

Managing Social Media Use and Privacy for Middle Managers

Answer Sheet – Test Code: LAMM0524a

Instructions: After viewing the presentation or reading the learning materials associated with this activity, complete the posttest by filling out the Answer Sheet. Please select the best answer to each multiple-choice question. There is only one correct answer. You must achieve 70% to pass.

Please complete Part 1: Enrollment to provide essential information to create your educational record and to report to licensing boards (if applicable). Your site coordinator will provide you with the facility ID and your username. Then complete **Part 2: Test Answers** by darkening one circle to indicate the correct response to each question. You are also required to provide feedback by completing **Part 3: Evaluation**. After completing this form, please return it to your site coordinator to have your test submitted for processing. Results will be sent to the site coordinator within 4 weeks of submission.

Part 1: Enrollment

Last Name _____ First Name _____

Username _____

Facility Name _____

Role: Allied Health: ☐ RD ☐ PT ☐ OT ☐ RT ☐ SW ☐ Other Nursing: ☐ CNA ☐ LPN/LVN ☐ RN ☐ Other
☐ Non-clinical support role. Please specify your job title: _____

License: All District of Columbia and Georgia nurses, please provide license information for reporting to CE Broker.

State of license (1) _____ License # _____ License Type _____ (abbreviation)

State of license (2) _____ License # _____ License Type _____ (abbreviation)

Part 2: Test Answers

Darken one circle for your answer to each question.

	A	B	C			A	B	C			A	B	C
1.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		5.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		9.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		6.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		10.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		7.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>					
4.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		8.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>					

Part 3: Course Evaluation – Test Code: LAMM0524a

1. Rate to what extent you were able to meet Objective 1: Explain residents' rights with regards to the privacy and security of their personal health information. (1 - lowest, 5 - highest)
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
2. Rate to what extent you were able to meet Objective 2: Differentiate between appropriate and inappropriate behaviors related to social media usage for employees of senior living facilities. (1 - lowest, 5 - highest)
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
3. Rate to what extent you were able to meet Objective 3: Identify the consequences of improper social media usage to employees of senior living facilities. (1 - lowest, 5 - highest)
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
4. Rate to what extent did the program content relate to the learning objectives? (1 - lowest, 5 - highest)
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
5. Rate the effectiveness of the independent study learning method. (1 - lowest, 5 - highest)
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
6. Rate the contribution of this course to your overall knowledge of the subject. (1 - lowest, 5 - highest)
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
7. Rate your overall degree of satisfaction with this course. (1 - lowest, 5 - highest)
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
8. Rate the degree that you believe this course was objective and free from bias. (1 - lowest, 5 - highest)
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
9. Rate your level of expertise in this subject prior to this course. (1 - lowest, 5 - highest)
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
10. Rate the educational level of the content.
☐ Basic
☐ Intermediate
☐ Advanced
11. Comments: _____

12. What future topics would you like to see offered for CE?

Posttest

— Retain test below for your records. Only submit answer sheet and evaluation for processing —

General Purpose: The purpose of this course is to provide middle managers with an understanding of the implications of their online presence, emphasizing the importance of maintaining resident/patient confidentiality in compliance with the Health Insurance Portability and Accountability Act (HIPAA). Practical case studies and real-world scenarios will be explored, providing healthcare workers with tangible insights into navigating the complexities of social media in their day-to-day work.

Learning Objectives: After completing this educational activity and taking the post-test, you should be able to:

1. Explain residents' rights with regards to the privacy and security of their personal health information.
 2. Differentiate between appropriate and inappropriate behaviors related to social media usage for employees of senior living facilities.
 3. Identify the consequences of improper social media usage to employees of senior living facilities.
1. **A manager is getting ready to conduct an orientation meeting for new employees. Which of the following should the manager include as an appropriate use for employees to use social networking within the workplace?**
 - A. Sharing personal information with residents and their families.
 - B. Connect with others to share accurate professional health information.
 - C. Posting activities that include resident photos on their social media platforms.
 2. **A manager is talking to a group of employees and is explaining how they can use social media while working at the senior living facility. Which of the following should the manager include as an appropriate use of social media within the workplace?**
 - A. To call out issues in the workplace.
 - B. To share their personal life with residents.
 - C. To stay in contact with their managers while at work.
 3. **A manager is recommending a friend as a potential employee. Human resources is checking their social media presence to determine if they would be a good fit for hire. Human resources is particularly looking for which of the following?**
 - A. The number of social media platforms they visit.
 - B. The amount of time they spend using social media each day.
 - C. The absence of derogatory statements of others online.
 4. **A staff member asks their manager about using her phone while at work. Which of the following should the manager include as an appropriate use of social media in the workplace?**
 - A. Responding to Facebook posts.
 - B. Researching the care of residents with impaired cognition.
 - C. Texting friends to confirm an after-work meeting.
 5. **Managers must ensure that staff members protect the private health information (PHI) of residents. Which of the following should they refer to when teaching staff the legally binding rules to protect private health information?**
 - A. The American Nurses Association (ANA)'s Code of Conduct
 - B. The U.S. Department of Health and Human Services' (HHS) Health Insurance Portability and Accountability Act (HIPAA)
 - C. The Association for the Study of Medical Education (ASME)'s Guidelines for social media
 6. **A manager has access to staff personal social media. Which of the following should the manager report to administration as a violation of social media use?**
 - A. A staff member posts a humorous quote on Instagram.
 - B. A staff member posts the name of residents on Facebook.
 - C. A staff member "likes" a post on Nurse Blake.
 7. **A manager is talking with family members of a resident and informs them of the facility website. For which of the following purposes should the supervisor suggest they use the facility website?**
 - A. Reading staff annual review reports.
 - B. Learning about daily activities for residents.
 - C. Obtaining contact information of other residents.
 8. **A staff member tells their manager that he feels uncomfortable because a resident asked him to take a photo to send to the resident's daughter. Which of the following actions should the supervisor instruct the staff member to take?**
 - A. Tell the resident that no one can take photos in the facility.
 - B. Ask another staff member to take the photo.
 - C. Take the photo with the resident's phone.
 9. **To assure the protection of PHI of residents, which of the following actions should managers take to fulfill that responsibility?**
 - A. Give consent for staff to share photos of residents with their family members.
 - B. Review facility social media policies on an ongoing basis with staff.
 - C. Allow staff to use their social media platforms while at work.
 10. **Managers can use the American Nurses Associations (ANA) guidelines for social media use in the workplace for staff education. Which of the following is an ANA recommendation they can promote?**
 - A. Staff should share their personal profiles with residents.
 - B. Staff should offer different opinions about medical treatment.
 - C. Staff should post respectful content.