C. All of the above
5. Patients on hospice are given information on Patient Rights and Responsibilities upon admission.
A. True
B. False

Compliance and HIPAA

6. One of the purposes of HIPAA is to provide patients with "protected" health information rights and privacy.
A. True
B. False
7. What does the acronym HIPAA stand for?
A. Health Insurance Protecting Actions and Association
B. Health Insurance Portability and Accountability Act
C. Health Insurance Purpose Acts and Associations
8. TRU Community Care has a Compliance Program and a Compliance Officer.
A. True
B. False
9. TRU Community Care has a confidential reporting line available for employees and volunteers to report suspected agency Fraud or Abuse.
A. True
B. False

Infection Control

10. Washing your hands is the best way to prevent the spread of infection.
A. True
B. False

11. If soap and water are not available alcohol based hand cleanser may be used:
 - A. True
 - B. False
12. Wearing a mask, gloves and eye goggles are considered Personal Protective Equipment (PPE).
 - A. True
 - B. False
13. All staff including Volunteers are required to have a TB test prior to having patient contact.
 - A. True
 - B. False
14. TB can be spread when a person with active TB coughs, sings or speaks and you breathe the air contaminated with TB germs.
 - A. True
 - B. False
15. If you are running a fever or have a cold it is okay for you to still volunteer that day as long as you wash your hands.
 - A. True
 - B. False

Risk Management and Reporting

16. An event that must be reported to your supervisor is:
 - A. A patient fall
 - B. Death of a patient
 - C. Suspected neglect or abuse
 - D. All the above
17. The agency must report certain "State Reportable Occurrences" within 24 hours of being notified or becoming aware of the occurrence.
 - A. True
 - B. False
18. Health care workers are required to report suspected abuse or neglect to law enforcement starting July 1, 2014 for at risk adults 70 years and older.
 - A. True
 - B. False
19. Types of abuse to be reported to law enforcement include: exploitation, neglect, physical abuse, sexual abuse and verbal abuse.
 - A. True
 - B. False

Safety and Emergency Preparedness

20. TRU Community Care has an Emergency Preparedness Plan:
 - A. True
 - B. False
21. If there is a tornado, blizzard or flood the area the agency may need to activate their Emergency Preparedness Plan.
 - A. True
 - B. False

22. If you are in a patient's room and feel unsafe you should leave and notify staff.
 A. True
 B. False
23. Volunteers do not need to wear their name badge when they are at the Care Center.
 A. True
 B. False
24. Patients, family members or visitors should not smoke while a hospice patient is using/or has oxygen.
 A. True
 B. False
25. If you are in a patient's room and they collapse while walking to the bathroom, you should pick them up and put them back in bed.
 A. True
 B. False

Volunteer Role

26. It is okay to visit patients that are on active precautions, but only if a nurse requests you do so.
 A. True
 B. False
27. Volunteers should stock all patient rooms with supplies and linens regardless of if they are occupied or not.
 A. True
 B. False
28. Volunteers should notify the Unit Coordinator and/or the Volunteer Department when they are unable to make it to their scheduled shift.
 A. True
 B. False
29. Closed toed shoes are required to be worn by all staff and volunteers during their shift at the Care Center.
 A. True
 B. False
30. Volunteers should let the Unit Coordinator, nurse or CNA know when they are not comfortable performing a task that has been asked of them.
 A. True
 B. False
31. Comfort Touch is:
 A. A broad, encompassing form of acupressure
 B. A light, gentle form of massage
 C. Used with or without lotion
 D. Performed on a patient's hands and feet only
 E. A and D
 F. B and C

Volunteer Signature: _____

Date: _____

For Volunteer Department Use Only:		
Reviewed By: _____	Score _____	Date: _____