

**Broward Health Orientation - Volunteers  
Assessment**

1. **Broward Health values and respects all levels of diversity.**
  - a. True
  - b. False
2. **Broward Health offers access to video based/telephonic language services.**
  - a. True
  - b. False
3. **Smoking, nor solicitation is not allowed on any Broward Health campus.**
  - a. True
  - b. False
4. **Everyone with the organization is expected to do their best to exceed our customer's expectations every day.**
  - a. True
  - b. False
5. **The most common areas that experience workplace violence include: behavioral health, emergency departments, waiting rooms and anywhere geriatric patients receive care.**
  - a. True
  - b. False
6. **Hand hygiene is absolutely essential for prevention and control of infection.**
  - a. True
  - b. False
7. **The main difference between a cold and the flu is that the flu severe aches, fever/chills and sudden onset.**
  - a. True
  - b. False
8. **Emergency Codes within the Broward Health Hospital system are initiated by dialing "22".**
  - a. True
  - b. False
9. **Report all electrical hazards to your supervisor**
  - a. True
  - b. False
10. **A Root Cause Analysis (RCA) is used after a serious event to identify necessary changes in systems.**
  - a. True
  - b. False
11. **Root Cause Analysis (RCA) is part of the effort to build a culture of safety and move beyond the culture of blame**
  - a. True
  - b. False
12. **Standards of practice are the policies and procedures we follow in order to provide quality of care in our healthcare system**
  - a. True
  - b. False

13. Sexual misconduct is the professional relationship through which the healthcare practitioner uses such relationship to engage the patient in verbal or physical sexual activity outside the scope of professional practice.
  - a. True
  - b. False
  
14. Broward Health has a responsibility to protect a patient's health information.
  - a. True
  - b. False
  
15. An emergency is an unexpected or sudden event that significantly disrupts the organizations ability to provide care, or the environment of care itself, or that results in a sudden, significantly changed or increased demand for the organizations services.
  - a. True
  - b. False
  
16. In most evacuations a full hospital evacuation will not be necessary.
  - a. True
  - b. False
  
17. During Code Black: Bomb Threat, Do not touch a strange or suspicious object, e.g. back pack, box, etc.
  - a. True
  - b. False
  
18. During Code Active Shooter, you should seek immediate shelter behind doors, barricade the door and remain silent.
  - a. True
  - b. False
  
19. An occurrence must be reported to Risk Management
  - a. Within 3 business days of the time you become aware of the occurrence
  - b. Within 1 week of the occurrence
  - c. Through an occurrence report, followed by a telephone call
  - d. By the manager of the department in which the event occurred
  
20. The philosophy of an Effective Risk management Program is:
  - a. To report an occurrence promptly
  - b. To focus on prevention, identify a potential problem through assessment and be proactive
  - c. To react when an occurrence occurred
  - d. To disclose an adverse event to the patient