Healthy Work Environments
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LEARNER FEEDBACK QUESTIONS

Before September 14, 2011, print this page, complete the multiple choice questions by circling the correct answer and mail or fax to: ADVANCE for Nurses, Learning Scope, 2900 Horizon Dr., King of Prussia, PA 19406; 610-278-1426.

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PRACTICE SETTING


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LPN
Manager/Supervisor Nursing Administrator Nursing Faculty Private Practice Staff Development Staff Nurse

PRACTICE SETTINGS that best describes your setting (fill in just one circle completely)

Learner Feedback Questions #315

1. Joint Commission Sentinel Event Alert No. 40 relates to:
a. behaviors that undermine a culture of safety
b. nurse-staffing ratios
c. decentralizing of patient care in acute care
d. collaboration of healthcare professionals in treatment planning

2. To measure the standard of true collaboration in HWE, which of the following questions should be asked?
a. Does the nurse accept the role of the interdisciplinary team at least once a month?
b. Does the staff nurse provide clear, concise change-of-shift reports?
c. Do nurses who care for patients attend interdisciplinary rounds, and do they show up on time?
d. Do nurses accept instruction on patient care from a physician?

3. Which of the following statements about communication and patient safety is NOT cited in “Silence Kills”?
a. Eighty-four percent of doctors have seen people who show poor clinical judgment.
b. Eighty-two percent of nurses admitted they worked with a colleague who was dangerous to patients.
c. Eighty-two percent of nurses admitted they worked with a colleague who was chemically impaired but did not report it.
d. Fewer than 10 percent of doctors, nurses, and other clinical staff directly confront people who show poor clinical judgment.

4. Appropriate staffing speaks to matching:
a. complexity of patient care to experience of nurses
b. cultural/ethnic background of patient to nurse
q. patient needs to nurse competency
d. number of patients to number of nurses

5. Meaningful recognition as a HWE standard is most appreciated by nurses by:
a. annual raise or meaningful compensation
b. providing a free, monthly CE program
c. verbally recognizing a specific action that goes beyond job description
q. rewarding perfect attendance by compensation

6. Authentic leadership:
a. means all nurses have a stake in this standard, as defined by the facility’s mission and leadership style
b. is best demonstrated by staff nurses being involved in all unit decisions
c. requires all nurses in a facility have formal education in leadership skills
d. is lacking if subordinates do not have the opportunity to do performance appraisals on their manager

7. Which of the following is the best intervention for improving communication at the unit level?
a. set up weekly meetings to let staff members vent complaints
b. set the expectation that positive attitudes are the standard for the unit
c. address inappropriate behavior when it occurs
d. discourage staff members from playing devil’s advocates in meetings

8. Which organization developed, adopted, and published the Standards for Sustaining and Maintaining Healthy Work Environments?
a. ANA
b. AONE
c. AACN
d. Joint Commission

9. Effective decision making:
a. can’t be done until a set amount of data is retrieved that yields positive outcomes
b. can’t be done until everyone in your facility is trained in evidence-based practice
c. occurs if data is shared with staff and stakeholders
d. does not occur if the outcome or target goal is not met

10. Which of the following was a milestone to investigate unhealthy healthcare work environments, specifically safety issues?
a. nursing shortage
b. negative Press Ganey reports
c. lengthy ED visits
d. 1999 IOM report, “To Err is Human”

Evaluation

1. I can discuss the positive effects of a healthy workplace environment.
a. strongly agree
b. agree
c. neutral
d. disagree
e. strongly disagree

2. I can identify the Standards for Sustaining and Maintaining a Healthy Work Environment, published by the American Association of Critical-Care Nurses.
a. strongly agree
b. agree
c. neutral
d. disagree
e. strongly disagree

3. I can discuss the value of collaboration to creating a healthy workplace environment.
a. strongly agree
b. agree
c. neutral
d. disagree
e. strongly disagree

4. The objectives relate to the overall goal of the article.
a. strongly agree
b. agree
c. neutral
d. disagree
e. strongly disagree

5. The article is well-written and logically organized, and defines terms adequately.
a. strongly agree
b. agree
c. neutral
d. disagree
e. strongly disagree

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