HEALTHCARE CUSTOMERS AND THEIR CONCERNS

1. __________ is a medical procedure that cleans a person’s blood if their kidneys are not working correctly as a result of kidney disease, diabetes, high blood pressure or other conditions.
   a. Surgery
   b. Checkup
   c. Dialysis
   d. Injury

2. Ambulatory surgery, also called day surgery or outpatient surgery, is surgery that typically does not require the patient to stay __________.
   a. Overnight
   b. Forever
   c. A week
   d. At all

3. Patients may be sick or injured when the visit a medical office – or they may have a scheduled appointment or procedure. In any case, the goal is to have a good patient __________, which means improving the health and wellness of the patient.
   a. Illness
   b. Report card
   c. Outcome
   d. Lifestyle

4. __________ control, which means controlling the risk factors that can lead to the spread of infection, is a top priority for healthcare.
   a. Service
   b. Infection
   c. General
   d. Doctor
5. The Centers for Disease Control and Prevention (CDC) found a link between contaminated near-patient surfaces and infection control, demonstrating the importance of professional cleaning in healthcare facilities.
   a. Doctors
   b. Computers
   c. Cleaning
   d. Education

6. Hospital Associated Infections (HAIs), also called nosocomial (noz-o-co-mee-al) infections or Hospital-Acquired Infections, are infections a patient gets while being treated in a medical facility for something else.
   a. Health Action Inc.
   b. Hospital Area Instances
   c. Halogen Applied Images
   d. Hospital Associated Infections

7. Healthcare providers work under strict government and industry regulations, in addition to required certifications, accreditations and protocols.
   a. Taxes
   b. Offices
   c. Regulations
   d. Freedoms

8. Proof of bloodborne and airborne Pathogens training, safety training, a current cleaning schedule and other documentation may be required by your customer for your Franchised Business to provide commercial cleaning services in their medical facility, especially surgical centers.
   a. Bloodborne, Airborne
   b. Infection, Germ
   c. Hospital, Surgical
   d. Cleaning, Dialysis

CLEANING CONSIDERATIONS IN HEALTHCARE ENVIRONMENTS

9. When providing commercial cleaning services in a healthcare environment, be very aware of pathogens and take precautions to help reduce your exposure to disease.
   a. Reduce
   b. Increase

10. Most medical facilities include general healthcare areas that can be cleaned using the Coverall Core 4® Process.
    a. Surgical
    b. Flooring
    c. Office
    d. Healthcare

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11. The Coverall® Program uses hospital-grade disinfectants which have a broad __________ claim (the kinds of germs it kills) and a fast __________ time (the time it takes for the disinfectant to kill germs).
   a. Infection, control
   b. Kill, dwell
   c. Medical, resting
   d. Germ, kill

12. __________ binding means that the quat (chemical) attaches to the cleaning cloth and gets stuck there instead of killing germs on the surface it is supposed to be cleaning.
   a. Microfiber
   b. Disinfectant
   c. Germ
   d. Quat

13. Standard Precautions (previously called Universal Precautions) refers to the practice of avoiding contact with patients' __________ __________ (blood, urine, etc.) through use of Personal Protective Equipment and other safety procedures.
   a. Bloody guts
   b. Skin infection
   c. Personal space
   d. Bodily fluids

14. Depending on the medical environment, you and your employees may be required to use additional precautions when providing commercial cleaning services. You may also be required to prove __________ recertification for Bloodborne and Airborne Pathogens training.
   a. Annual
   b. Daily
   c. Monthly
   d. Supplemental

15. Use of __________ microfiber towels and mop pads may be required if C. diff is a possible pathogen the bacteria does not wash out of regular microfiber. It may also be needed if there is a potential outbreak of a pathogen and everything must be thrown away instead of washed and re-used.
   a. Reusable
   b. Color-coded
   c. Disposable
   d. Silk

16. Iodine and betadine are commonly used in medical facilities and can stain floors. Sodium bicarbonate solution used in __________ centers also damages floors.
   a. Service
   b. Office
   c. Dialysis
   d. Support
17. __________ ___________ is a procedure for cleaning floors by “flooding” the floor with disinfectant solution, then permitting the proper dwell time before removing the solution. A dispense-and-vac system or auto-scrubber is commonly used for this procedure.
   a. Flood mopping
   b. Vacuuming
   c. Standard cleaning
   d. Dry mopping

18. Between cases (patients) and at the end of the day, the medical staff performs routine cleaning such as cleaning machines and equipment; wiping spills and bodily fluids; disposing of trash, biohazardous materials and ___________ (needles or other sharp objects); disinfecting the exam table or chair; removing and replacing linens (gowns, table covers); and preparing the room for the next patient.
   a. Pokers
   b. Glass
   c. Metals
   d. Sharps

INTRODUCTION TO TERMINAL CLEANING

19. Terminal cleaning is a cleaning procedure used in healthcare environments to control the spread of infections in ___________ suites (operating rooms), isolation rooms or other areas where pathogens may be present (such as MRSA), and possibly in dialysis centers, procedure rooms, clinics and other facilities.
   a. Office
   b. Sick-person
   c. Surgical
   d. Nursing

20. Terminal cleaning is usually performed by a commercial cleaning company after the ___________ staff have completed their routine end-of-the-day cleaning.
   a. Infection
   b. Medical
   c. Restroom
   d. Kitchen

21. Terminal cleaning is a specialized commercial cleaning procedure. Offering terminal cleaning can be a differentiator for your franchised business. While this class introduces terminal cleaning, it does not include hands-on instruction and certification. If you are interested in advanced training and certification, please contact your ___________ ___________.
   a. Coverall Service Plan
   b. Coverall Support Center
   c. Local medical agency
   d. Own doctor’s office
22. Surgical suites or procedure rooms with a lot of equipment crowded into the space tend to take ______ time to clean than operating rooms with well-organized or sparse equipment.
   a. More
   b. Less

23. Organize everything you will need for terminal cleaning so you do not have to go in and out of the operating room (past _______ area).
   a. Redline
   b. Infection
   c. Office
   d. Cleaning

24. Wear surgical PPE at ______ times while in the surgical suite/operating room, including scrubs, shoe covers, hair net, gloves, and face protection (shield or mask).
   a. No
   b. Some
   c. All
   d. Occasional

25. After all surgical rooms are clean, ______ your equipment before cleaning other areas of the facility.
   a. Disinfect
   b. Destroy
   c. Discard
   d. Wash

26. The production rate for terminal cleaning is considerably _______ than production rates for other commercial cleaning tasks. For example, a production rate of 150 (hard) to 350 (simple) square feet per hour is commonly used for bidding areas requiring a terminal clean.
   a. Faster
   b. Slower

27. Cleaning a dialysis center generally includes Core 4® Process for office areas, restrooms and dialysis treatment areas, and _________ cleaning procedure for isolation rooms where patients with known harmful pathogens or diseases are dialyzed (treated).
   a. Regular
   b. Standard
   c. Terminal
   d. Limited

28. The recommended hard floor care program for operating suites and dialysis treatment areas is: Burnish ______, Scrub and Recoat ______, Strip and Refinish _________.
   a. Annually, quarterly, annually
   b. Annually, weekly, weekly
   c. Weekly, quarterly, annually
   d. Quarterly, annually, annually