

Test 2024 Workplace Violence and Therapeutic Crisis Intervention

- 1) The R in the Acronym SAFER stands for respect patient requests
 - a) True
 - b) False

- 2) The nurse denied a patient's request for pain medication without completing an assessment without awareness of her thoughts the patient is a "frequent flyer". What type of bias is she exhibiting?
 - a) Explicit Bias
 - b) Conscious Bias
 - c) Implicit Bias

- 3) St. Elizabeth has a new conduct policy for the following (Select all that apply):
 - a) Employees
 - b) Patients
 - c) Physicians
 - d) Visitors

- 4) Which of the following is a clinical risk factor of violence (Select all that apply)?
 - a) A patient with a history of violence
 - b) A 75-year-old grandmother who has lost independence
 - c) A patient in pain

- 5) Which of the following is not an Environmental Risk factor.
 - a) A wide range of clientele
 - b) Short wait times
 - c) Gaps in communication
 - d) Noise and rules

- 6) Which of the following are protective measures that have been taken and are available to help keep staff safe from Workplace Violence (Select all that apply)?
 - a) Panic Alarms
 - b) PPE such as protective sleeves
 - c) After hour visitor badging
 - d) Flagging patients within EPIC

- 7) Ignoring challenging questions is an appropriate de-escalation technique.
 - a) True
 - b) False

- 8) Horizontal Violence describes which of the following?
 - a) Patient to Nurse Incivility
 - b) Nurse to Peer Incivility
 - c) Patient to Doctor Incivility

- 9) A request from a patient or visitor for a specific gender, race, religion, sexual orientation or other personal attributes or any staff member should be addressed using which of the following.
- a) Supervisor tool
 - b) Assessment tool
 - c) Manager tool
- 10) If you are a victim of Workplace Violence, the St. Elizabeth Workplace Violence Form must be filled out in MIDAS.
- a) True
 - b) False