

Continuing Education QUIZ (0.5 hour CEU + 0.5 CEU Bonus Question)

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Structured Communication for Patient Safety in EMS: A Legal Case Report

- 1) What is the primary root cause in the majority of sentinel events reported to JCAHO?
 - Medication errors
 - Delayed diagnosis
 - Caregiver fatigue
 - Communication failure

- 2) What are barriers to effective and accurate communication unique to EMS?
 - Multiple people on scene (patients, bystanders, police, fire, news media, family, EMS)
 - Environmental factors (weather, traffic, background noise)
 - Ambulance design (separation of driver and EMT providing patient care, sirens)
 - All of the above

- 3) What are components of the read-back tool?
 - Sender speaks concisely and receiver acknowledges understanding (yes/no)
 - Sender speaks concisely, receiver repeats what is heard and sender gives a thumbs up or thumbs down
 - Sender speaks concisely and receiver nods or shakes head in acknowledgement
 - Sender speaks concisely to receiver, receiver repeats back what is heard, sender listens carefully for accuracy and states if correct or makes the correction until both sender and receiver acknowledge understanding

- 4) All of the following contexts are appropriate for using the read-back strategy **EXCEPT**:
 - Communicating a patient status change/deterioration
 - Medication dose and amount to be delivered to patient
 - Equipment necessary for an intervention or procedure on a patient
 - Communicating the patient's medical history between providers

- 5) The read-back strategy should be used in all clinical situations
 - True
 - False

- 6) Common language for providers to convey a critical assertion is to use CUS words
 - True
 - False

Bonus Question:

Describe the CUS program