



Corporate Integrity Quiz 2006

NAME: _____

AGENCY: _____ **DATE:** _____

1. Failure to report any violation of the hospital's Code of Ethics or a serious suspicion of such a violation could lead to termination of temporary employment at NMH.
 - a. True
 - b. False

2. You provide direct patient care on a very busy inpatient unit. Today was an incredibly busy day, with a number of discharges to make room for the emergency admissions. You realize, at the end of your shift that you were supposed to get vital signs one more time on a patient but, because it was so busy you forgot to take that last set of vital signs and you forgot to ask someone else to take them. You look at the medical record and see the vital signs have been just about the same for the past two days. You're new to the unit and you don't want to get in trouble so while you're in the medical record, you enter vital signs based upon what the patient has been running for the past two days. You make a mental note to report that the patient's vital signs have been stable for two days and the frequency of the vital signs should be decreased.

This is a patient care example of falsification of records.

- a. True
 - b. False
3. If a patient or a family member offers an employee a check for \$200 as a gift, the employee should:
 - a. Cash the check and enjoy a nice weekend with his/ her family.
 - b. Cash the check and treat the unit to a pizza party.
 - c. Refuse the check, and encourage the patient or family member to contact the Northwestern Memorial Foundation to make a donation if they wish.
 - d. None of the above.

 4. If a visitor becomes ill in the cafeteria, you should:
 - a. Ask the person if they need help, provide whatever assistance possible and take him/her to the Emergency Department.
 - b. Ask him/her the name of his/her doctor and help him/her get a taxi to the doctor's office.
 - c. Call 911.
 - d. Call 6-2311, Security Services.

 5. Which is not an example of fraud?
 - a. Documenting in the medical record vital signs or lung sounds when you never took the vital signs or listened to the patient's lungs.
 - b. Lying about dependants to get better healthcare benefits.
 - c. Accepting pens and note pads from a vendor.
 - d. Forging a supervisor's signature on an authorization form.



6. James gets a call from his manager that an information systems auditor has just conducted a random review of the computer system. The review specifically looked at the employees who accessed the records of a very famous local celebrity. James' name came up in the review and now his manager wants to know why he looked at the record of the very famous local celebrity.

As James and his manager discuss the incident, they both realize that it occurred on a day James was not at work. James tells his manager he never shared his password with anyone.

Which of the following might explain how someone else may have uncovered "Bingo" as his password?

- a. There is a post-it taped to his workstation with "bingo5."
 - b. There is a clipping on his bulletin board from a magazine describing a Bingo tournament in Las Vegas.
 - c. There is a framed picture next to his computer monitor of James and a dog with an inscription – "James and Bingo, Summer 2004."
 - d. There is a coffee mug on his desk with the caption "Oneida Bingo and Casino."
 - e. All of the above.
7. It's a busy evening on a post-surgical unit. You and an NMH nurse are covering the unit while your colleagues are busy admitting a new patient. The NMH nurse tells you that one of your patients really needs pain medicine. You have not been given an Omnicell password today. You've worked with this nurse. He's in the middle of a dressing change with another patient, and you know he won't finish what for a while. He pulls you aside and whispers his Omnicell password and asks you to give the patient their pain medication. He also states that once he's done with the dressing, he'll make sure you get your own Omnicell password to use for the rest of the shift.
- Nurses can share their passwords if they determine the situation requires them to do so.
- a. True
 - b. False
8. In facing ethical situations, it is the responsibility of all personnel (temporary and permanent) to:
- a. Know the hospital's Code of Ethics.
 - b. Report a violation that the Code if seen or heard.
 - c. Be cooperative and honest in any such investigation.
 - d. All of the above.
9. The Code of Ethics applies to:
- a. Doctors but not employees.
 - b. Employees and patients.
 - c. Administrators.
 - d. Directors, officers, employees, physicians, volunteers, agents, contractors, agency and staff.



10. You work in an outpatient diagnostic testing area. Part of your job is to enter charge codes on patient accounts for the procedures and services performed in your area. You know that charge codes contain specific codes that identify the specific procedures and services for insurance companies. These codes also affect reimbursement for the services the hospital provides. You run across a few documents that are confusing. It's not very clear what procedure or service was provided. You've been doing this job for a while and you know that one service is provided more often than any of the others. Looking at the documentation it could be this service. What should you do?
- Enter the charge code you think it is.
 - Put the documents to the side and look at them first thing the next morning to see if the documentation looks any clearer.
 - Talk to your supervisor to determine the right code.
 - Ask one of your co-workers to code the confusing accounts.
11. Which of the following are items that cannot be accepted from a vendor?
- A coffee mug with the vendor's logo.
 - Pens with the vendor's logo.
 - A gift certificate from Marshall Field's.
 - A fruit basket for the department.
12. Because there are so many codes for procedures, records and patient accounts, minor mistakes when entering data into the computer systems are considered acceptable and are often ignored.
- True
 - False
13. Which of the following is not an example of theft of hospital resources?
- Typing your child's term paper on your PC at work during your lunch hour with your manager's permission.
 - Using the patient discount parking program for your car when you drive to work.
 - Spending hours emailing friends using your PC at work.
 - Using patient supplies to stock your car's first aid kit.
14. It is your responsibility to immediately report any real or suspected activity that violates NMH's Code of Ethics.
- True
 - False
15. It is your responsibility to be aware of the environment at NMH. Keep your eyes and ears open. If you see or hear something that does not look right – say something. Don't assume someone else knows what may be going on. You have an obligation to tell someone.
- True
 - False



16. A good example of protecting patient privacy is:
- Not discussing patient information on elevators
 - Turning computer screens away from public view.
 - Verifying fax numbers before sending medical information.
 - Disposing of papers containing patient medical information.
 - All of the above.
17. You are cleaning up at a nurses' station and find an open recycling bin full of paper. You can see names, addresses, and numbers on the paper. What should you do?
- Nothing. You can't be sure the information has anything to do with the patients.
 - Show it to your supervisor in case the information is private patient information.
 - Ask the nurses who work there what information is on the paper.
 - None of the above.
18. Your brother just had a diagnostic procedure at NMH. He asks you to find out what his test results are because his appointment with his doctor is in a week. He's really nervous and he just doesn't want to wait that long to find out what the test results show. You should:
- Access PowerChart to look up the test results and tell your brother.
 - Call the diagnostic area and ask them to tell you the results of your brother's test.
 - On your break, walk to the diagnostic area and ask the manager to give you the results of your brother's test.
 - Tell your brother you cannot look up his test results.

Refer to NMH Policy 4.65 "**Rules for Personal Conduct**"
(which can be found on the CD Rom or request a copy from your Agency)