HealthStream Regulatory Script

General Safety
*Release Date: August 2010*
*HLC Version: 603*

Lesson 1: Introduction
Lesson 2: Hazards in the Workplace
Lesson 3: Safety Measures
Introduction

Welcome to the introductory lesson on general safety. This introductory lesson gives the course rationale, goals, and outline.

As your partner, HealthStream strives to provide its customers with excellence in regulatory learning solutions. As new guidelines are continually issued by regulatory agencies, we work to update courses, as needed, in a timely manner. Since responsibility for complying with new guidelines remains with your organization, HealthStream encourages you to routinely check all relevant regulatory agencies directly for the latest updates for clinical/organizational guidelines.

If you have concerns about any aspect of the safety or quality of patient care in your organization, be aware that you may report these concerns directly to The Joint Commission.
Course Rationale

Healthcare facilities have many hazards. If safeguards are not put in place, these hazards can lead to:
- Injury
- Lawsuits
- Poor regulatory reviews

On the other hand, staff commitment to safety policies and procedures can help:
- Minimize hazards
- Maximize safety

This course will teach you:
- How to identify and define different types of hazards
- How to identify hospital staff at risk for exposure to each hazard
- How to safeguard against different types of hazards
### Course Goals

After completing this course, you should be able to:

- Define different types of hazards
- List examples of each type of hazard
- Identify the hospital personnel at high risk for exposure to each type of hazard
- Recognize factors that contribute to certain hospital hazards
- Recognize how to guard against different hazards in the healthcare setting
This introductory lesson provided the course rationale and goals.

Lesson 2 will identify and discuss hazards in the workplace. Each of the five groups of healthcare hazards identified by OSHA will be discussed.

Lesson 3 will describe safeguards for each of OSHA’s identified groups of hazards.
Welcome to the introductory lesson on hazards in the workplace. This lesson will identify and discuss hazards in the workplace. Each of the five groups of healthcare hazards identified by OSHA will be discussed.
Types of Hazards

OSHA [glossary] separates healthcare hazards into five groups:

- Biological
- Chemical
- Psychological
- Physical
- Environmental, mechanical, or biomechanical

We will take a closer look at each category in this lesson.
Biological Hazards

Biological hazards are infectious agents. These agents include bacteria, viruses, fungi, parasites, and prions [glossary].

Infectious agents may be spread to hospital staff as a result of contact with:
- Infected patients
- Contaminated blood or body fluids

Examples of biological hazards include:
- HIV
- Vancomycin-resistant enterococcus (VRE)
- Methicillin-resistant staphylococcus aureus (MRSA)
- Hepatitis B virus (HBV)
- Hepatitis C virus (HCV)
- Tuberculosis

Hospital staff at especially high risk for exposure to biological hazards include:
- Nurses (RNs, NPs, LVNs, LPNs)
- Radiology technicians
- Operating room staff
- Housekeeping staff
Chemical hazards are materials that may be toxic or irritating to the body. These materials include medications, solutions, and gases. Examples include:

- Detergents
- Solvents
- Disinfectants, such as alcohol, glutaraldehyde, and formaldehyde
- Sterilizing agents, such as ethylene oxide and peracetic acid
- Waste anesthetic gases (WAG’s) [glossary]
- Hazardous drugs, such as chemotherapeutic agents
- Mercury, a metal used in medical equipment such as thermometers and other devices
- Methyl methacrylate, a chemical used to attach surgical prostheses to bone
- Asbestos

Healthcare workers at especially high risk for exposure to chemical hazards include:
- Nurses
- Radiology technicians
- Operating room staff
- Housekeeping staff
- Maintenance workers
Psychological Hazards

Psychological hazards are factors that lead to emotional stress or strain.

Sources of stress for healthcare workers can include:
- Working with patients who have life-threatening illnesses or injuries
- Working with dependent or demanding patients
- Patient death
- Overwork
- Understaffing
- Inadequate resources
- Tight schedules
- Large amounts of paperwork
- Equipment malfunctions
- Lack of control in planning and decision-making processes
- Shift work
- Under-utilization of talents and abilities
- Noise
- Exposure to infectious patients and toxic substances
Physical Hazards

Physical hazards are agents that can cause physical harm.

Examples of physical hazards in the healthcare setting are:

- Radiation
- Lasers
- Noise
- Electricity and electrical equipment
- Extreme temperatures
- Violence from patients or members of the public

Healthcare workers at especially high risk for exposure to physical hazards include:
- Nurses
- Radiology technicians
- Operating room staff
- Housekeeping staff
- Maintenance staff
- Food service staff
Environmental, Mechanical, and Biochemical Hazards

Environmental, mechanical, and biochemical hazards are factors that can lead to:
- Accident
- Injury
- Strain
- Discomfort

Hazards of this type in the hospital setting are:
- Lifting and moving patients
- Other physical tasks that are forceful, awkward, or repetitive
- **Localized contact stresses** [glossary]
- Vibration
- Tripping hazards
- Unsafe or unguarded equipment
- Air quality
- Slippery floors
- Cluttered or obstructed work areas or passageways
- Confined spaces

If the environment is unsafe, **ALL workers are at risk.**

Because they perform extensive patient-handling tasks, however, nurses are at greatest risk for injury (such as back injury) due to hazards in this category.
Hazards and Nurses

Did you notice that nurses are at high risk for exposure to every type of healthcare hazard?

This means that hazard awareness and safety training are especially important for nurses.

Nurses and other staff members must know how to protect:
- Their own safety
- The safety of patients
- The safety of workmates

The next lesson describes important safety measures.
Consider the table of hazards. Place each work-related hazard in the correct category.

<table>
<thead>
<tr>
<th>Type of Hazard</th>
<th>Definition</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Biological</td>
<td>Infectious agents</td>
<td>-HIV</td>
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<tr>
<td></td>
<td></td>
<td>-HBV</td>
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<td></td>
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<td>-MRSA</td>
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<tr>
<td>Chemical</td>
<td>Toxic or irritating materials</td>
<td>-Glutaraldehyde</td>
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<td></td>
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<td>-Ethylene oxide</td>
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<td>-Chemotherapeutic drugs</td>
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<td></td>
<td></td>
<td>-Waste anesthetic gases</td>
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<tr>
<td>Psychological</td>
<td>Sources of emotional stress</td>
<td>-Patient death</td>
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<tr>
<td></td>
<td></td>
<td>-Overwork</td>
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<td>-Shift work</td>
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<td>-Understaffing</td>
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<tr>
<td>Physical</td>
<td>Agents that can cause physical harm</td>
<td>-Radiation</td>
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<tr>
<td></td>
<td></td>
<td>-Electricity</td>
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<tr>
<td></td>
<td></td>
<td>-Violence</td>
</tr>
<tr>
<td>Environmental/Mechanical</td>
<td>Factors that can lead to accident or injury</td>
<td>-Lifting and moving patients</td>
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<td></td>
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<td>-Tripping hazards</td>
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<td></td>
<td></td>
<td>-Slippery floors</td>
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<tr>
<td>Select the answer that best fits the question.</td>
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<td>------------------------------------------------</td>
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<tr>
<td>Nurses are at high risk for exposure to biological hazards. However, they are not at risk for exposure to toxic chemicals.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. True</td>
<td></td>
<td></td>
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<tr>
<td>b. False</td>
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</tr>
</tbody>
</table>

[CORRECT ANSWER: B]

[FEEDBACK FOR A: Incorrect. Nurses are at high risk for exposure to every healthcare hazard.]

[FEEDBACK FOR B: Correct. Nurses are at high risk for exposure to every healthcare hazard.]
You have completed the lesson on types of hazards.

Remember:

- Hazards in the healthcare setting are biological, chemical, psychological, physical, or environmental/mechanical.
- Biological hazards are infectious agents. These agents include HIV and other pathogens.
- Chemical hazards are toxic materials. These materials include disinfectants, WAG’s, and hazardous drugs.
- Psychological hazards are factors that create stress. These factors include overwork, understaffing, shift work, and difficult patients.
- Physical hazards are agents that can cause physical harm. These agents include radiation, noise, electrical equipment, and violence.
- Environmental/mechanical hazards are factors that can lead to accident or injury. These factors include patient lifting, slippery floors, and cluttered work areas.
- Nurses are at high risk for exposure to every type of healthcare hazard.
Introduction

Welcome to the lesson on safety measures.

This lesson will describe safeguards for each of OSHA’s identified groups of hazards.
Types of Hazards

Remember: Healthcare hazards fall into five groups.
These are:
- Biological
- Chemical
- Psychological
- Physical
- Environmental/mechanical

We will look at ways of guarding against each type of hazard in this lesson.
There are many infectious agents in the healthcare setting. Some of the most important infectious agents are bloodborne pathogens. These include HIV, HBV, and HCV. These viruses may be in a patient’s:

- Blood
- Other body fluids
- Body tissues

They can enter your body through:

- Needlesticks
- Puncture wounds
- Mucous membranes [glossary]
- Cut or cracked skin
To protect against exposure to infectious agents, especially bloodborne pathogens:

- Use proper personal protective equipment (PPE) when handling patient blood or body fluids.
- Use proper PPE during invasive procedures.

The need for PPE depends upon the possible exposure to blood or body fluid.

Depending on what types of exposure could occur, you should use:

- Gloves
- Splash-proof goggles or face shield
- Apron
- Gown
- Shoe covers
- Hood
### Biological Hazards: Safeguards (2)

In addition to using PPE, you should also:
- Wash your hands immediately after any contact with blood or other body fluids.
- Wash your hands immediately after removing gloves.
- Wash your hands at other times recommended in Standard Precautions.
- Do not rub your eyes or mouth with contaminated hands or gloves.
- Be careful when handling needles, scalpel blades, and other sharps. Do not puncture yourself.
- Dispose of used sharps in proper puncture-resistant containers.
Chemical Hazards: Labeling

All hazardous chemicals are marked with a warning label.

Each chemical also comes with a material safety data sheet (MSDS). The MSDS gives important warning and safety information.

Your unit should file an MSDS for each hazardous chemical used.
Many chemicals have specific safety measures. You can find these safety measures:
- On the chemical’s MSDS
- In unit or facility protocols
- From the manufacture

Certain safety measures are used for all hazardous chemicals. These include:
- Wear proper PPE to prevent contact with the chemical.
- Wash your skin immediately if contact occurs.
- Do not touch contaminated hands or gloves to your eyes or mouth.
- If your clothing becomes contaminated, you must remove it. You may not wear the clothing until after it has been decontaminated.
- After working with a hazardous chemical, wash your hands before eating, smoking, or using the bathroom.
- Clean up known spills promptly. Use proper clean-up materials. Dispose of clean-up materials properly.
- Know the symptoms of exposure. If you notice these symptoms, stop using the chemical and get help.
- You should always refer to the MSDS for information on FIRST AIDE and Spill and Fire hazards.
Waste anesthetic gases (WAG’s) are an important healthcare hazard. WAG’s can cause many health problems. These include reproductive problems.

To avoid exposure to WAG’s:
- Always turn on waste disposal lines before starting anesthesia on a patient.
- Do not turn on anesthetic gases until the breathing circuit is connected to the patient.
- Turn off gases when the breathing circuit is disconnected from the patient.
- After turning off anesthetic gases and disconnecting the patient, maintain oxygen flow. Allow oxygen to flush WAG’s from the waste disposal lines.
- Make sure patient breathing masks fit properly.
- Consider using a WAG-scavenging nasal mask as an item of PPE.

Key Thought
WAG’s of concern include nitrous oxide and halogenated agents such as halothane and chloroform.
Psychological Hazards: Safeguards

Healthcare work can be very stressful. Healthcare workers face many psychological hazards.

To address these hazards, encourage your facility to sponsor staff meetings and discussions. During these meetings, staff members can relieve stress by:

- Sharing their feelings
- Asking for support
- Giving support
- Sharing new ideas

Ask your facility about group therapy for staff members. This can be helpful for staff who have contact with especially stressful patient populations, such as terminally ill children or cancer patients.

Ask your facility to sponsor trainings and workshops. Training can help staff members improve their skills and confidence. Confidence can often help relieve stress.

Finally, find your own stress-reduction techniques. Examples include:

- Relaxation exercises
- Meditation

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### Physical Hazards: Safeguards

Physical hazards in the healthcare setting include but are not limited to:
- Radiation
- Noise
- Electricity and electrical equipment
- Violence

Let’s take a look at safeguards for each of these.
Radiation Hazards: Safeguards

**Avoid all unnecessary exposure to radiation.**

When you must work with radiation, limit your exposure as much as possible. Always place a radiation placard whenever radiation is present.

Use **time**, **distance**, and **shielding**:
- Limit the amount of **time** you spend near the source of radiation.
- Maximize the **distance** between yourself and the source of radiation.
- **Shield** yourself from the source of radiation with protective material.
Noise Hazards: Safeguards

Noise can lead to:
- Hearing loss
- Stress

To reduce noise on patient units:
- Turn down the volume of intercoms, televisions, and radios
- Answer phones as quickly as possible.
- Lubricate wheels, hinges, and latches
- Adjust closers on doors to prevent slamming
- Use PPE to decrease noise exposure
Electrical Hazards: Safeguards

Electrical accidents can cause:
- Injury
- Death
- Fire

To use electric equipment safely:
- Use equipment properly.
- Use PPE and safe work practices.
- Look at cords to see if they are frayed or damaged before using the equipment.
- Do not use any device until you have been trained to use it.
- When using a device, ask for help if you need it.
- Do not use damaged equipment. Remove it from service.
- Do not try to repair damaged equipment yourself. Mark it as damaged. Remove it from service. Turn it in for repair by qualified personnel.
Under the Safe Medical Devices Act (SMDA), healthcare providers must report any death, serious injury, or illness involving medical equipment.

The goal of the Act is to remove unsafe medical devices from use.

If you think a medical device might have caused a problem, collect as much information as you can to make your report.

Key Thought
The SMDA applies to ALL types of medical equipment, not just electrical devices.
Violence: Contributing Factors

Violence is a serious risk in the healthcare setting.

Factors that contribute to violence include:
- Patients who feel frustrated, vulnerable, or out-of-control
- Mentally ill patients
- Intoxicated patients
- Patients and visitors who have guns
- Unlimited public access to healthcare facilities
- Drugs and money in hospital pharmacies, making them a target for robbery
- Healthcare staff who have not been trained to recognize and deal with behavior that could become violent
To protect against violence:
- Report all violent or near-violent incidents right away.
- Be aware of patients with a history of violence.
- Do not enter patient seclusion rooms alone.
- Treat hostile patients in relatively open areas. These areas still must protect patient privacy and confidentiality. Examples include rooms with removable partitions.
- Transfer violent patients to safer facilities.
- Do not perform intimate physical exams without another staff member present.
- Do not wear necklaces or chains. A violent person could use a necklace as a tool for strangulation.
- Do not carry keys, pens, or other items that could be used as a weapon.
- Use security escorts or the buddy system when you get off work at a late hour and must walk to the parking lot.
- Be especially careful in elevators and stairwells.
- If a patient becomes violent, do not try to step in. Get yourself and others to safety. Call security or the police to respond to the violence.
Lifting is a serious physical hazard.

Frequent or improper lifting can cause serious injury. Back injury is common.

To protect against the hazards of lifting:
- Use lifting devices to help with patient lifts and transfers.
- Use lifting devices for lifting very heavy objects.
- Use proper lifting technique when lifting objects manually.
- Exercise regularly to keep the back and stomach muscles strong.

**Proper Technique for Vertical Lifting**

1. Position feet shoulder-width apart.
2. Bend at the knees, keeping the back aligned.
3. Grasp the object, holding it close to the body.
4. Maintaining proper alignment of the back, lift with the muscles of the legs. Do not use the muscles of the back to lift.
Other Environmental Hazards: Safeguards

The healthcare setting has many other environmental hazards that can lead to accident and injury.

To protect against these hazards:

- Pay attention to your surroundings at all times.
- If you spill something, clean it up right away.
- If you find a spill, you might not know what it is. It could be hazardous. Secure the area to prevent any further contamination. Report the spill so that it may be cleaned up safely.
- Keep all equipment in proper storage locations. This can help keep work areas free of clutter.
- Clean up cluttered areas.
- Keep exits and exit paths clear.
- Know what to do in the event of an emergency. Participate in all fire and disaster drills.
- Know where the MSDS are located.

Key Thought

If an accident **does** occur, report it to your supervisor promptly. Unsafe conditions need to be corrected as soon as possible.

If an accident is not reported and documented properly, a similar accident may happen again.
If you have any questions or concerns regarding safety, contact your supervisor or facility’s safety officer.
<table>
<thead>
<tr>
<th>Review</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fill in each blank with an appropriate word from the word bank.</td>
</tr>
<tr>
<td>One way of protecting yourself from infectious agents is to use <strong>personal protective equipment</strong> when working with patient <strong>blood</strong> or body fluids. Proper PPE may include <strong>gloves</strong>, goggles, or a <strong>gown</strong>.</td>
</tr>
<tr>
<td>To find out safety measures for a specific chemical, refer to its <strong>material safety data sheet</strong>.</td>
</tr>
<tr>
<td>Staff meetings and discussions can help guard against the <strong>psychological</strong> hazards of healthcare work. At these meetings, staff members can share their <strong>feelings</strong>, receive and offer <strong>support</strong>, and share <strong>new ideas</strong>.</td>
</tr>
<tr>
<td>Use <strong>time</strong>, <strong>distance</strong>, and <strong>shielding</strong> when working with radiation.</td>
</tr>
<tr>
<td>If an <strong>accident</strong> occurs, report it right away. <strong>Unsafe</strong> conditions need to be corrected. This can help prevent future problems.</td>
</tr>
</tbody>
</table>

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Select the answer that best fits the question.

Hostile patients should be treated in relatively open areas.

a. True
b. False

[CORRECT ANSWER: A]

[FEEDBACK FOR A: Correct. This statement is true.]

[FEEDBACK FOR B: Incorrect. This statement is true.]
<table>
<thead>
<tr>
<th>Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>You have completed the lesson on safety measures.</td>
</tr>
<tr>
<td>Remember:</td>
</tr>
<tr>
<td>• Take steps to guard against hazards in the healthcare setting.</td>
</tr>
<tr>
<td>• If you have any questions about hazards or safety measures, ask your supervisor.</td>
</tr>
</tbody>
</table>
References


Please remember that compliance is the responsibility of each organization. Provision of this list does not imply that the content of this course wholly or partially addresses the guidelines and references provided here.
<table>
<thead>
<tr>
<th>#</th>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Localized contact stress</td>
<td>Physical pressure on a specific part of the body.</td>
</tr>
<tr>
<td>2.</td>
<td>Prion</td>
<td>A protein particle that causes neurodegenerative diseases such as Creutzfeldt-Jakob disease</td>
</tr>
<tr>
<td>3.</td>
<td>Mucous membrane</td>
<td>The lining of certain cavities, such as the nose and mouth and intestinal tract, that produces a protective layer of mucus.</td>
</tr>
<tr>
<td>4.</td>
<td>OSHA</td>
<td>Occupational Safety and Health Administration</td>
</tr>
<tr>
<td>5.</td>
<td>Safe Medical Devices Act (SMDA)</td>
<td>Under the SMDA, healthcare facilities must report serious or potentially serious device-related injuries or illness of patients and/or employees to the manufacturer of the device, and if death is involved, to the Federal Food and Drug Administration (FDA). The SMDA is intended to serve as an early warning system through which the FDA can obtain important information on device problems.</td>
</tr>
<tr>
<td>6.</td>
<td>Waste anesthetic gases (WAG’s)</td>
<td>Anesthetic gas and vapors that leak out and into the surrounding room during medical procedures.</td>
</tr>
</tbody>
</table>
Pre assessment

1. Which of the following statements is NOT true?
   a. Healthcare workers are exposed to biological hazards because of contact with infected patients or contaminated blood or body fluids.
   b. Nurses are not usually exposed to chemical hazards in the hospital environment.
   c. Psychological hazards are related to factors such as overwork and understaffing.
   d. Among healthcare personnel, nurses are at highest risk for injury due to physical hazards.

   Correct answer: B
   Rationale: Nurses can be exposed to many chemical hazards in the hospital environment.

2. You are using a disinfectant. Do you need to wear gloves or use other PPE while using the disinfectant?
   a. Yes
   b. No

   Correct answer: A
   Rationale: Disinfectants are chemicals. Use of personal protective equipment will reduce your exposure to these potentially toxic chemicals.

3. HIV cannot enter the body through contact with surfaces in the room of an infected patient.
   a. True
   b. False

   Correct answer: A
   Rationale: HIV is not spread by contact with surfaces or casual contact with an infected person. HIV can enter the body through cut or cracked skin. HIV can also enter through puncture wounds and mucous membranes.

4. To protect against both biological and chemical hazards:
   a. Wear gloves only if contact with blood is possible.
b. Wash skin immediately and thoroughly if contact occurs.
c. Remove your gloves if you need to touch your eyes or mouth.
d. All of these are correct.
e. None of these is correct.

Correct answer: B
Rationale: You should wash skin immediately and thoroughly if contact occurs. Gloves should be worn to protect against both biological and chemical hazards. After removing gloves, you should immediately wash your hands.

5. Your facility holds weekly staff meetings. These meetings are meant to help address some of the psychological hazards of healthcare work. You have been chosen to lead these meetings. Appropriate ground rules would include:
   a. Staff members should offer practical, positive suggestions for addressing stresses. However, they should avoid sharing negative feelings.
   b. Each staff member should have the opportunity to express his or her own concerns. However, staff should avoid offering feedback to one another.
   c. Staff members should not ask for, or expect, support from their colleagues.
   d. All of these are correct.
   e. None of these is correct.

Correct answer: E
Rationale: During staff meetings to address stress, staff members should be able to share their feelings, receive and offer support, and share new ideas.

6. You sometimes work with radiation. What should you do to limit your exposure?
   a. Use goggles and latex gloves.
   b. Use time, distance, and shielding
   c. Use care, caution, and containment.
   d. Use a fume hood.

Correct answer: B
Rationale: When you must work with radiation, use time, distance, and shielding to minimize your exposure.

7. Noise can lead to hearing loss and stress. True or False: To reduce noise on patient units, turn off the alarms on all patient monitors.
a. True  
b. False

Correct answer: B  
Rationale: Alarms must not be turned off. They must be audible. To reduce noise on patient units, decrease the volume of intercoms, 
televisions, and radios. Lubricate wheels, hinges, and latches. Adjust closers on doors to prevent slamming.

8. All of the following statements are true EXCEPT:
   a. Electrical accidents are not a cause of injury, death, or fire.
   b. Healthcare staff should not use an electrical device until they have been trained on that device.
   c. When using electrical equipment, workers should ask for help if they need it.
   d. If an electrical device malfunctions, the worker using the device should remove it from service promptly.

Correct answer: A  
Rationale: Electrical accidents can cause injury, death, or fire.

9. You are examining a patient in a private room. A group of students is observing. The patient becomes agitated. He jumps off the 
examining table. He shouts, “I didn’t come here to answer a bunch of [deleted] questions! Get on with it, so I can get some medication 
and go home! If I’m not out of here with a prescription in five minutes, I’ll wring your skinny little neck. And you kids, get out, or I’ll [deleted]!” You should:
   a. Lead the patient back to the examining table, so you can continue with the physical part of the exam.
   b. Ask the students to leave, to help calm the patient down.
   c. Leave the students in the room to keep an eye on the patient. Meanwhile, you go ask a colleague what to do with this patient.
   d. Leave with the students. Immediately report the incident.

Correct answer: D  
Rationale: Promptly report all violence and near-violence.

10. All of the following statements are true EXCEPT:
   a. If you find a spill, always clean it up promptly, even if you don’t know what it is.
   b. To avoid creating clutter, keep all equipment in proper storage areas.
   c. Keep exits clear.
   d. Pay careful attention to your surroundings at all times.
Correct answer: A
Rationale: The material could be hazardous. Report the spill. This helps ensure that it will be cleaned up safely.
Exam

1. Only nurses are at high risk for exposure to biological hazards.
   a. True
   b. False

Correct Answer: False
Answer Rationale: All healthcare workers are at risk for exposure to biological.

2. Infectious agents like HIV may enter the body through:
   a. Puncture wounds
   b. Mucous membranes
   c. Cut or cracked skin
   d. All of these answers
   e. None of these answers

Correct Answer: All of these answers
Answer Rationale: Infectious agents like HIV, HBV, and HCV can enter the body through mucous membranes, cut or cracked skin, or puncture wounds.

3. Relaxation exercises and meditation can help you deal with:
   a. Physical hazards of the healthcare setting
   b. Psychological hazards of the healthcare setting
   c. Chemical hazards of the healthcare setting
   d. Biological hazards of the healthcare setting

Correct Answer: Psychological hazards of the healthcare setting
Answer Rationale: Relaxation exercises and meditation can help relieve stress caused by psychological hazards.
4. Regarding the Safe Medical Devices Act (SMDA), which of the following statements is true?
   a. Under SMDA, healthcare providers must report any death, serious injury, or illness associated with medical equipment.
   b. The goal of SMDA is to remove unsafe medical devices from the market.
   c. If you suspect a device might have caused an accident or injury, collect as much information as possible to report the incident.
   d. All of these statements are true.

Correct Answer: All of these statements are true.
Answer Rationale: All of these statements are true.

5. Many factors contribute to violence in the healthcare setting. Which of these can decrease the risk of violence?
   a. Patients and visitors who have guns
   b. Patients who feel frustrated, vulnerable, or out-of-control
   c. Drugs and money in hospital pharmacies
   d. Extensive staff training in how to recognize and deal with behavior that might become violent

Correct Answer: Extensive staff training in how to recognize and deal with behavior that might become violent
Answer Rationale: This sort of staff training can decrease the risk of violence in the healthcare setting.

6. All spills can be cleaned up safely with paper towels or rags.
   a. True
   b. False

Correct Answer: False
Answer Rationale: Spilled material may be toxic. If you find a spill and do not know what it is, report it. That way, it can be cleaned up safely.

7. You always wear gloves when working with hazardous chemicals, blood, or body fluids. True or False: It is necessary to wash your hands after removing your gloves.
   a. True
   b. False

Correct Answer: True
Answer Rationale: Always wash your hands after removing gloves.

8. If a piece of equipment malfunctions, the best practice is to:
   a. Return the equipment to storage.
   b. Try to fix the problem.
   c. Leave the equipment at the nurse’s station.
   d. Mark the equipment as faulty and turn it in for repair.

Correct Answer: Mark the equipment as faulty and turn it in for repair.
Answer Rationale: Damaged equipment can be dangerous to you and your patients. Mark the equipment and turn it in for repair.

9. ______ are at highest risk of exposure to WAG’s.
   a. Housekeeping personnel
   b. Operating room personnel
   c. Maintenance personnel
   d. Food service personnel

Correct Answer: Operating room personnel
Answer Rationale: Operating room personnel are at highest risk of exposure to WAG’s (waste anesthetic gases). This is due to the use of anesthetic gases during surgery.

10. Noise can lead to hearing loss and stress. You want to reduce the noise on your unit. You could do all of the following EXCEPT:
    a. Decrease the volume of televisions and radios.
    b. Lubricate wheels, hinges, and latches.
    c. Adjust closers on doors to prevent slamming.
    d. Turn off alarms on patient monitors.

Correct Answer: Turn off alarms on patient monitors.
Answer Rationale: NEVER turn off alarms on patient monitors. Alarms must be functional and audible.