



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

Volunteer Department

26. **Documentation needs to be submitted within 24 hours of your patient visit and can include all phone calls from the week.**
A. True
B. False
27. **After accepting a patient assignment, volunteers should contact the patient/family within 24 hours. This phone call should be documented to start the notes for the care plan.**
A. True
B. False
28. **In order to stay complaint, volunteers must submit a copy of their current auto insurance declarations page at each renewal to the Volunteer Department.**
A. True
B. False
29. **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
30. **Volunteers do not need to notify the Volunteer Department when they are unable to visit a patient, as long as the patient is aware.**
A. True
B. False
31. **Providing transportation for a patient that a volunteer see as a companion is okay, as long as it is only once or twice.**
A. True
B. False

Volunteer Signature: _____

Date: _____

For Volunteer Department Use Only:

Reviewed By: _____ **Score** _____ **Date:** _____