

ARE YOU JOINT COMMISSION READY?

What does
RACE
stand for?



ANSWER:

During a fire:

- Rescue
- Alarm
- Contain
- Extinguish

ARE YOU JOINT COMMISSION READY?

How do you
report a concern
for patient
safety?



ANSWER:

Complete a SAFE Report. SAFE can be accessed by:

- Desktop icon
- OKTA
- SMMC Intranet > Departments > Quality > SAFE

ARE YOU JOINT COMMISSION READY?

What do I do
if there is
a precautions
sign on a
patient's
door?



ANSWER:

If you are not familiar with the sign, check with the nurse before walking into the patient room for your safety and the patient's safety.

ARE YOU JOINT COMMISSION READY?

What code do I
call if there
is a combative
patient?



ANSWER:

Call ext. 2121 at SMMC for a **Code Gray**.

For off-site call 911.

ARE YOU JOINT COMMISSION READY?

What do you say
if a surveyor
asks you a
question you
do not know the
answer for?



ANSWER:

It's ok to tell them, "I do not have the answer, but I would use my resources to find the answer...my supervisor, SMMC Intranet, check policies and procedures, etc."

ARE YOU JOINT COMMISSION READY?

What would you do if a patient had an informal complaint about their care or safety?



ANSWER:

Try to resolve the complaint. If you can't resolve it, inform your supervisor and refer the patient to the Patient Advocate at (650) 573-3731.

ARE YOU JOINT COMMISSION READY?

When is it ok
to use a door
stop to prop a
door open?



ANSWER:

NEVER!

ARE YOU JOINT COMMISSION READY?

How would you
report a breach
of PHI
(protected
health
information)?



ANSWER:

Notify the Compliance/Privacy Officer at (650) 573-2329.

ARE YOU JOINT COMMISSION READY?

What quality
project(s) or
areas for
improvement
is your area
working on?



ANSWER:

If you're unsure, ask about what lean or quality projects are being measured/discussed in your area.

ARE YOU JOINT COMMISSION READY?

Why is it
important to
keep hallways
clear?



ANSWER:

In the event of an emergency evacuation, clutter in hallways could hinder a timely exit.

ARE YOU JOINT COMMISSION READY?

When is it
ok to text a
patient's PHI,
(protected
health
information)?



ANSWER:

NEVER!

ARE YOU JOINT COMMISSION READY?

What is
Code Pink?



ANSWER:

Staff alert to a child abduction.

ARE YOU JOINT COMMISSION READY?

What do you
do if a patient's
preferred language
to receive
healthcare is
one other than
English?



ANSWER:

Use our language services vendors, Voyce or CLI, or ask for help from a **red label staff interpreter** who is qualified to interpret at SMMC.

ARE YOU JOINT COMMISSION READY?

How are
patients
informed of
their rights and
responsibilities?



ANSWER:

At time of registration, they are given language-appropriate information.

ARE YOU JOINT COMMISSION READY?

What do you do
to contribute
to patient
safety?



ANSWER:

Give specific answers for your area. For example:

- Report unsafe conditions.
- Report patient safety concerns through SAFE.
- Wash my hands.
- Clean my work surfaces.

ARE YOU JOINT COMMISSION READY?

What is a Rapid
Response Team
and when would
you use it?



ANSWER:

If you need help with a patient, visitor, or staff member who has an immediate health concern.

ARE YOU JOINT COMMISSION READY?

How long is the
exposure time
on a cleaning
agent?



ANSWER:

Since the products are different, check the label that will list how long to keep a surface wet to kill germs.

ARE YOU JOINT COMMISSION READY?

Name 3 of the
top ten good
habits for
standards
compliance



ANSWER:

1. I wash my hands EVERY TIME before and after patient contact, after contact with a patient's surroundings, before an aseptic task, and after a body fluid exposure risk.
2. I clean my work surfaces.
3. I know manufactures guidelines for cleaning and maintaining medical equipment.
4. When I am doing my tasks I look for expired medications, supplies or food.
5. Medications in my area are stored in locked cabinets in secure areas.
6. There is no food in patient care areas.
7. I do not use doorstops or prop doors open due to fire hazard.
8. I do not block exit hallways with equipment, supplies or furniture.
9. Hazardous chemical containers are labeled and stored safety.
10. All staff, volunteers, students wear their name badges.

Are there other things that apply to you?

ARE YOU JOINT COMMISSION READY?

What are the
Employee Health
protocols for
COVID-19?



ANSWER:

- Do not come to work if you have any symptoms of COVID-19 such as fever, cough, sore throat, diarrhea, nausea, vomiting, body aches, fatigue, headache, and new loss of taste/smell.
- Call the Infection Control Hotline at (650) 573-4744 to report your sick call, for return-to-work clearance, and for any potential exposures that may have occurred at work or outside of work.

ARE YOU JOINT COMMISSION READY?

Can patient
safety be impacted
by non-clinical
tasks?



ANSWER:

Yes.

For example, if there was incorrect patient identification in paperwork it could lead to the wrong patient be scheduled for services, delay in treatment, etc.

ARE YOU JOINT COMMISSION READY?

WILD CARD

Ask a question
of your choice!

