

Answers to The Joint Commission's Patient Safety IQ Quiz

Thank you for taking the quiz! The questions are from The Joint Commission's popular and award-winning [Speak Up™](#) patient safety program, available free of charge. The correct answers are in **bold**.

1. Which of the following statements is true?
 - a. Hand washing helps prevent infection.
 - b. Using hand sanitizer (liquid, gel or foam) helps prevent infection.
 - c. Getting a flu shot helps prevent disease and infection.
 - d. All of the above**

The "[Five Things You Can Do To Prevent Infection](#)" Speak Up brochure highlights ways you can avoid contagious diseases like the common cold and the flu and help prevent the spread of infection:

- Clean your hands – with soap and water or hand sanitizer.
- Make sure health care providers clean their hands or wear gloves.
- Cover your mouth and nose when you sneeze or cough.
- If you are sick, avoid close contact with others.
- Get shots to avoid disease and fight the spread of infection.

2. Whenever I am given a new medicine, I should tell the doctor and nurse about:
 - a. Allergies or negative reactions I have had to medicines.
 - b. Supplements and other medicines I am already taking.
 - c. How many children I have.
 - d. a and b**

It is most important to tell your caregivers about your allergies or negative reactions to medicines, as well as all the medicines and supplements that you are taking. The Speak Up brochure "[Help Avoid Mistakes With Your Medicine](#)" advises that you give your doctors, pharmacists and other caregivers a list of your medicines, including:

- Prescription medicines
- Over-the-counter medicines (for example, aspirin)
- Vitamins
- Herbs
- Diet supplements
- Natural remedies
- Amount of alcohol you drink daily or weekly
- Recreational drugs

The brochure includes a wallet card you can use to list your medicines. The card has space to list your allergies, blood type and emergency contact.

3. If I have an operation or procedure, it is a good idea to ask one of the following people to go with me to be my advocate (advisor or supporter).
 - a. My doctor
 - c. My insurance agent
 - d. Dr. Phil
 - e. A member of my family or a close friend**

A trusted family member or friend can help make a hospital stay or outpatient procedure easier. The "[Speak Up: Help Prevent Errors in Your Care](#)" brochure points out that your

advocate can ask questions that you may not think about when you are stressed. Your advocate can help make sure you get the correct medicines and treatments. It is important that your advocate understands the kind of care you want and respects your decisions.

4. If I have my blood taken for a test, I should ask:
 - a. If it is a true/false or multiple choice exam.
 - b. If I should have a snack.
 - c. To see the label on the container that my blood is put in.**
 - d. What the lab technician thinks about the movie "Twilight."

The label on the container should have your full name and another piece of personal information, such as your birth date. This ensures that the blood is yours and, therefore, the results from the blood test will be yours. You should also make sure that the container is immediately sealed to prevent mislabeling and contamination. See the Speak Up brochure on "[Help Prevent Medical Test Mistakes](#)" for these and other tips about laboratory tests, X-rays, and MRIs.

5. If I cannot read the prescription, I should not worry because the pharmacist will be able to read it.

False: You should always make sure you can read the handwriting on a prescription. According to the "[Help Avoid Mistakes With Your Medicine](#)" brochure, if you can't read it, the pharmacist may not be able to read it either. You can ask to have the prescription printed.

6. I should expect health care workers to always introduce themselves or to wear an identification badge.

True: Health care workers should always introduce themselves or wear an identification badge. This helps to make sure that you are getting the right treatments and medicines by the right health care professionals. You should also make sure that your nurse or doctor checks your identification, by checking your wristband if you are in the hospital, or asking your name before he or she gives you your medicine or treatment. This advice is included in the "Pay attention to the care you get" section of the "[Speak Up: Help Prevent Errors in Your Care](#)" brochure.

7. Before surgery, the surgeon should mark the spot on my body to be operated on.

True: Before surgery, your surgeon or a caregiver designated by your surgeon will mark the spot on your body to be operated on. Sometimes you cannot be awake for the marking. If this happens, a family member or friend (your advocate) or another caregiver can watch the marking. They can make sure that your correct body part is marked. More tips are included in the "[Help Avoid Mistakes in Your Surgery](#)" Speak Up brochure.

8. Before I leave the hospital, a staff person should give me instructions and answer my questions about follow-up care.

True: The hospital should have a discharge planner, social worker or nurse who can help plan your follow-up care. According to the "[Planning Your Follow-up Care](#)" brochure, you should also have a family member or friend (your advocate) help plan your follow-up care. Be sure to take a notepad to the hospital that you or your advocate can use to write questions, answers and reminders.

9. Patients have certain rights when they receive health care. Which of the following is **not** a right?
 - a. The right to be informed about the care I will receive.
 - b. The right to a gourmet meal.**

- c. The right to safe care.
- d. The right to have my pain treated.

The Speak Up brochure, "[Know Your Rights](#)," lists these and other rights, including:

- The right to get information about your care in your language.
- The right to make decisions about your care, including refusing care.
- The right to know the names of the caregivers who treat you.
- The right to know when something goes wrong with your care.
- The right to get an up-to-date list of all of your current medicines.
- The right to be listened to.
- The right to be treated with courtesy and respect.

Ask your doctor or hospital for written information about your rights as a patient.

10. Before I go to the doctor's office, it is a good idea to prepare for the visit by doing all of the following **except**:
- a. Write down my health history.
 - b. Make a list of my medicines.
 - c. Practice saying 'ahhh.'**
 - d. Write down any questions I have about my health.

In addition, you should write down your current health problems. Your health history should include your allergies and bad reactions you have had to medicines, and the dates of any surgeries and hospital visits. See "[Tips For Your Doctor's Visit](#)" for more information.

11. I need to be actively involved in my health care and I have the right to speak up if I have any questions or concerns about my health.

True: Everyone has a role in making health care safe. That includes doctors, health care executives, nurses and many health care technicians. Health care organizations all across the country are working to make health care safe. **As a patient, you can make your care safer by being an active, involved and informed member of your health care team.** This is the key message of the original "[Speak Up: Help Prevent Errors in Your Care](#)" brochure, as well as the goal of the Speak Up program!

To find out whether your hospital or other health care organization is accredited by The Joint Commission, visit The Joint Commission's Quality Check Web site, www.qualitycheck.org. Accredited means that the hospital or health care organization works by rules so that patient safety and quality standards are followed.

**This quiz is brought to you by The Joint Commission
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