



Patient Experience Post Test

1. Patients will judge their hospital experience mostly by the quality of the medical care they received.
 - a. True
 - b. False
2. AdventHealth utilizes evidence-based best practices to serve our patients through our Service Standards, Love Me, Keep Me Safe, Own It, and Make It Easy.
 - a. True
 - b. False
3. Nurses should always give report outside the room instead of at the bedside.
 - a. True
 - b. False
4. HCAHPS is a standardized survey used to measure the patients' perception of the care they received.
 - a. True
 - b. False
5. The "I" in iCARE requires that all staff/student tell the patient their name and their role in his or her care.
 - a. True
 - b. False
6. Offering to assist the patient to the bathroom during every hourly round helps to prevent falls.
 - a. True
 - b. False
7. COLA stands for "Caring Out Loud Always."
 - a. True
 - b. False
8. The following is example of using Key Words at Key Times: "I am closing your door to keep your room quiet and provide privacy for you."
 - a. True
 - b. False
9. Patient Experience is "Treating the patient as you would the person whom you love the most."
 - a. True
 - b. False
10. When administering medications to the patient, you should always explain which of the following:
 - a. Side effects
 - b. What the medication is for
 - c. Both a and B

Please turn in this posttest to the Education Department along with your other paperwork.