SkillsUSA
Health Knowledge Bowl

Detailed Outline of Content to Study for Competition

Core Standard 1: Academic Foundations (6 Questions per Half)

Human Structure and Function

1. Apply appropriate terminology to major organs and systems of the human body.
2. Describe the basic structures of cells, tissues, organs, and systems.
3. Identify the major functions of the body systems.
4. Explain body planes, directional terms, quadrants, and cavities.

Diseases and Disorders (Remember the level of expectation is the level in the Health Occupations level Textbooks listed as resources in the Scope of Contest)

1. Describe the basic diseases affecting each of the body systems.
   A. Skin Diseases such as Acne, Athlete’s foot, Skin Cancer, Dermatitis, Eczema, Ringworm.
   B. Skeletal System Diseases such as arthritis, fractures, sprains, osteoporosis, abnormal curvatures
   C. Muscular System Disorders such as fibromyalgia, muscular dystrophy, myasthenia gravis, muscle spasms and strains
   D. Nervous System Diseases such as cerebral palsy, cerebrovascular accident, epilepsy, meningitis, multiple sclerosis, paralysis
   E. Sensory Disorders such as Astigmatism, cataracts, conjunctivitis, glaucoma, hyperopia, myopia, hearing loss, otitis media
   F. Circulatory System diseases such as aneurysm, arteriosclerosis, congestive heart failure, hypertension, leukemia, myocardial infarction, varicose veins
   G. Lymphatic System disorders such as Hodgkin’s Disease, tonsillitis
   H. Respiratory
   I. System Disorder such as asthma, bronchitis, chronic obstructive pulmonary disease, emphysema, lung cancer, tuberculosis, upper respiratory disorders
   J. Digestive System disorders such as appendicitis, cholecystitis, cirrhosis of the liver, constipation/diarrhea, gastroenteritis, hemorrhoids, hepatitis, hernia, ulcerative colitis
   K. Urinary System disorders such as cystitis, glomerulonephritis, renal calculus, renal failure
   L. Endocrine disorders such as Diabetes, goiter, Grave’s Disease, Hyperthyroidism, Hypothyroidism, Addison’s disease, Cushing’s Syndrome
   M. Reproductive System disorders such as epididymitis, prostatic hypertrophy, testicular cancer, Cervical/Uterine/Ovarian cancer, breast cancer, endometriosis, pelvic inflammatory disease, sexually transmitted diseases

Core Standard 2: Communication

1. Oral Communication Skills
   A. Apply the elements of communication using the sender-receiver model
B. Apply active listening skills using reflection, restatement, and clarification techniques
C. Interpret verbal and non-verbal behavior to augment communication
D. Adjust communication to other’s ability to understand

2. Written Communication Skills
A. Differentiate between subjective and objective information
B. Identify basic rules of documentation on a medical record
C. Define Medical Terms (look at the entry level textbooks for the common prefixes/suffixes/word roots and use these for the students to study from)
D. Define Medical Abbreviations (again use the entry level textbooks)
E. Define basic terms needed to use computers in a health care setting
F. Discuss ethics and confidentiality as they relate to computers

Core Standard 3: Systems
1. List types of health care facilities and the services provided by each.
2. Identify clients served by Medicare and Medicaid
3. Describe governmental agencies and accrediting bodies that impact health care and the services provided by each. (E.g. CDC, DHHS, OSHA, JCAHO etc.)
4. Explain the purpose of organizational structures in health care facilities and what is meant by “chain of command”
5. Identify major trends in health care (This is where current events questions will be drawn from: This content will utilize the “health” section of USA Today for questions pertaining to current events impacting health care such as cost, managed care, technology, an aging population, access to health care, alternative therapies, and lifestyle/behavior changes.)

Core Standard 4: Employability Skills
1. Describe personal/professional traits or attitudes required of a health care worker.
2. Identify skills required of workers that will facilitate keeping a job.
3. Define terms such as letter of application, resume’, and career portfolio.
4. Identify content included in and basic principles for writing a quality resume’
5. Identify basic principles for completing a job application
6. Describe behaviors that will facilitate an effective job interview
7. Identify basic concepts of time management, problem solving, interpersonal skills, and team work.

Core Standard 5: Legal Responsibilities
1. Define terms related to legal aspects of health care (remember to focus on the level of entry-level textbooks)
2. Describe informed consent
3. Discuss the importance of confidentiality for health care professions
4. Define the term advance directive and distinguish among living wills, durable powers of attorney, and health care proxies.
5. Describe clients’ rights and responsibilities
Core Standard 6: Ethics
1. Differentiate between ethical and legal issues impacting health care.
2. Contrast personal, professional, and organizational ethics
3. Discuss bio-ethical issues related to health care
4. Analyze and evaluate the implication of medical ethics
5. Discuss the impact of religions and cultures on those giving and receiving health care with an understanding of past and present events
6. Demonstrate respect of individual cultural, social, and ethnic diversity within the health care environment.

Core Standard 7: Safety Practices
1. Infection Control
   A. Identify five classes of microorganisms by describing the characteristics of each class
   B. List the six components of the chain of infection
   C. List methods used to destroy microorganisms
   D. Name standard and transmission based precautions guidelines
   E. Select appropriate personal protective equipment based on the situation

2. Personal Safety
   A. Apply safety procedure to protect clients, co-workers, and self
   B. Manage a personal exposure incident in compliance with OSHA regulations
   C. Apply principles of body mechanics and ergonomics

3. Environmental Safety
   A. Identify safety hazards in the health care setting and state actions to correct the safety hazard.
   B. Observe all regulations for patient safety while performing procedures.
   C. List the four main classes of fire extinguishers
   D. Relate each class of fire extinguisher to the specific fire(s) for which it is used
   E. State the meaning of the words RACE and PASS in relation to fire safety.

4. Common Safety Hazards
   A. Use Materials Safety Data Sheets (MSDS)
   B. Comply with safety signs, symbols, and labels
   C. Handle hazardous chemicals commonly used in the health care environment in an appropriate manner

5. Emergency Procedures and Protocols
   A. Complete requirements for Cardiopulmonary Resuscitation (CPR) Questions may be drawn from Adult, Infant, Child, and AED requirements. (American Red Cross or American Heart Association instructions at the Medical Provider/Professional Rescuer level will be used - only questions where the information taught is the same will be used.)
   B. Complete requirements for First Aide Certification: American Red Cross – Community First Aide level will be expected.
Core Standard 8: Teamwork
1. Apply team concepts in providing quality patient care.
2. Recognize characteristic of effective teams
3. Analyze roles of various team participants.
4. Accept compromise as necessary to ensure a best outcome.
5. Collaborate with other team members to formulate team objectives
6. Actively listen to other team members
7. Exercise leadership skills as appropriate
8. Respect and value the expertise and contributions of all team members
9. Work collaboratively with persons from diverse backgrounds to accomplish a common goal.
10. Apply corrective action to an acknowledged conflict situation.

Core Standard 9: Health Maintenance Practices
1. Apply behaviors that promote health and wellness
2. Advocate available preventive health screening and examinations
3. Use practices that promote the prevention of disease and injury
4. Use appropriate safety practices as related to high-risk behaviors
5. Evaluate the validity of alternative health practices.
<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Definition</th>
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<tbody>
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<td>a</td>
<td>before</td>
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<tr>
<td>ac</td>
<td>before meals</td>
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<tr>
<td>ad lib</td>
<td>as desired</td>
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<td>ADL</td>
<td>activities of daily living</td>
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<td>am, AM</td>
<td>morning, before noon</td>
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<td>amb</td>
<td>ambulate</td>
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<td>amount</td>
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<td>axillary, axilla</td>
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<td>bowel and bladder training</td>
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<td>bid</td>
<td>twice a day</td>
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<td>BM</td>
<td>bowel movement</td>
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<td>biopsy</td>
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<td>with</td>
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<td>cubic centimeter</td>
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<td>CC</td>
<td>chief complaint</td>
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<td>cl liq</td>
<td>clear liquids</td>
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<tr>
<td>co, c/o</td>
<td>complains of</td>
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<td>C&amp;S</td>
<td>culture and sensitivity</td>
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<td>diet as tolerated</td>
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<td>discharge, discontinue</td>
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<td>do not resuscitate</td>
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<td>Dx, dx</td>
<td>diagnosis</td>
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<tr>
<td>ea</td>
<td>each</td>
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<tr>
<td>EBL</td>
<td>estimated blood loss</td>
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<td>ECG, EKG</td>
<td>electrocardiogram</td>
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<tr>
<td>FF</td>
<td>force fluids or frequent fluids</td>
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<tr>
<td>Fr, Fx</td>
<td>fracture</td>
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<tr>
<td>FUO</td>
<td>fever of unknown origin</td>
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<tr>
<td>gal</td>
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<td>GI</td>
<td>gastrointestinal</td>
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<td>GM, g</td>
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<tr>
<td>Gtt, gtts</td>
<td>drop, drops</td>
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<tr>
<td>H2O</td>
<td>water</td>
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<td>HOB</td>
<td>head of bed</td>
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<td>HOH</td>
<td>hard of hearing</td>
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<td>H&amp;P</td>
<td>history and physical</td>
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<td>hour</td>
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<td>HS</td>
<td>hour of sleep</td>
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<td>Hx, hx</td>
<td>history</td>
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<td>incision and drainage</td>
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<td>intake and output</td>
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<td>inch</td>
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<td>L, l</td>
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<td>LTC</td>
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<td>large</td>
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<td>liquid</td>
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<td>level of consciousness</td>
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<td>microgram</td>
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<td>mg</td>
<td>milligram</td>
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<tr>
<td>min</td>
<td>minute</td>
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<tr>
<td>MN</td>
<td>midnight</td>
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<tr>
<td>Mod</td>
<td>moderate</td>
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<tr>
<td>N/A</td>
<td>not applicable</td>
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<td>N/C</td>
<td>no complaints</td>
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<tr>
<td>neg</td>
<td>negative</td>
</tr>
<tr>
<td>NG, ng</td>
<td>nasogastric tube</td>
</tr>
<tr>
<td>NPO</td>
<td>nothing by mouth</td>
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<tr>
<td>N/V, N&amp;V</td>
<td>nausea and vomiting</td>
</tr>
<tr>
<td>O2</td>
<td>oxygen</td>
</tr>
<tr>
<td>od</td>
<td>right eye</td>
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<tr>
<td>OOB</td>
<td>out of bed</td>
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<tr>
<td>os</td>
<td>left eye</td>
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<tr>
<td>ou</td>
<td>each eye</td>
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<td>ounce</td>
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<tr>
<td>p</td>
<td>after</td>
</tr>
<tr>
<td>pc</td>
<td>after meals</td>
</tr>
<tr>
<td>PE</td>
<td>physical exam</td>
</tr>
</tbody>
</table>
### Health Knowledge Bowl

**Prefixes, Suffixes, and Word Roots List**

The following is a list of prefixes, suffixes, and Word Roots found in the references listed in the Scope of Contest for Health Knowledge Bowl. To assist teams in preparing for competition we will draw words for medical terminology questions from this list. Students should be able to create a definition of a medical term based on their knowledge of the meaning of the word parts.

<table>
<thead>
<tr>
<th>Prefix/Suffix</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>a-, an-</td>
<td>without, no, lack of</td>
</tr>
<tr>
<td>ab-</td>
<td>from, away</td>
</tr>
<tr>
<td>-ac, -ic, -al, -eal</td>
<td>pertaining to</td>
</tr>
<tr>
<td>ad-</td>
<td>to, toward, near</td>
</tr>
<tr>
<td>aden- (o)</td>
<td>gland, glandular</td>
</tr>
<tr>
<td>adren- (o)</td>
<td>adrenal gland</td>
</tr>
<tr>
<td>alba-</td>
<td>white</td>
</tr>
<tr>
<td>algia-</td>
<td>pain</td>
</tr>
<tr>
<td>an- (o,us)</td>
<td>anus</td>
</tr>
<tr>
<td>angio-</td>
<td>vessel</td>
</tr>
<tr>
<td>ante-</td>
<td>before, in front of</td>
</tr>
<tr>
<td>anti-</td>
<td>against</td>
</tr>
<tr>
<td>append- (i,o)</td>
<td>appendix</td>
</tr>
<tr>
<td>arter- (io)</td>
<td>artery</td>
</tr>
<tr>
<td>arthr- (o)</td>
<td>joint</td>
</tr>
<tr>
<td>-ase</td>
<td>enzyme</td>
</tr>
<tr>
<td>-asis</td>
<td>condition of</td>
</tr>
<tr>
<td>ather- (o)</td>
<td>fatty, lipid</td>
</tr>
<tr>
<td>audi (o)</td>
<td>sound, hearing</td>
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<td>aru-</td>
<td>ear</td>
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<tr>
<td>auto-</td>
<td>self</td>
</tr>
<tr>
<td>bi-</td>
<td>twice, double, both</td>
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<tr>
<td>bio-</td>
<td>life</td>
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<tr>
<td>-blast</td>
<td>germ/embryonic cell</td>
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<tr>
<td>blephar- (o)</td>
<td>eyelid</td>
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<tr>
<td>brady-</td>
<td>slow</td>
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<tr>
<td>bronch- (i,o)</td>
<td>air tube in lungs</td>
</tr>
<tr>
<td>bucc- (a)</td>
<td>cheek</td>
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<tr>
<td>calc- (u, ulus)</td>
<td>stone</td>
</tr>
<tr>
<td>carcin- (o)</td>
<td>cancer</td>
</tr>
<tr>
<td>cardi- (a,o)</td>
<td>pertaining to heart</td>
</tr>
<tr>
<td>-cele</td>
<td>swelling, tumor, cavity, hernia</td>
</tr>
<tr>
<td>cent- (i)</td>
<td>one hundred</td>
</tr>
<tr>
<td>-centesis</td>
<td>surgical puncture to remove fluid</td>
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<tr>
<td>Cephal- (o)</td>
<td>head, pertaining to head</td>
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<tr>
<td>Cerebro-</td>
<td>brain</td>
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<tr>
<td>Cerv- (ic)</td>
<td>neck, neck of uterus</td>
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<td>chem- (o)</td>
<td>drug, chemical</td>
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<tr>
<td>chol- (e,o)</td>
<td>bile, gallbladder</td>
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<td>chond- (i,r,ri)</td>
<td>cartilage</td>
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<td>chrom- (o)</td>
<td>color</td>
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<tr>
<td>-cide</td>
<td>causing death</td>
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<td>circum-</td>
<td>around, about</td>
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<tr>
<td>-cise</td>
<td>cut</td>
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<tr>
<td>co- (n)</td>
<td>with, together</td>
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<tr>
<td>col- (in,o)</td>
<td>colon</td>
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<td>colp- (i, o)</td>
<td>vagina</td>
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<td>contra-</td>
<td>against, counter</td>
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<td>cost- (a,i,o)</td>
<td>rib</td>
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<td>crain- (o)</td>
<td>pertaining to the skull</td>
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<td>-crine</td>
<td>secrete</td>
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<td>cut-</td>
<td>skin</td>
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<td>cyan- (o)</td>
<td>blue</td>
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<td>cyst- (i,o)</td>
<td>bladder, bag, sac</td>
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<tr>
<td>cyt- (e,o)</td>
<td>cell</td>
</tr>
<tr>
<td>dec- (a,i)</td>
<td>ten</td>
</tr>
<tr>
<td>dent- (i,o)</td>
<td>tooth</td>
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<tr>
<td>derm- (a,at,o)</td>
<td>pertaining to skin</td>
</tr>
<tr>
<td>di- (plo)</td>
<td>double, twice</td>
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<tr>
<td>dis- (ti,to)</td>
<td>separation, away from</td>
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<td>dors- (i,o)</td>
<td>to the back, back</td>
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<td>duodenum</td>
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<td>dys-</td>
<td>difficult, painful, bad</td>
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<tr>
<td>-ectomy</td>
<td>surgical removal of</td>
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<td>electr- (o)</td>
<td>electrical</td>
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<td>-emia</td>
<td>blood</td>
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<td>encephal- (o)</td>
<td>brain</td>
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<td>endo-</td>
<td>within, innermost</td>
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<tr>
<td>enter- (i,o)</td>
<td>intestine</td>
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<td>epi-</td>
<td>upon, over, upper</td>
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<td>condition of</td>
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<td>sensation, perception, feel</td>
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<td>well, easy, normal</td>
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<td>Prefix</td>
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</tr>
<tr>
<td>Faci-</td>
<td>face</td>
</tr>
<tr>
<td>-fascia</td>
<td>fibrous band</td>
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<td>Fibr- (a,i,o)</td>
<td>fiber, connective tissue</td>
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<td>Fore-</td>
<td>in front of</td>
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<td>Gast- (i,o)</td>
<td>stomach</td>
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<td>-genesis</td>
<td>development, production, creation</td>
</tr>
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<td>Genito-</td>
<td>organs of reproduction</td>
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<td>Geront- (o)</td>
<td>old age, elderly</td>
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<td>Gingiv-</td>
<td>gums, gingival</td>
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<td>Gloss- (o)</td>
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<td>Gluc- (o)</td>
<td>sweetness, sugar, glucose</td>
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<td>Gly- (co)</td>
<td>sugar</td>
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<tr>
<td>-gram</td>
<td>tracing, picture, record</td>
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<tr>
<td>-graph</td>
<td>diagram, instrument for recording</td>
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<td>Gyn- (ec,o)</td>
<td>woman, female</td>
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<td>Hem- (a,ato,o)</td>
<td>blood</td>
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<td>Hemi-</td>
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<td>Hepat- (o)</td>
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<td>Herni-</td>
<td>rupture</td>
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<td>Hetero-</td>
<td>other, unlike, different</td>
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<td>Hist- (o)</td>
<td>tissue</td>
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<tr>
<td>Hom- (eo,o)</td>
<td>same, like</td>
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<td>Hydro-</td>
<td>water</td>
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<tr>
<td>Hyper-</td>
<td>excessive, high, over, increased</td>
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<td>Hypno-</td>
<td>sleep</td>
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<td>Hypo-</td>
<td>decreased, deficient, low, under</td>
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<td>Hyster- (o)</td>
<td>uterus</td>
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<tr>
<td>-ia, -iasis</td>
<td>condition of, abnormal/pathological state</td>
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<tr>
<td>Idio-</td>
<td>self-originating, peculiar to an individ.</td>
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<tr>
<td>Ile- (o,um)</td>
<td>ileum</td>
</tr>
<tr>
<td>Infra-</td>
<td>beneath, below</td>
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<tr>
<td>Inter-</td>
<td>between, among</td>
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<tr>
<td>Intra-</td>
<td>within, into, inside</td>
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<td>-ism</td>
<td>condition</td>
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<td>Iso-</td>
<td>equal, alike, same</td>
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<td>-itis</td>
<td>inflammation</td>
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<td>-kinesis</td>
<td>motion</td>
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<td>Lacrima-</td>
<td>tears</td>
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<td>Lact- (o)</td>
<td>milk</td>
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<tr>
<td>Lapar- (o)</td>
<td>abdomen, abdominal wall</td>
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<tr>
<td>Laryng- (o)</td>
<td>larynx (voicebox)</td>
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<tr>
<td>Latero-</td>
<td>side</td>
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<tr>
<td>Leuko-</td>
<td>white</td>
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<tr>
<td>Lingu- (a,o)</td>
<td>tongue</td>
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<tr>
<td>Lip- (o)</td>
<td>fat, lipids</td>
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<tr>
<td>Lith- (o)</td>
<td>stone, calculus</td>
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</tbody>
</table>
Orch- (ido) testicle, testes
-orrhea flow, discharge
Orth- (o) normal, straight
Ost- (e,eo) bone
-oscopy diagnostic examination
-osis condition, state, process
Ot- (o) ear
-otic pertaining to a condition
-otomy cutting into
-ous full of, containing, pertaining to, condition
Ovi-, ovario- egg, female sex gland, ovary
Pan- all, complete, entire
Pancreat- (o) pancreas
Para- near, beside, beyond, lower half of body
-paresis paralysis
-partum birth, labor
Path- (ia, o, y) disease, abnormal condition
Ped- (ia) child
-penia lack of, abnormal reduction, deficiency
Pent- (a) five
-pepsia, -pepsis digestion
Per- through, by, excessive
Peri- around
-pexy fixation
Phag- (o) eat, ingest
-phage, -phagia to eat, consuming, swallow
Pharyng- (o) throat, pharynx
-phias, -phasia speech
Phleb- (o) vein
-phobia fear
Phon- (o) sound, voice
-phylaxis protection, prevention
-plasty surgical correction or repair
-plgia paralysis
Pleuro- side, rib
-pnea breathing
Pneum- (o,on) lung, air
Pod- (e,o,on) foot
Poly- many, much
Post- after, behind
Pre- before, in front of
Pro- in front of, forward
Proct- (o) rectum, rectal., anus
Pseudo- false
Psych- (i,o) pertaining to the mind
-ptosis drooping down, sagging
pulmon- (o) lung
py- (o) pus
pyle- (o) renal pelvis of kidney
pyr- (o) fever, heat
quad- (ra, ri) four
radi- (o) x-rays, radiation
re- back, again
rect- (o) rectum
ren- (o) kidney
retro- backward, in back, behind
rhin- (o) nose
-srraphy suture
-rhagia sudden or excessive flow
-rhea flow, discharge
-rhexis rupture of, bursting
salping- (i, o) tube, fallopian tube
-sanguine- (o) blood
sarc- -sarcoma malignant (cancer)
-sclera- (o) hardening
-sclerosis dryness or hardness
-scope examining instrument
-scopy observation
-sect cut
-semi- half, part
-sep- (ti) poison, rot, infection
-soma- (t) body
-son- (o) sound
-spasm involuntary contraction
-sperm- (ato) spermatozoa/male germ cell
-spleen- (o) spleen
-stasis stoppage
-steno- contracted, narrow
-stern- (o) sternum, breast bone
-stoma- (t) mouth
-stomy artificial opening
-sub- less, under, below
-sup- (er, ra) above, upon, over
-tach- (o,y) rapid, fast
ten- (do,o) tendon
tetra- four
-therapy treatment
-therm- (o,y) heat
-thorac- (o) thorax, chest
-thromb- (o) clot
-thyr- (o) thyroid gland
-tox (ic) poison
Trach- (e,i,o) trachea, windpipe
Trans- across, over, beyond
Tri- three
-trophy nutrition, growth, development
Tympan- (o) eardrum, tympanic membrane
Ultra- beyond, excess
Uni- one
Ur- (o) urine
Ureter- (o) ureter
Urethra- (o) urethra
-uria urinje
Uter- (o) uterus, womb
Vas- (o) vessel, duct
Ven- (a) vein
Ventro- to the front, abdomen
Vetebr- (o) spine, vertebrae
Vesic- (o) urinary bladder
Viscer- (o) internal organs
Xanth- (o) yellow
Zymo- enzymes
**CATEGORY: ACADEMIC FOUNDATIONS**

**QUESTION:** Name 3 of the 4 tissues that make up the organs of the body.

**ANSWER:** Epithelial, Connective, Nerve, Muscle. (Into to HO includes Blood as a separate tissue)

Resource: Intro to HO pg. 142 or DHO pg 107

**CATEGORY: ACADEMIC FOUNDATIONS**

**QUESTION:** Name the body plane that divides the body into right and left sides.

**ANSWER:** Sagittal or Median (also will accept midsagittal)

Resource: DHO pg. 110-111

**CATEGORY: ACADEMIC FOUNDATIONS**

**QUESTION:** Which body system performs the following functions: framework for the body, protection for internal structures, storage area for calcium, and produces blood cells?

**ANSWER:** Skeletal

Resource: DHO pg. 118 or Into to HO pg. 151

**CATEGORY: ACADEMIC FOUNDATIONS**

**QUESTION:** Name the two major organs located in the thoracic cavity.

**ANSWER:** Lungs and Heart (would accept large blood vessels as an option)

Resource: DHO pg. 111 or Into to HO pg. 149
CATEGORY: ACADEMIC FOUNDATIONS

QUESTION: Name the disease process that is characterized by softening or increased porosity of the bones which causes them to break more easily. It is often seen more often in post-menopausal women due to the decrease in estrogen production.

ANSWER: Osteoporosis

Resource: DHO pg. 122 or Intro to HO pg. 154

CATEGORY: ACADEMIC FOUNDATIONS

QUESTION: Which type of muscle tissue makes up the muscles of the body that are voluntary?

ANSWER: Skeletal or Sriated

Resource: DHO pg. 125 or Intro to HO pg. 158

CATEGORY: ACADEMIC FOUNDATIONS

QUESTION: Skeletal muscles may move a body part away from the midline of the body. What is this movement called?

ANSWER: Abduction or to Abduct

Resource: DHO pg. 125 or Intro to HO pg. 158

CATEGORY: ACADEMIC FOUNDATIONS

QUESTION: What is the medical term for the tissue that makes up the thick middle layer of the heart?

ANSWER: Myocardium

Resource: DHO pg. 142 or Intro to HO pg. 163
**CATEGORY: ACADEMIC FOUNDATIONS**

**QUESTION:** Name the type of blood vessel that has a thin (one cell layer thick) wall that allows for the exchange of oxygen, nutrients, carbon dioxide and metabolic products.

**ANSWER:** Capillaries

Resource: DHO pg. 146 or Intro to HO pg. 162

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**CATEGORY: ACADEMIC FOUNDATIONS**

**QUESTION:** Name the value in the heart that prevents the backflow of blood from the right ventricle into the right atrium?

**ANSWER:** Tricuspid or Right AV Valve

Resource: DHO pg. 142 or Intro to HO pg. 164

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**CATEGORY: ACADEMIC FOUNDATIONS**

**QUESTION:** Name the structure of the lungs that allows the exchange of oxygen and carbon dioxide between the lungs and the capillaries surrounding these structures.

**ANSWER:** Alveoli

Resource: DHO pg. 157 or Intro to HO pg. 172

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**CATEGORY: ACADEMIC FOUNDATIONS**

**QUESTION:** The small intestine is approximately 20 feet in length. What is the name given to the first 10 inches (approximately) of the small intestine?

**ANSWER:** Duodenum

Resource: DHO pg. 163 or Intro to HO pg. 176
CATEGORY: ACADEMIC FOUNDATIONS

QUESTION: Name the four primary structures that make up the urinary system.

ANSWER: Kidneys, Urinary Bladder (or just Bladder), Ureters, and Urethra

Resource: DHO pg. 168-170 or Intro to HO pg. 180-181

CATEGORY: ACADEMIC FOUNDATIONS

QUESTION: Name the disease process that is characterized by impaired production of insulin by the pancreas which results in hyperglycemia.

ANSWER: Diabetes

Resource: DHO pg. 177 or Intro to HO pg. 185

CATEGORY: ACADEMIC FOUNDATIONS

QUESTION: The nervous system is divided into two parts. Name the part that includes the brain and the spinal cord.

ANSWER: Central Nervous System

Resource: DHO pg. 129 or Intro to HO pg. 187-188

CATEGORY: ACADEMIC FOUNDATIONS

QUESTION: Name the gonads for both the male and female reproductive systems.

ANSWER: Testes and Ovaries

Resource: DHO pg. 178 & 180 or Intro to HO pg. 193
**CATEGORY: COMMUNICATION**

**QUESTION:** Facial expressions such as a frown or a scowl are examples of what type of communication?

**ANSWER:** Nonverbal

Resource: Intro to HO pg. 101 or DHO pg. 206

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**CATEGORY: COMMUNICATION**

**QUESTION:** Name three things that will promote Active listening or “good” listening skills.

**ANSWER:** Show interest, “hear” the message by repeating what you think you heard, allow the sender to give the entire message (do not interrupt), patience, eye contact, be at the same level as the sender, etc.

Resource: Intro to HO pg. 100-101 or DHO pg. 208

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**CATEGORY: COMMUNICATION**

**QUESTION:** State the three essential elements to communication.

**ANSWER:** Message, Sender, Receiver

Resource: Intro to HO pg. 100 or DHO pg. 207

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**CATEGORY: COMMUNICATION**

**QUESTION:** When documenting on the medical record the health care worker write observations that can be seen, heard, felt, smelled or otherwise measured by all who make the observation. What type of observation are these?

**ANSWER:** Objective

Resource: Intro to HO pg. 104 or DHO pg. 211
CATEGORY: COMMUNICATION

QUESTION: Describe the proper way to sign an entry in the medical record.

ANSWER: first initial, last name, and your title

Resource: Intro to HO pg. 105 or DHO pg. 212

CATEGORY: COMMUNICATION

QUESTION: Write the proper medical term for the surgical removal of the uterus.

ANSWER: Hysterectomy

CATEGORY: COMMUNICATION

QUESTION: Write the proper medical term for hardening of an artery

ANSWER: arteriosclerosis

CATEGORY: COMMUNICATION

QUESTION: Write the proper medical term for the recording of the electrical impulses of the brain

ANSWER: Electroencephalograph or Electroencephalogram

CATEGORY: COMMUNICATION

QUESTION: Write the proper medical term for enlargement of the liver and spleen

ANSWER: hepatosplenomegaly
QUESTION: Write the medical abbreviation for after meals

ANSWER: pc

QUESTION: Write the medical abbreviation for three times a day

ANSWER: tid

QUESTION: Write the meaning of the medical abbreviation “prn”.

ANSWER: whenever necessary or as needed
CATEGORY: SYSTEMS

QUESTION: What is the term for a graphic that shows how each department fits into the system and identifies the line of authority within the health care facility called?

ANSWER: Organizational Chart

Resource: Intro to HO pg. 15 or DHO pg. 14-15

CATEGORY: SYSTEMS

QUESTION: What is the name of the federal government method of reimbursing health care facilities for medicare and medicaid expenses, established in 1983 to attempt to contain the cost of health care. Under this plan reimbursement is based on an approved grouping of medical conditions, the reasonable cost for each condition, and its standard treatment. (Do not use the abbreviation)

ANSWER: Diagnostic Related Groups

Resource: Intro to HO pg. 14 or DHO pg. 15
**CATEGORY: EMPLOYABILITY SKILLS**

**QUESTION:** What is the primary purpose of a letter of application or a cover letter?

**ANSWER:** To obtain an interview

Resource: Intro to HO pg. 310 or DHO pg. 448

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**CATEGORY: EMPLOYABILITY SKILLS**

**QUESTION:** On the application the applicant will list people the employer may contact to validate the honesty and accuracy of the resume’ and application. What are these people called?

**ANSWER:** References

Resource: Intro to HO pg. 314 or DHO pg. 452

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**CATEGORY: EMPLOYABILITY SKILLS**

**QUESTION:** When completing an application what should you do if you do not have a response to include in a section of the application?

**ANSWER:** put the word “none” or the letters “NA”

Resource: DHO pg. 455 or Intro to HO pg. 313

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**CATEGORY: EMPLOYABILITY SKILLS**

**QUESTION:** What is the amount of money that is available to you after all payroll deductions have been taken out of your salary called?

**ANSWER:** Net Income

Resource: DHO pg. 460
CATEGORY: EMPLOYABILITY SKILLS

QUESTION: Many health careers require that students complete an educational program, pass a state board exam, and may require that those certain standards be maintained. Upon successful completion of the state board exam the student will receive what credential?

ANSWER: License

Resource: DHO pg. 27
CATEGORY: LEGAL RESPONSIBILITY

QUESTION: What is an advance directive that designates a person to make health care decisions when the person is unable to make decisions for himself?

ANSWER: Durable Power of Attorney for Health Care

Resources: Intro to HO pg. 67 or DHO pg. 81

CATEGORY: LEGAL RESPONSIBILITY

QUESTION: What is the legal term for permission granted voluntarily by a person who is of sound mind after the procedure and all the risks have been explained in terms the person can understand?

ANSWER: Informed Consent

Resources: DHO pg. 76 or Intro to HO pg. 68

CATEGORY: LEGAL RESPONSIBILITY

QUESTION: What is the legal term for writing defamatory matters about an individual or a group?

ANSWER: Libel

Resource: Intro to HO pg. 68 or DHO

CATEGORY: LEGAL RESPONSIBILITY

QUESTION: What is the legal term for failing to complete a task that another health professional with similar training would have done or doing a task incorrectly compared to usual standards which results in injury to the patient?

ANSWER: Negligence

Resource: DHO pg. 75 or Intro to HO pg. 68
CATEGORY: LEGAL RESPONSIBILITY

QUESTION: State the legal term for placing an Alzheimer’s patient into a wheelchair and putting a vest restraint on him so he will not fall without trying other less restrictive alternatives.

ANSWER: False Imprisonment

Resource: DHO pg. 76

CATEGORY: LEGAL RESPONSIBILITY

QUESTION: You are working in an Emergency Department when you note a patient that you are concerned might have been physically abused. List three signs/symptoms that might signal physical abuse.

ANSWER: Unexplained bruises, fractures, or injuries
A change in personality
Poor personal hygiene
Withdrawn behavior
Patient statements that indicate abuse
Burns in the shape of cigarettes

Resource: DHO pg 76
**CATEGORY: ETHICS**

**QUESTION:** Most professions have developed a list of what the profession considers to be a standard of conduct or what the members of that profession accept as morally right and good conduct. These lists often include things such as saving life and promotion of health above all else, respect the patient’s choices etc. This list written by the health professions is called what?

**ANSWER:** Code of Ethics

Resource: DHO pg. 79

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**CATEGORY: ETHICS**

**QUESTION:** Values such as demonstrating a spirit of service, performing your duties with excellence, treating all patients and co-workers fairly, arriving at work on time, calling in sick only when truly ill are examples of what?

**ANSWER:** Work Ethic

Resource: DHO pg. 58

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**CATEGORY: ETHICS**

**QUESTION:**

**ANSWER:**
CATEGORY: SAFETY PRACTICES

QUESTION: What is a disease-causing microorganism called?

ANSWER: Pathogenic

Resource: Intro to HO pg. 255 or DHO pg. 298

CATEGORY: SAFETY PRACTICES

QUESTION: The streptococci microorganism is classified as what type of microorganism?

ANSWER: Bacteria

Resource: DHO pg. 298 or Intro to HO pg. 255

CATEGORY: SAFETY PRACTICES

QUESTION: An indwelling catheter is contaminated during the insertion process and subsequently causes an infection. What mode of transmission is this?

ANSWER: Indirect

Resource: DHO pg. 302 or Intro to HO pg. 257

CATEGORY: SAFETY PRACTICES

QUESTION: The Centers for Disease Control established rules to prevent the spread of microorganisms by considering all body fluids from any person to be potentially infectious. What is the name of these rules established by CDC?

ANSWER: Standard Precautions

Resource: DHO pg. 307 or Intro to HO pg. 260
CATEGORY: SAFETY PRACTICES

QUESTION: List three rules of basic body mechanics.

ANSWER: Maintain a broad base of support
Keep your back straight, bend from the hips and knees
Use the strongest muscles of the legs to do the work
Carry heavy objects close to the body
Avoid twisting your body as you work
Push or pull whenever possible rather than lifting
Size up the load and get help if needed

Resource: DHO pg. 283 or Intro to HO pg. 286

CATEGORY: SAFETY PRACTICES

QUESTION: OSHA requires that employers inform employees of all chemicals and hazards in the workplace. Hazardous products must have information provided about the product identification, precautions to use when handling the chemical, etc. What is the name of the document to inform employees of these hazards called? (Do not abbreviate)

ANSWER: Material Safety Data Sheets

Resource: DHO pg. 285 or Intro to HO pg. 275

CATEGORY: SAFETY PRACTICES

QUESTION: What is an important safety precaution when a patient is receiving oxygen therapy?

ANSWER: Post a “No Smoking” sign

CATEGORY: SAFETY PRACTICES

QUESTION: What is the first step in controlling heavy bleeding (after donning non-sterile gloves)?

ANSWER: apply direct pressure with some type of dressing

Resource: Intro to HO pg. 294 or DHO pg. 399
CATEGORY: TEAMWORK

QUESTION: Describe two responsibilities of a leader of a team.

ANSWER: Organizing and coordinating the team’s activities
Encouraging all team members to share their ideas
Motivating team members to work toward established goals
Assisting to work through problems
Monitoring the progress of the team

Resource: DHO pg. 65

CATEGORY: TEAMWORK

QUESTION: Write two benefits of teams over working as an individual.

ANSWER: More opinions result in better care
Share the work load
More fun
Utilize the strengths of team members

CATEGORY: TEAMWORK

QUESTION: When considering the health care team, who is considered to be the center of the team?

ANSWER: The patient or the patient and his/her family

CATEGORY: TEAMWORK

QUESTION: Why are carefully worded goals important to the effectiveness of a team?

ANSWER: Everyone is working toward the same target or able to evaluate the effectiveness by evaluating progress toward the goal.
**CATEGORY: ACADEMIC FOUNDATION**

**QUESTION:** What is the name of the body system that includes the skin, associated glands, hair and nails?

**ANSWER:** Integumentary

Resource: Human Body pg. 79

**CATEGORY: ACADEMIC FOUNDATION**

**QUESTION:** What is the term used for the ends of the long bones which contains the red bone marrow?

**ANSWER:** Epiphysis

Resource: Human Body pg. 95

**CATEGORY: ACADEMIC FOUNDATION**

**QUESTION:** What is the name of the bone that is at the tip of the sternum? This tip is vital in hand placement when performing CPR.

**ANSWER:** Xiphoid Process

Resource: Human Body pg. 103

**CATEGORY: ACADEMIC FOUNDATION**

**QUESTION:** Name the structure that is a connective tissue, cordlike extension from the muscle, which connects muscle to bone?

**ANSWER:** Tendon

Resource: Human Body, pg. 127
**CATEGORY: ACADEMIC FOUNDATION**

**QUESTION:** Name four of the 10 Cranial Nerves

**ANSWER:**
- Olfactory
- Optic
- Occulomotor
- Trochlear
- Trigeminal
- Abducens
- Facial
- Vestibulocochlear (formerly auditory or acoustic)
- Glossopharyngeal
- Vagus
- Accessory (formerly spinal accessory)

Resource: Human Body pg. 179

**CATEGORY: ACADEMIC FOUNDATION**

**QUESTION:** State the number of deciduous teeth in a primary dentition.

**ANSWER:** 20

Resource: Human Body pg. 349

**CATEGORY: ACADEMIC FOUNDATION**

**QUESTION:** There are five types of leukocytes. Name the leukocyte that is one of the two agranulocytes, is the largest in size, and functions in phagocytosis.

**ANSWER:** Monocytes

Resource: Human Body, pg. 231
CATEGORY: ACADEMIC FOUNDATION

QUESTION: Which blood type has both the A and B antigens on the surface of the red blood cell and has no antibodies circulating in the plasma part of the blood?

ANSWER: AB

Resource: Human Body, pg. 234

CATEGORY: ACADEMIC FOUNDATION

QUESTION: What is the name of the tissue located in the upper wall of the right atrium of the heart that is known as the pacemaker for the heart because it initiates the heartbeat? (Do not abbreviate)

ANSWER: Sinoatrial Node

Resource: Human Body, pg. 253

CATEGORY: ACADEMIC FOUNDATION

QUESTION: Name two of the three arteries that branch directly off the arch of the aorta. Be specific as to right or left.

ANSWER: Brachiocephalic Artery
      Left Common Carotid Artery
      Left Subclavian Artery

Resource: Human Body, pg. 271

CATEGORY: ACADEMIC FOUNDATION

QUESTION: State the name of a disease process that is described as a localized weakness in the wall of an artery that results in a bulging sac when the heart beats.

ANSWER: Aneurysm

Resource: Human Body, pg. 285
CATEGORY: ACADEMIC FOUNDATION

QUESTION: What is the name of the continuous double sac that covers each lung called?

ANSWER: Pleura

Resource: Human Body pg. 328

CATEGORY: ACADEMIC FOUNDATION

QUESTION: COPD is a term that describes a patient affected by two or more lung diseases (emphysema, bronchitis, or asthma). What does COPD stand for?

ANSWER: Chronic Obstructive Pulmonary Disease

Resource: Human Body pg. 337
CATEGORY: COMMUNICATION

QUESTION: You are working with a patient who has just told you that his father died of a heart attack at the age of 50. He states, “I am afraid I am going to die.” You respond with “Yes, go on”. This response is an example of what therapeutic technique.

ANSWER: General Leads

CATEGORY: COMMUNICATION

QUESTION: You read a physician’s order that states to give Morphine 10 mg IM q 4 hr prn pain. Write out the instructions from the physician.

ANSWER: Give Morphine 10 milligrams intramuscularly every 4 hours as needed for pain.

CATEGORY: COMMUNICATION

QUESTION: What is the medical term for the surgical removal of the uterus and fallopian tubes?

ANSWER: Hysterosalpingectomy

CATEGORY: COMMUNICATION

QUESTION: You believe a patient is hallucinating because he says he sees butterflies on the wall and is hearing voices. Write the narrative note in the medical record for this observation.

ANSWER: Patient states he sees butterflies on the wall and is hearing voices. (proper signature)
CATEGORY: COMMUNICATION

QUESTION: What are two methods of protecting a patient’s private health information when using computers?

ANSWER: Use of a User ID or password
Make sure screens are not left visible to the general public

CATEGORY: COMMUNICATION

QUESTION: You read the following entry in a medical record. What 2 things are incorrect about the following entry? Noted a small sore on the left leg. Done dressing change as ordered. (proper signature)

ANSWER: Notation about the wound should be more specific as far as size and location
Improper grammar – “done” should be “did”.

CATEGORY: SYSTEMS

QUESTION: Federal government involvement in health care decisions is common. The Supreme Court recently in a 6-3 decision cancelled a provision that exempts medical users from federal prosecution. Medical users of what?

ANSWER: Marijuana or Medical-marijuana

Resource: USA Today, June 7, 2005

CATEGORY: SYSTEMS

QUESTION: A recent study in the New England Journal of Medicine showed that a new vaccine can reduce this disease in more than half of people 60 and older. This new vaccine is 20 times more concentrated than the chicken pox vaccine used in children. What is this vaccine?

ANSWER: Shingles Vaccine

CATEGORY: SYSTEMS

QUESTION: A government agency calls a TV commercial for Enbrel, a drug used to treat psoriasis, “misleading.” This agency has a drug-marketing enforcement office that reviews more than 30,000 pieces of promotional material each year. What is this government agency? (no abbreviations)

ANSWER: Food and Drug Administration

Resource: USA Today, May 31, 2005

CATEGORY: SYSTEMS

QUESTION: The institute of Medicine released a landmark report in 2000. As a result of this report, health care organizations have been pushed to focus on patient safety. Even after changes such as team training, computerized prescriptions and adding a pharmacist to the medical teams, the rate is still very high. The rate of what?

ANSWER: Americans who die because of medical errors.

Resource: USA Today, May 18, 2005
CATEGORY: EMPLOYABILITY SKILLS

QUESTION: Personal characteristics are important to becoming a quality health professional. Using good judgment in what you say and do is an example of what personal characteristic?

ANSWER: Discretion

CATEGORY: EMPLOYABILITY SKILLS

QUESTION: State two things that will make a positive first impression during a job interview.

ANSWER: Dress conservatively or professionally
Firm Handshake
Arrive on time
Eye Contact
Smile

CATEGORY: EMPLOYABILITY SKILLS

QUESTION: To give focus to your career planning, you may write statements that state what you want to accomplish with time limiting targets. When you write one of these statements that indicates something you want to accomplish within the next 10 years, what would this be called?

ANSWER: Long-term Goal

CATEGORY: EMPLOYABILITY SKILLS

QUESTION: The SkillsUSA Leadership Handbook states that employers see one particular trait as especially important in a good employee. This characteristic is developed by doing things such as being careful how you speak to others, showing interest in your co-workers, keeping an open mind, being cheerful, avoiding gossip or jokes that hurt others. What is this characteristic?

ANSWER: Getting along with others
CATEGORY: EMPLOYABILITY SKILLS

QUESTION: You are going to begin your job search. You put together a collection of items that represent your education, self-development, and career information. This collection would include things such as a resume, listing of occupational competencies, letters of reference, copies of special awards or recognitions, and maybe even some photographs of your work. What is this collection of items called?

ANSWER: Employment Portfolio

CATEGORY: EMPLOYABILITY SKILLS

QUESTION: In the salary portion of the job application, what does the SkillsUSA PDP say you should write unless you are absolutely certain of the wages paid for this position?

ANSWER: Negotiable
CATEGORY: LEGAL RESPONSIBILITY

QUESTION: Confidentiality has become a huge issue in health care today. New regulations designed to protect the private health information of patients has been implemented. This legislation is called what? (do not abbreviate)

ANSWER: Health Information Portability and Privacy Act

CATEGORY: LEGAL RESPONSIBILITY

QUESTION: The American Hospital Association created a document that states patients should receive considerate and respectful care, be allowed to participate in health care decisions, have medical information private and confidential, and to be informed of the hospital policies, etc. This document is called what?

ANSWER: Patient’s Bill of Rights

CATEGORY: LEGAL RESPONSIBILITY

QUESTION: A licensed nurse administers an inappropriate dose of a medication which the average nurse with similar training and experience would clearly have know was not correct. This failure to perform to the standard of a professional nurse is an example of what?

ANSWER: Malpractice

CATEGORY: LEGAL RESPONSIBILITY

QUESTION: You are caring for a patient who is difficult to work with. You overhear a co-worker state, “If you don’t take these pills right now, I am going to shove them down your throat.” What is the legal term for this type of threat?

ANSWER: Assault
CATEGORY: ETHICS

QUESTION: A significant ethical issue facing health care today, according to USA Today, is affected by restrictions in federal funds for research on stem-cell technology. What is the ethical issue at the center of the debate?

ANSWER: Destruction of human embryos to obtain stem cells.

Resource: USA Today, May 20-22, 2005

CATEGORY: ETHICS

QUESTION: What is the difference between legal and ethical?

ANSWER: Legal responsibilities are determined by laws. Ethics is a set of principles relating to what is morally right or wrong.

CATEGORY: ETHICS

QUESTION: As a health care professional, you may not always agree with a patient’s health care decision. It is important to be able to “hear” both sides of an issue even if you do not “believe” all the arguments. Write one statement in favor of the decision to continue with tube feedings for a patient in a persistent vegetative state and one statement against this issue. (Allow 45 seconds to answer)

ANSWER:
In Favor: No right to play God, Cure might be found to allow for recovery
Against: Cost to keep person alive in persistent vegetative state, no quality of life

CATEGORY: ETHICS

QUESTION: What is a Professional Code of Ethics?

ANSWER: A code of conduct representing ideal behavior for a group of people.
CATEGORY: SAFETY PRACTICES

QUESTION: An infection that develops as a result of the person’s weakened body defenses is considered what type of infection?

ANSWER: Opportunistic

CATEGORY: SAFETY PRACTICES

QUESTION: What is a process that destroys all microorganisms, both pathogenic and non-pathogenic, including spores and viruses?

ANSWER: Sterilization

CATEGORY: SAFETY PRACTICES

QUESTION: You are caring for a patient who has been diagnosed with Tuberculosis and has been placed on Airborne Precautions. What PPE must you wear when entering this room?

ANSWER: N95 Respirator Mask or Special Mask for TB

CATEGORY: SAFETY PRACTICES

QUESTION: The acronym “RACE” is commonly used to remember the steps to follow in case of a fire in a health care facility. What does “RACE” stand for?

ANSWER: R = Rescue anyone in immediate danger
A = Activate the alarm
C = Confine the fire
E = Extinguish the fire
CATEGORY: SAFETY PRACTICES

QUESTION: When performing CPR, what is the correct technique that should be used to open the airway

ANSWER: Head-tilt, Chin-lift

CATEGORY: SAFETY PRACTICES

QUESTION: You have come upon a scene where there is a burn victim. The scene is safe to enter, 911 has already been called, and you have determined that there are no life-threatening injuries. The patient appears to have first-degree and mild second-degree burn of the right arm and leg. What is appropriate first step when providing first aide for a first-degree or mild second-degree burn until advanced medical help arrives?

ANSWER: Cool the burn by flushing it with large amounts of cool water
CATEGORY: TEAMWORK

QUESTION: Write three characteristics that contribute to an effective team.

ANSWER: All members contribute
Members are committed to the goal
Good interpersonal communication skills
Honesty among team members
Willing to try different solutions

CATEGORY: TEAMWORK

QUESTION: What must be included when writing a goal?

ANSWER: What you want to accomplish, stated using clear and precise terms
When you want to accomplish the goal
Specific tasks that need to be completed to accomplish the goal

CATEGORY: TEAMWORK

QUESTION: Visualize a graphic with the patient and his/her family is in the center and consisting of nursing staff, rehabilitation staff, physicians, dietary staff, and in long-term care social services and activities staff and other health professionals contributing to the plan of care for the patient. What is this describing?

ANSWER: Health Care Team

CATEGORY: TEAMWORK

QUESTION: The team of employees you work with may be very different. These differences may include gender, race, ethnic background, age, lifestyle, dress, religion, political beliefs, dietary practices which are important to be sensitive to. These differences in our workforce are called what?

ANSWER: Cultural Diversity
CATEGORY: HEALTH MAINTENANCE PRACTICES

QUESTION: How does the World Health Organization define health?

ANSWER: The state of physical, mental, and social well-being

CATEGORY: HEALTH MAINTENANCE PRACTICES

QUESTION: Write three examples of positive stress management techniques.

ANSWER: Take a walk
Count to 10
Relaxation Techniques
Do an activity that relaxes you such as read a book, play the piano etc.
Meditation

CATEGORY: HEALTH MAINTENANCE PRACTICES

QUESTION: Adequate rest is frequently considered a part of healthy living habits. How much sleep is appropriate for the average adult?

ANSWER: 6-8 hours

CATEGORY: HEALTH MAINTENANCE PRACTICES

QUESTION: Why is maintaining healthy living habits particularly important for health care providers?

ANSWER: Patients are more likely to believe our teaching when we practice what we teach