

2024 Annual Compliance & Ethics Training for Volunteers

1. First Name _____ Last Name _____

Facility: _____ Date Completed: _____

Please circle your answer to the questions below:

HIPAA - Health Insurance Portability and Accountability Act

2. Individuals and/or employees are subject to both criminal and monetary penalties for violating HIPAA Privacy regulations.
- A. True
B. False
3. Confidential information includes the following:
- A. PHI – Protected Health Information (example: Name, Address, Email, Phone, medical condition, etc.)
B. Lists of patients, customers, members, or employees
C. Marketing strategies
D. All the above
4. I agree that I will protect all Presbyterian Healthcare Services Confidential Information and I will not disclose such information.
- A. I agree
5. HIPAA is the federal law that established information privacy and security standards for the healthcare industry. The basic idea behind the HIPAA Privacy Standards is that patients and members should get to decide who gets their healthcare information.
- Healthcare workforce _____ use or disclose PHI without first obtaining the patient's or member's written authorization.
- A. may
B. may not

Presbyterian EGG

6. *We are One Presbyterian – a diverse connected community where teamwork makes the difference.* This statement is part of Presbyterian's culture.
- A. True
B. False
7. "Create an easier, better way for patients and members to achieve their best health by integrating and innovating healthcare and health coverage". This statement is part of Presbyterian's strategy.
- A. True
B. False

8. The Presbyterian EGG includes the PHS Vision: Earning the _____ through the Presbyterian Promise.
- A. Insurance
 - B. Commitment
 - C. Letter
 - D. Statement
9. Presbyterian's Purpose: Presbyterian exists to ensure all of the patients, members, and communities we serve can achieve their best health.
- A. True
 - B. False

Code of Conduct

10. Please read and indicate your response to the following statement:

As a member of the Presbyterian workforce, I acknowledge that I have read the Code of Conduct (located in the Volunteer Services Handbook) and agree to support the values of Presbyterian and the Culture of Safety and to abide by the standards described in the Code. I understand that I will be held accountable if I fail to do so.

- A. I Agree

False Claims Act Educational Information

11. Volunteers must report any suspected unethical behavior, illegal activity or violation of Presbyterian policies and procedures.
- A. True
 - B. False

Information Technology

12. If you are working on a computer (PHS or at home) – the following could be considered phishing attempts and should not be responded to nor any links opened.
- A. An email requesting you send gift cards or wire funds to someone you know, but they include a link or an unknown phone number.
 - B. An email from someone familiar, but the email address seems wrong or it shows a company rather than a person.
 - C. An email asking you to click on a link to update personal information, but the email contains grammatical errors and misspelled words.
 - D. All the above
13. PHS passwords must be protected because they allow users to access Presbyterian Systems. Therefore, passwords must never be:
- A. Shared, posted or left in an easily accessible location
 - B. Created in such a way that they are easily guessed
 - C. Changed
 - D. Both A and B

Reporting Patient Abuse, Neglect and Misappropriation of Property

- 14.** Presbyterian has a zero-tolerance policy for any type of abusive behavior towards patients by members of the Presbyterian workforce. Any violation of this policy is grounds for immediate termination of role.

Please read and indicate your response to the following statement:

I agree that I have an obligation to report suspected abuse, neglect and misappropriation of property as outlined in this training and in Presbyterian Policy and agree to abide by Presbyterian Policies on reporting such abuse, neglect, and misappropriation of property. I understand that if I have any questions about these instructions that I should contact the Presbyterian Compliance Department

- A. I agree.

Active Shooter

- 15.** The definition of ACTIVE SHOOTER is “a person or persons who enter PHS property with a firearm with the intention of harming specific or random persons.”

- A. True
B. False

- 16.** IF YOU ARE THE FIRST PERSON OR UNIT TO DISCOVER AN ACTIVE SHOOTER AND AN ACTIVE SHOOTER ANNOUNCEMENT HAS NOT YET BEEN MADE, the following actions should be taken: Run, Hide, Fight

RUN

- Relocate to a safe place or evacuate the building notifying others on your way out or to safety.

HIDE

- If an evacuation is not possible, find a place to hide where you are unlikely to be found by the shooter.
- Hiding places should include places which are:
 - Out of the shooter’s view
 - Provide protection from shots which may be fired in your direction
 - Does not restrict your options for movement
- If under a desk or table, pull chairs forward to block you from the shooter’s view.
- If in an office or patient room, close and lock the door, placing heavy items against door to block entry.
- If the shooter is nearby:
 - Silence your cell phone or pager
 - Hide behind large items blocking the shooter’s view to you
 - Be as quiet as possible

FIGHT – AS A LAST RESORT, AND ONLY WHEN YOUR LIFE IS IN IMMEDIATE DANGER, attempt to disrupt and/or incapacitate the shooter by:

- Acting as aggressive as possible against him/her
- Throw items or use improvised weapons
- Yell or scream
- Commit to your actions, once you have chosen this as a last resort; it is a fight for your life.

- A. Yes, I have read the RUN, HIDE, FIGHT information.

General Safety, Fire Safety, Hazardous Materials & Emergency Management

17. Which of the following would be considered an EXTERNAL disaster?

- A. Flood
- B. Missing persons
- C. Wildfire
- D. Both A and C

18. What should I do if I am injured while volunteering?

- A. Immediately report the incident to your Service Area Manager and/or any Volunteer Services staff member
- B. Seek medical care immediately, if necessary
- C. Do nothing
- D. Both A & B

19. Safety is everyone's job.

- A. True
- B. False

Fire Safety

20. "Shelter in Place" means that all staff, including volunteers, are to stay where they are unless they are in immediate danger.

- A. True
- B. False

21. When a supervisor/charge nurse orders an evacuation, the FIRST group of people to evacuate are:

- A. Visitors in the lobby
- B. Those in immediate danger
- C. Employees in the cafeteria

22. In the area where I volunteer, I will learn the location of the nearest fire extinguisher and/or pull station.

- A. I agree

Cultural Competence & Medical Interpretation

23. Cultural competence requires the ability to adapt care/services that is in accordance with the patients' expectations and preferences.

- A. True
- B. False

24. Qualified Interpreters: When assisting patients, members, and visitors that may have limited English proficiency (LEP), Presbyterian offers, free of charge, qualified interpreters via any of the following modalities:

- A. Telephonic
- B. Video
- C. In-person
- D. All the above

25. I agree to abide by the policies and procedures described in this training and to treat all patients, members, and co-workers with respect and dignity regardless of race, ancestry, color, sex, gender identity or expression, sexual orientation, national origin, physical or mental disability, marital status, genetics, protected veteran status or other protected classifications.

A. I agree

Diversity at Presbyterian

26. Presbyterian values diversity; disrespectful or discriminatory behavior is not acceptable in the workplace.

- A. True
- B. False

27. The Presbyterian Promise Presbyterian makes a promise to all of our customers:
We Promise...

- To know you, respect you, listen to you and treat you with compassion.
- To ease the way to your best health.
- To provide you with the highest quality care at the lowest possible cost.
- To communicate clearly and accurately, coordinate your care and involve you in decisions.
- To do what we say we will do.

Cultural intelligence is the capability to relate and work effectively across cultures. Cultural Intelligence principles allow us to better deliver our Presbyterian Promise to patients and members. Increasing our individual and collective cultural intelligence directly supports the Presbyterian Promise.

We do not discriminate, but consider all patients entitled to be treated respectfully and considerately.

A. I Agree

Infection Control

28. If I am feeling ill or unwell, I will notify Volunteer Services, the Department Supervisor, and I will not report to Presbyterian until I am symptom free and I have contacted my Volunteer Manager.

- A. I Agree
- B. I Disagree

29. Hand hygiene is performed by using waterless alcohol sanitizer or washing with soap and water during the following situations:

- | | |
|---|-------------------------------|
| • Before entering a patient room | • After using the restroom |
| • After handling money or shaking hands | • When exiting a patient room |
| • Before or after eating | • Between tasks |

- A. True
- B. False

30. Respiratory etiquette helps stop the spread of germs. Four actions of respiratory etiquette include: Cover your mouth and nose with a tissue when you cough or sneeze, cough or sneeze into your upper sleeve and not your hands, performing hand hygiene after you cough or sneeze, and keeping a three-foot distance from others around you, if possible.

- A. True
- B. False

31. Hand Hygiene is the single most important factor in preventing the spread of germs.

- A. True
- B. False

32. Keeping immunizations up to date is one way to help prevent the spread of infection in the workplace.

- A. True
- B. False

33. If required, upon entering any PHS facility, I will **self-screen**, wear a hospital grade surgical/procedural mask provided by Presbyterian during my volunteer assignment, and will answer truthfully to all COVID-19 screening questions for the safety of patients, visitors, and staff (subject to change as COVID protocols, restrictions and COVICON levels change).

- A. True
- B. False

COVID-19 Symptoms

- Fever should be assumed when temperature is greater than 99°F, if measured with a scanner (forehead/temporal/earpit), OR greater than 100°F, if measurement is via a core route.
- Cough – mostly dry
- Shortness of breath or difficulty breathing
- New loss of sense of smell or taste
- Congestion or runny nose
- Diarrhea
- Sore Throat
- Fatigue
- Muscle/body aches or chills
- Nausea or vomiting
- Headache

34. If I have any of the identified symptoms of COVID-19 (as listed above) or a known exposure to a COVID-19 positive person, I will notify Volunteer Services and any other department as required. I will NOT report to my shift at Presbyterian.

- A. True
- B. False

Acknowledgment

35. I acknowledge that I have received the information provided in the Volunteer Services Handbook and will abide by the standards and policies described therein in the performance of my role at Presbyterian.

- A. I Agree

If I have questions or concerns regarding any of the material, I will follow up by asking my Presbyterian Volunteer Manager or Mandy Guest, Director of Volunteer Services, at aguest@phs.org or 505-841-1503.

Thank you for completing this training document.