Hospital Inspector Certification Exam (HICE) Process Instructions

Prior to start the test

- Exam participation waiver (related to Covid-19) must be signed
- Statement of Conduct Code must be signed
- Afterwards, you will be escorted to your desk for the exam
- At your desk will be two monitors:
  - One for the exam questions
  - One for reference PDF's (2019 CBC and reference codes for the IOR exam, and PDF's of all of the webinars for the recertification exam)

Exam Participation Waiver

Exam Participation Waiver

OSHPD
Office of Statewide Health Planning and Development

Date: August 27, 2020

Subject: OSHPD IOR Exam Liability Release Waiver

As part of my participation in the Office of Statewide Health Planning and Developments (OSHPD) Hospital Inspector of Record (IOR) examination, I acknowledge and agree to the following:

☐ I am aware of the existence of the risk, to my health, due to my physical appearance at the venue. I am aware that my participation in the examination may cause injury or illness such as, but not limited to Influenza, MRSA, or COVID-19 that may lead to serious health complications or even death.

☐ I have not experienced symptoms related to COVID-19 or any communicable disease such as; fever, fatigue, difficulty in breathing or dry cough within the last 14 days.

☐ I, nor any member(s) of my household have traveled by sea or by air, internationally within the past 30 days.

☐ I, nor any member of my household have visited any area within the United States that was reported to be highly affected by COVID-19, in the last 30 days.

☐ I, nor any member(s) of my household have been diagnosed to be infected with the COVID-19 virus within the last 30 days.

Following the declarations above I hereby affirm the following:

☐ I am fully and personally responsible for my own safety and actions while and during my participation in the OSHPD IOR exam and I recognize that I may be at risk of contracting COVID-19.

☐ With full knowledge of the risks involved, I hereby release, waive, discharge OSHPD, its officers, employees and representatives from any and all liabilities, claims, demands, actions, and causes of action whatsoever, directly or indirectly arising out of or related to any loss, damage, injury, or death, that may be sustained by me related to COVID-19 while participating in any activity while in, on, or around the premises or while using the facilities that may lead to unintentional exposure or harm due to COVID-19.

☐ I agree to indemnify, defend, and hold harmless the Organization from and against any and all costs, expenses, damages, lawsuits, and/or liabilities or claims arising whether directly or indirectly from or related to any and all claims made by or against any of the released party due to injury, loss, or death from or related to COVID-19.

By signing below I acknowledge that I have read the foregoing Liability Release Waiver and understand its contents; that I am at least eighteen (18) years old and fully competent to give my consent; That I have been sufficiently informed of the risks involved and give my voluntary consent in signing it as my own free act and deed; that I give my voluntary consent in signing this Liability Release Waiver as my own free act and deed with full intention to be bound by the same, and free from any inducement or representation.

_____ _____

Signature Date

Note: This Liability Release Waiver will remain effective until laws and mandates relevant to COVID-19 are lifted.

Statement of Conduct Code

OSHPD
Office of Statewide Health Planning and Development

STATEMENT OF CONDUCT CODE

INSTRUCTIONS
This is an examination consisting of multiple-choice questions (open book) based on the code and inspection information presented today at the Recertification Seminar. The minimum passing score for this exam is 75%.

CONDUCT RELATIVE TO THE EXAM
An applicant or candidate who participates in any of the following acts before, during, or after the administration of the exam **shall be disqualified** and required to leave the examination. **The applicant or candidate shall not engage in activities that would compromise the integrity of the exam including but not limited to**:

1. Copy any portion of the exam.
2. Participate in collusion regarding the examination
3. Disclose the contents of the exam questions to anyone other than a person authorized by OSHPD
4. Solicit, accept or compile information regarding the contents of the exam. **This includes annotating or highlighting code books as a means to compile information regarding the contents of the exam.**
5. Falsify documents required for exam entrance.
6. Engage in harassment of proctors or other candidates.
7. Write on the examination booklet, plans or any other document other than the provided answer sheet and scratch paper.
8. Use literature other those referenced on the OSHPD web page as "Acceptable Reference Materials". No notes, loose paper allowed.
9. Share materials with another candidate.
10. Bring any electronic devices into the exam room including but not limited to cellular phones.

Select the response that **best answers** the examination questions. All answers must be marked on the test score sheet and the bubble filled in completely. Your score will be based on the number of correct answers you mark. No credit will be given for any question, which has the wrong answer, has more than one answer marked, or is left blank.

Questions that seem ambiguous or incorrect may be challenged on the scantron. The challenge must be filed immediately upon conclusion of the test in writing. The challenge must include the question(s) and grounds for the challenge (i.e. incorrect code section, typographical error, etc.), exam date and the candidate's signature. *Differing opinions on code interpretation are not grounds for challenge.* The results of the challenge will be returned by mail.
Make sure to mark the best answer; **do not leave the challenged question blank**.

Scratch paper is provided in your exam booklet and will be collected at the conclusion of the exam. This test is the property of the *State of California, Office of Statewide Health Planning and Development, Facilities Development Division.* ***DO NOT MARK ON EXAM BOOKLETS.***

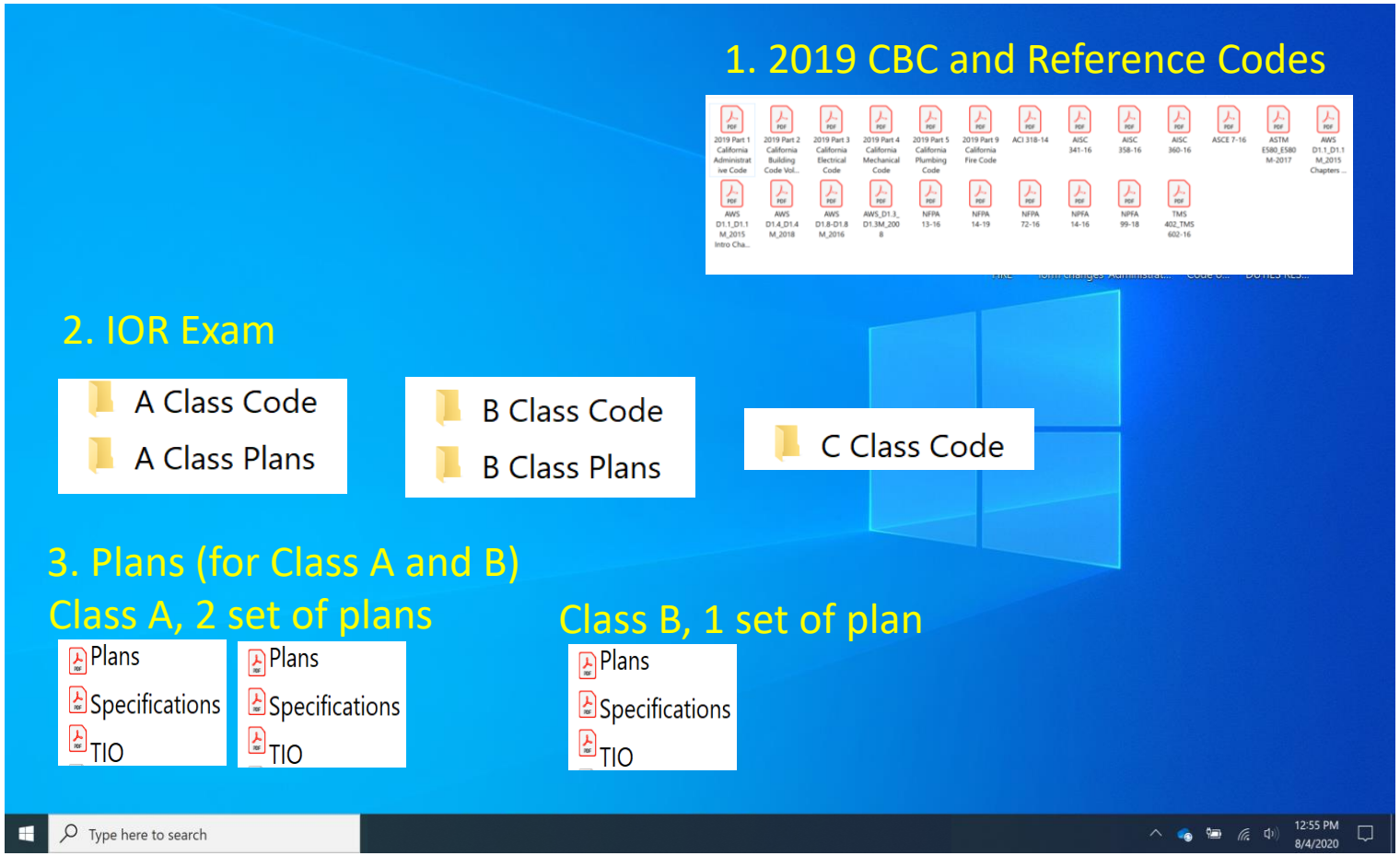
I have read and understand the information contained in this document.

Print Name_____ Cert No. _____

Candidates Signature_____ Date _____

2/2020

Sample Desktop: IOR Exam



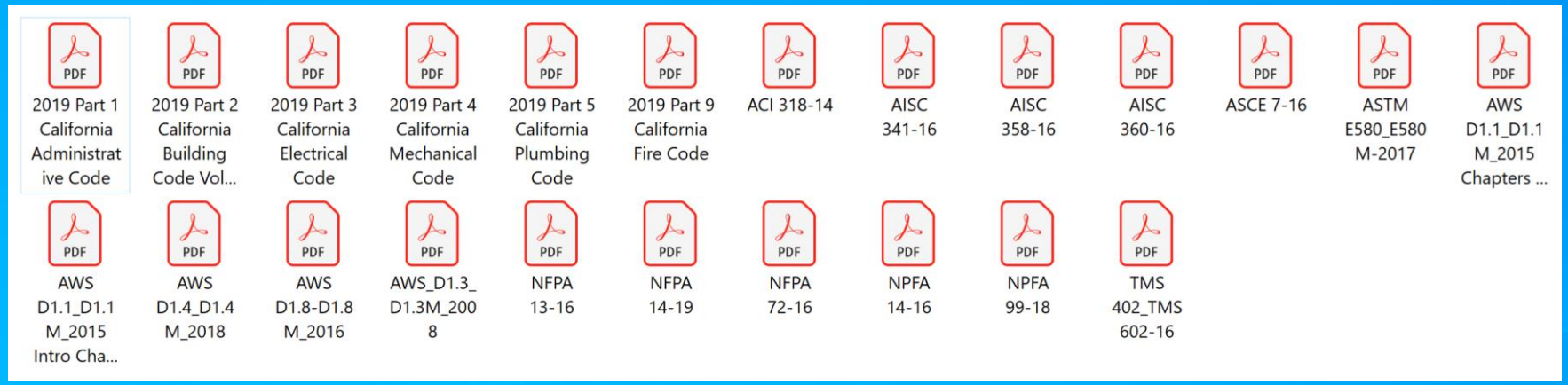
On the monitors at your desk, you will see the PDF's listed below:

1. 2019 CBC and Reference Codes
2. IOR Exam
3. Plans (for Class A and B IORs only)

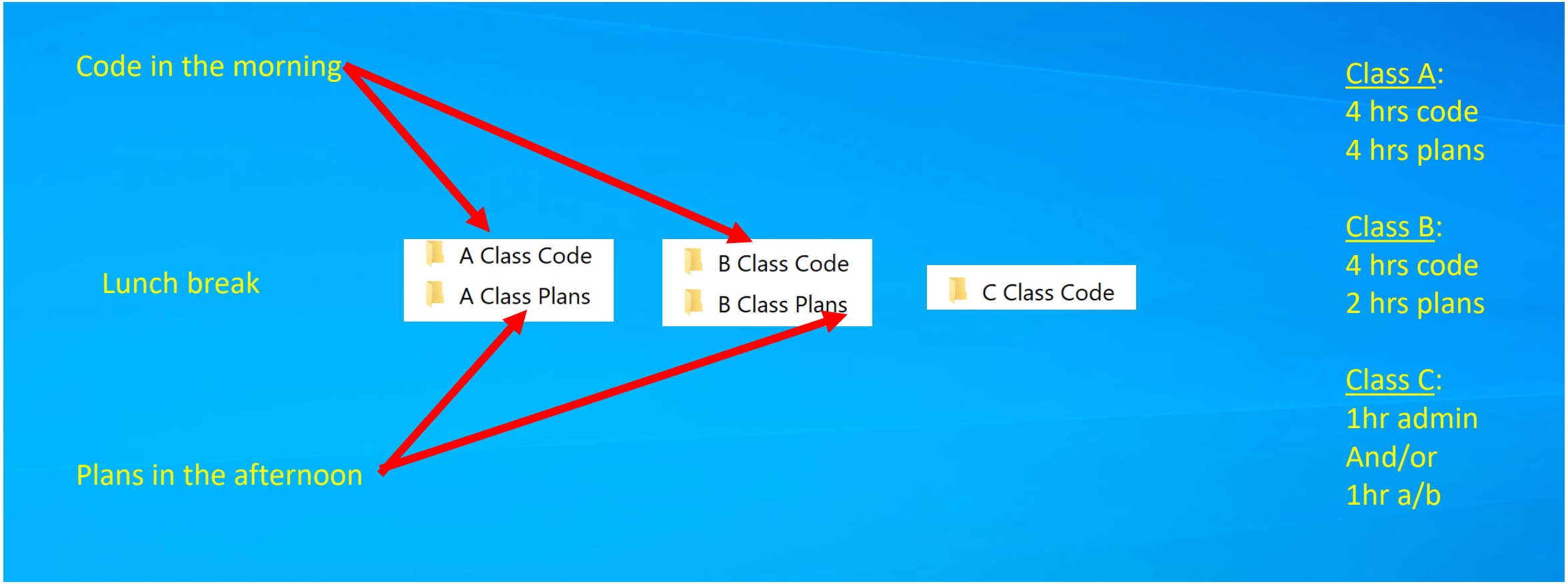
(This screenshot is showing the code references as an example)

Note: The desktop on exam day may look different from what is shown here.

2019 CBC and Reference Codes

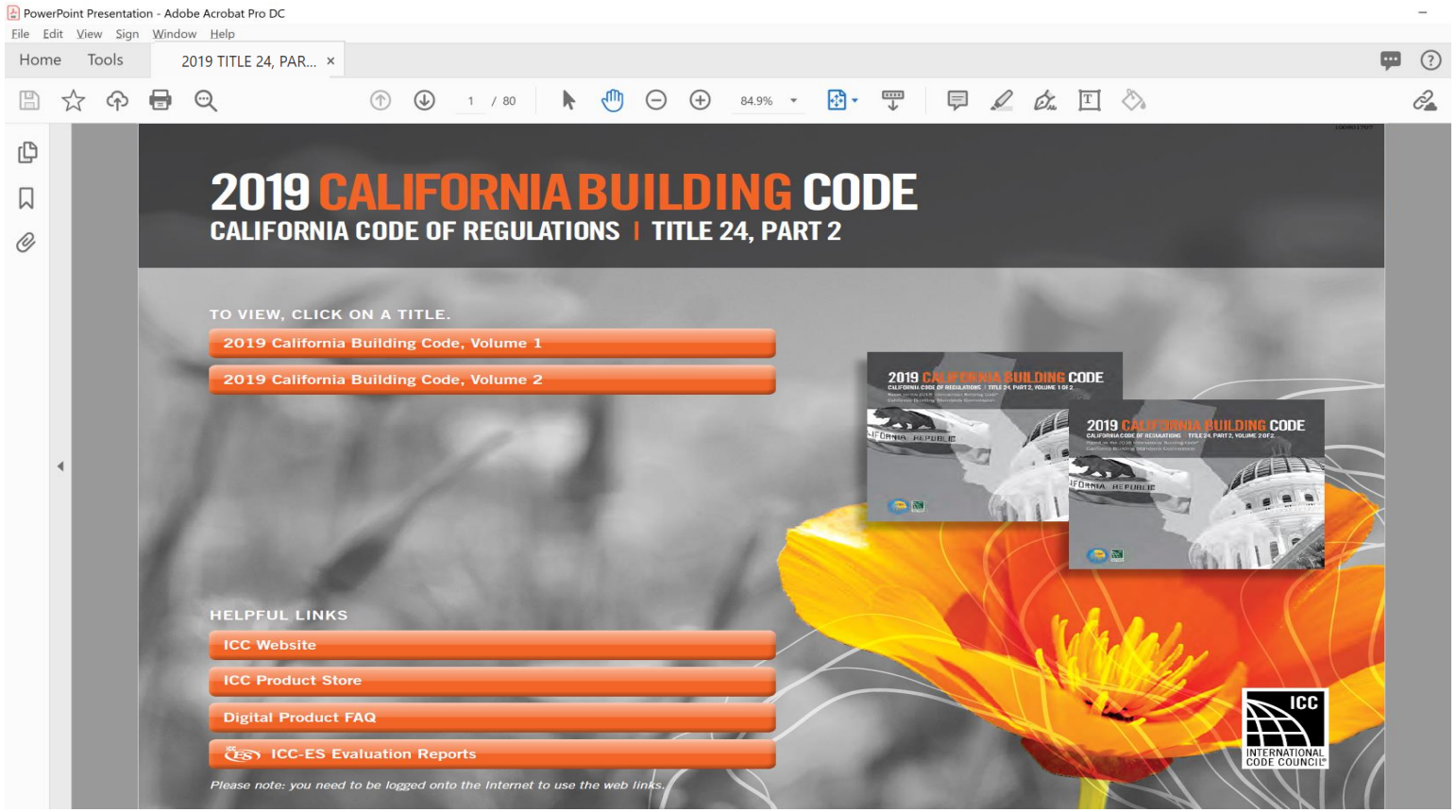


2019 CBC and Reference Codes



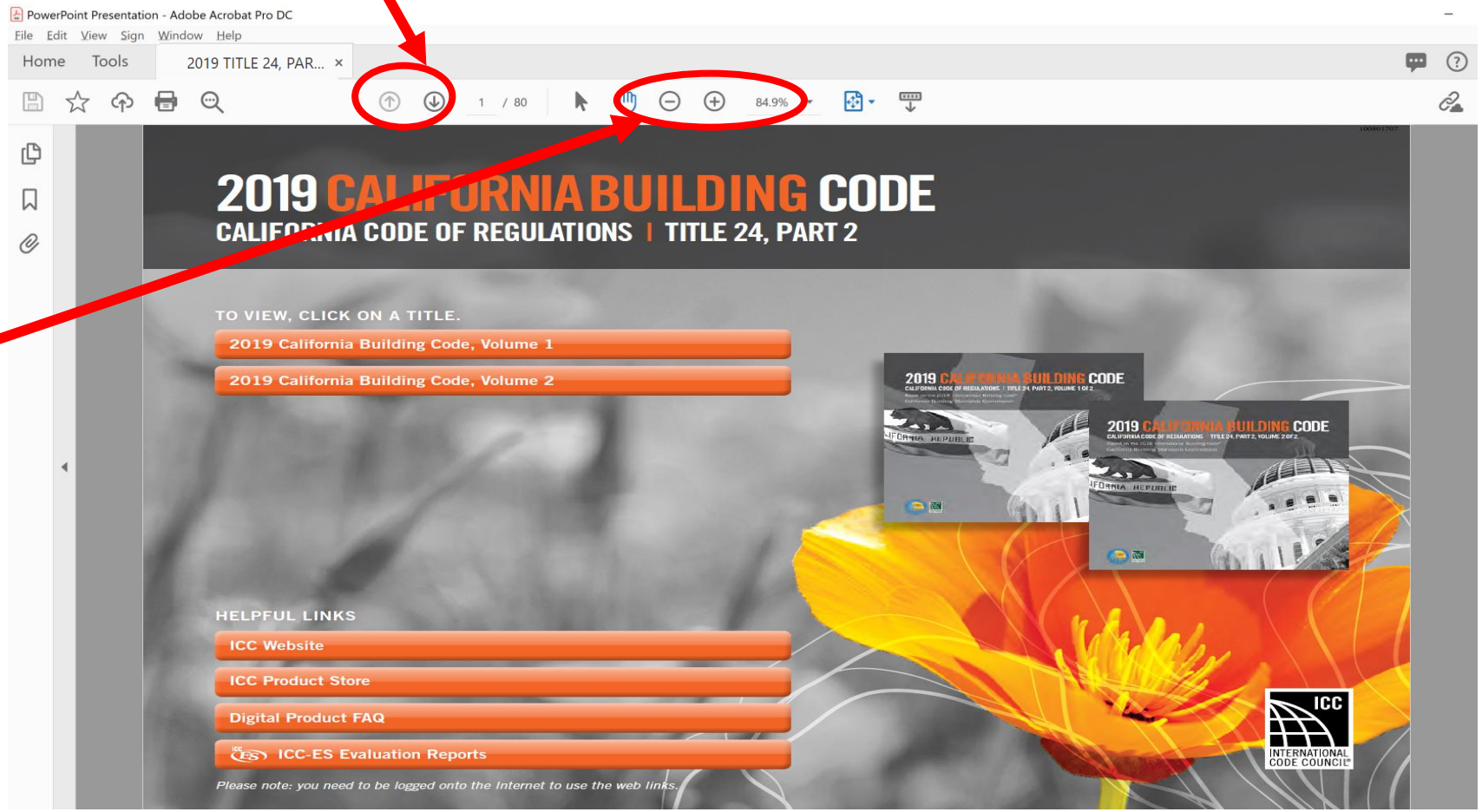
How to Open a PDF File

First, “double click” the icon on the desktop with the left mouse button. This will open the selected PDF in Adobe Reader (see below for an example). This process can be used to open a PDF.



How to Navigate a PDF in Adobe Reader

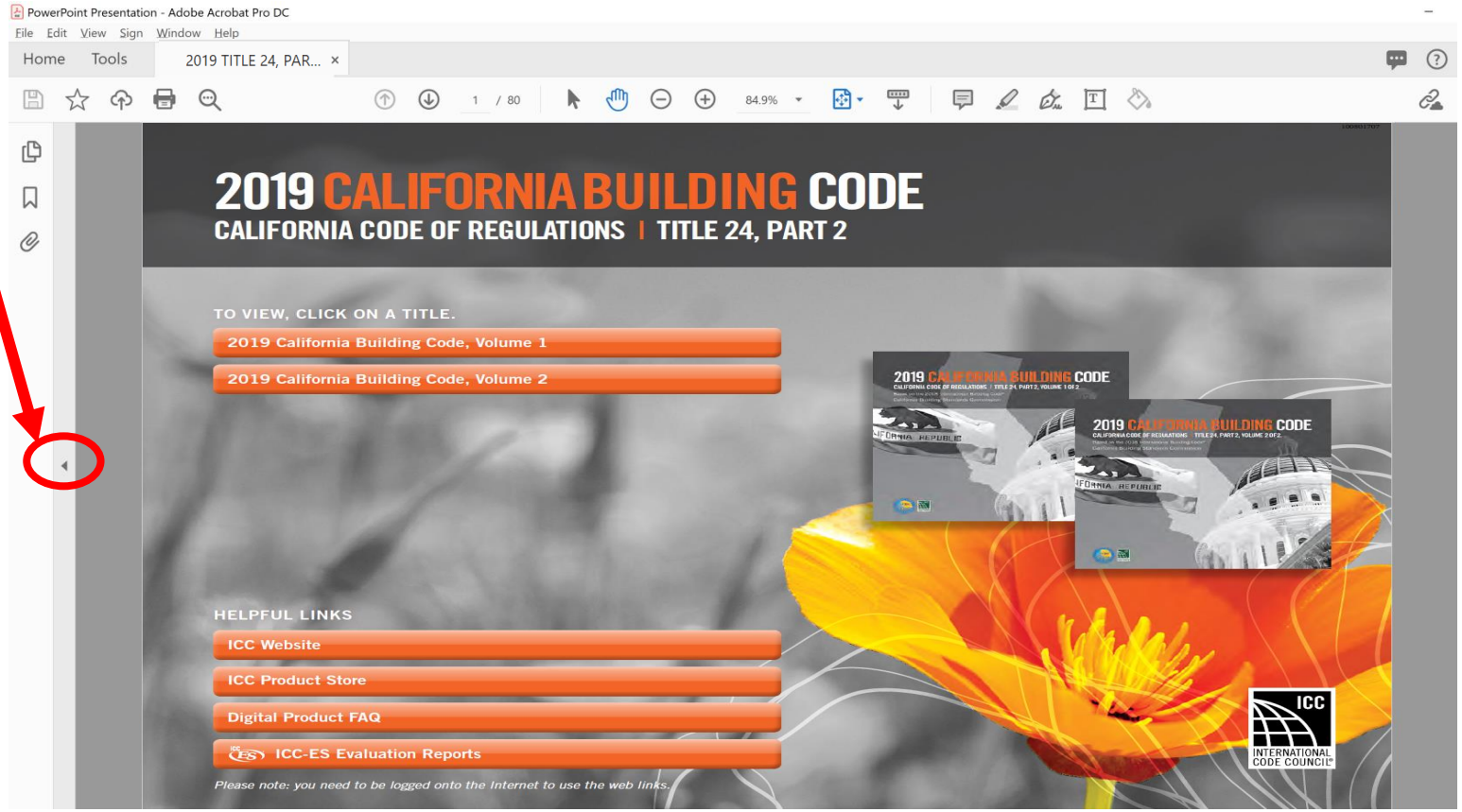
Click the arrows to scroll through the pages, one by one



- Use '+' and '-' to zoom in and out on the page. The number in % indicates the size of the enlarged page.
- By clicking the arrow you can select different zoom levels, including "Zoom to Page Level" which allows you to see the entire page

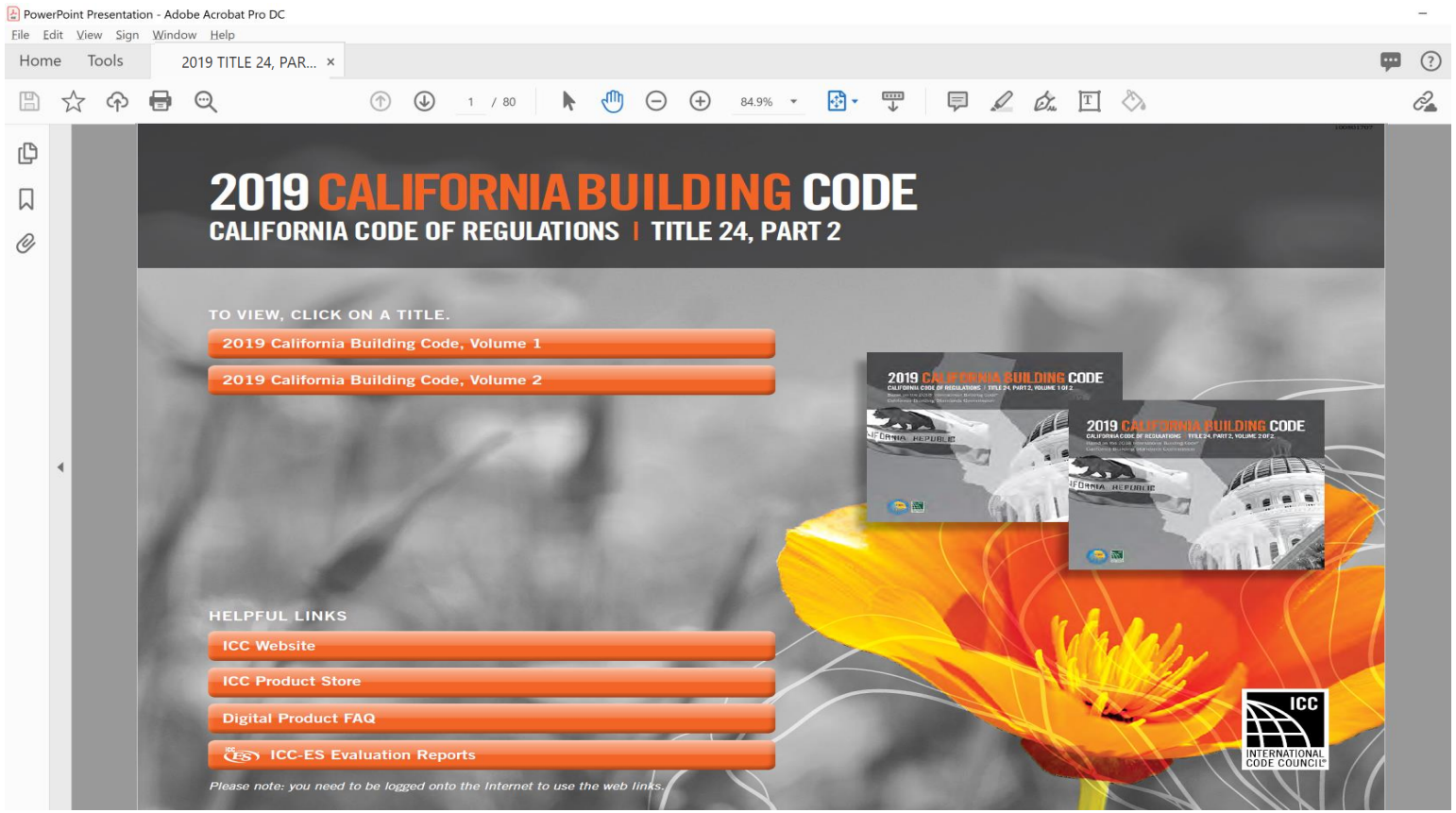
How to Navigate a PDF in Adobe Reader

This arrow, circled in red, gives you the opportunity to see bookmarked pages or page thumbnails, if contained in the PDF. Not all PDFs contain these. Click the arrow once.



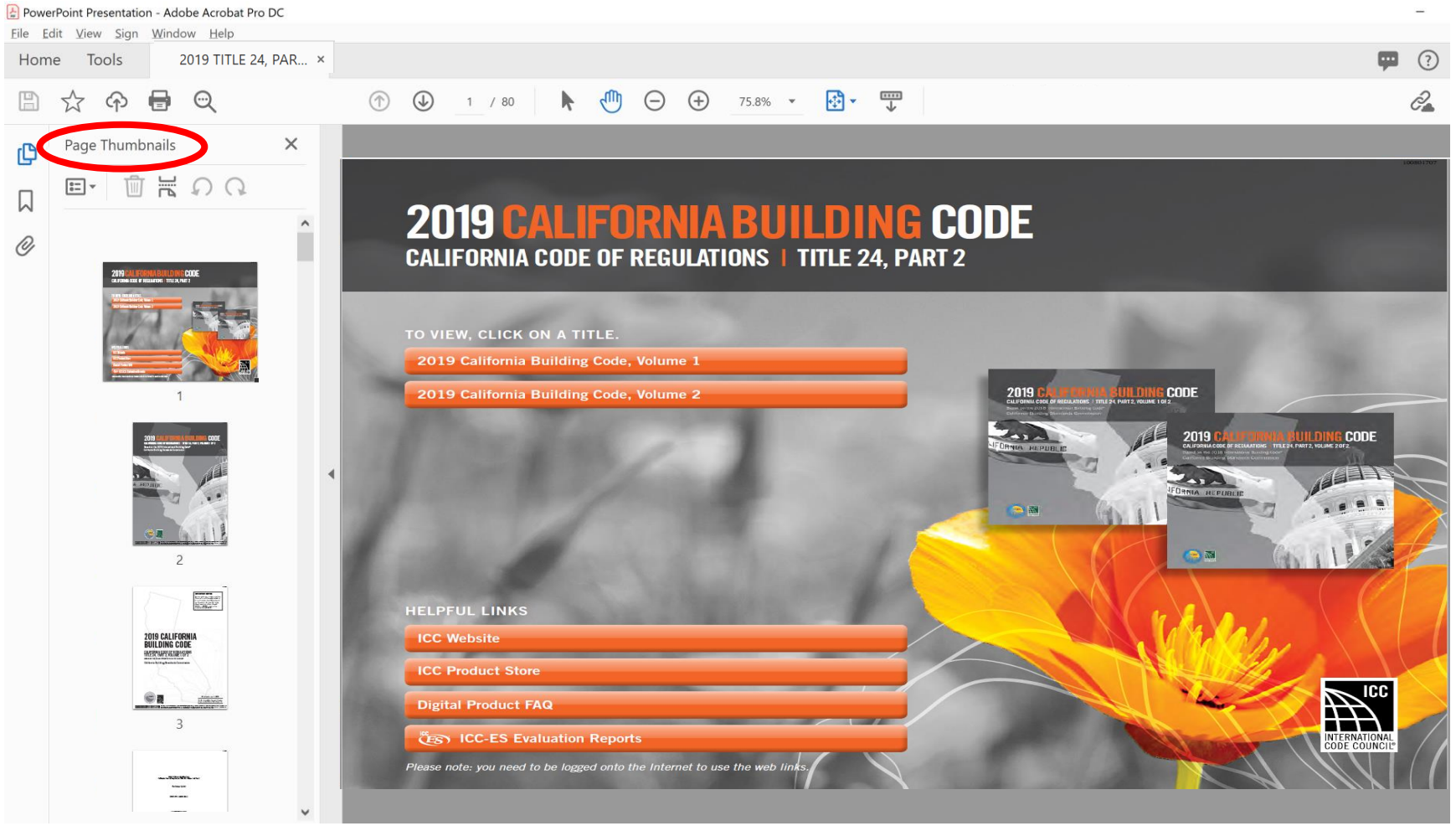
How to Navigate a PDF in Adobe Reader

Thumbnails



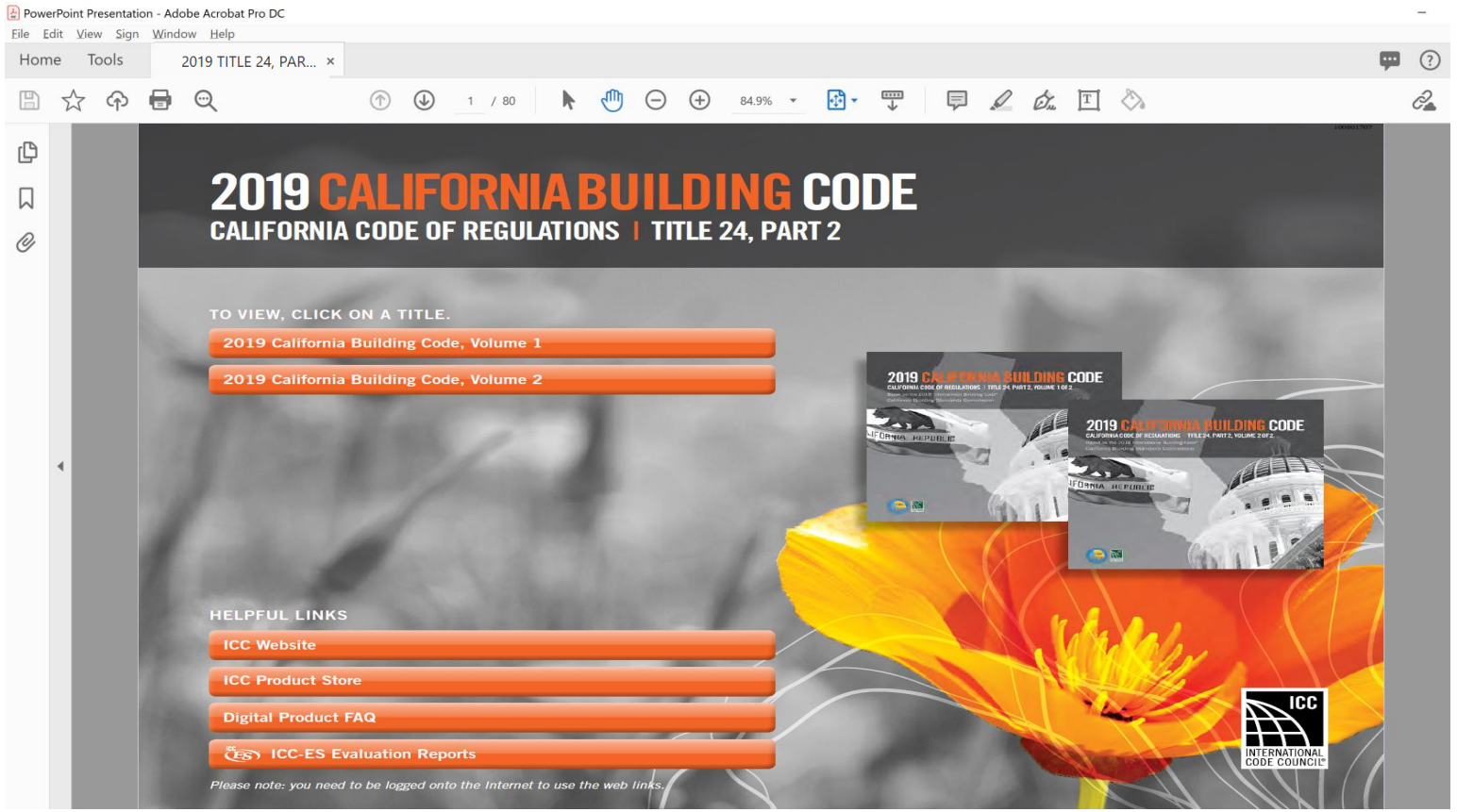
When you click the thumbnails icon, the pages are listed, as shown in the next slide

How to Navigate a PDF in Adobe Reader



How to Navigate a PDF in Adobe Reader

Bookmarks

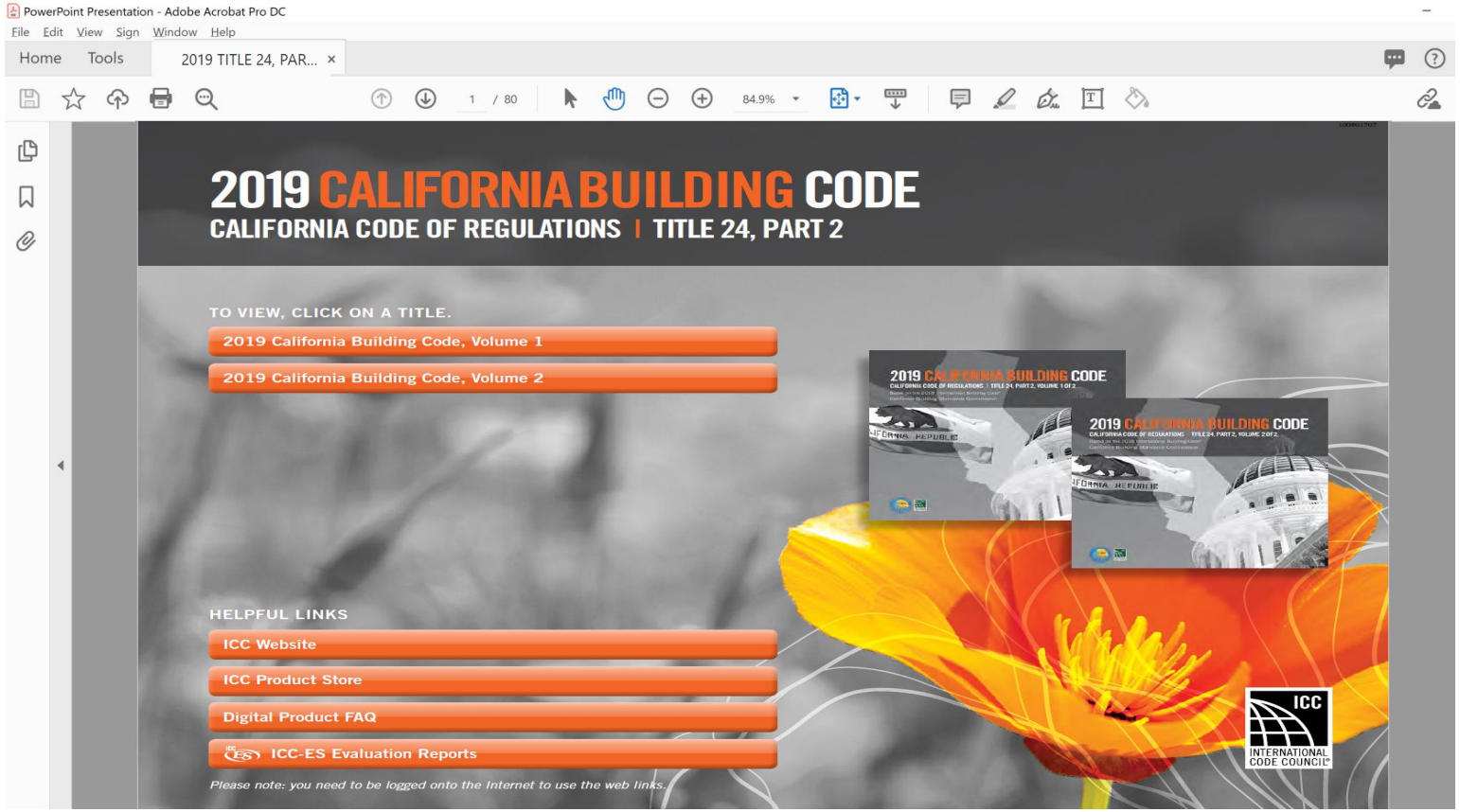


When you click the icon, the chapters will be displayed (if the PDF has that feature)

How to Navigate a PDF in Adobe Reader

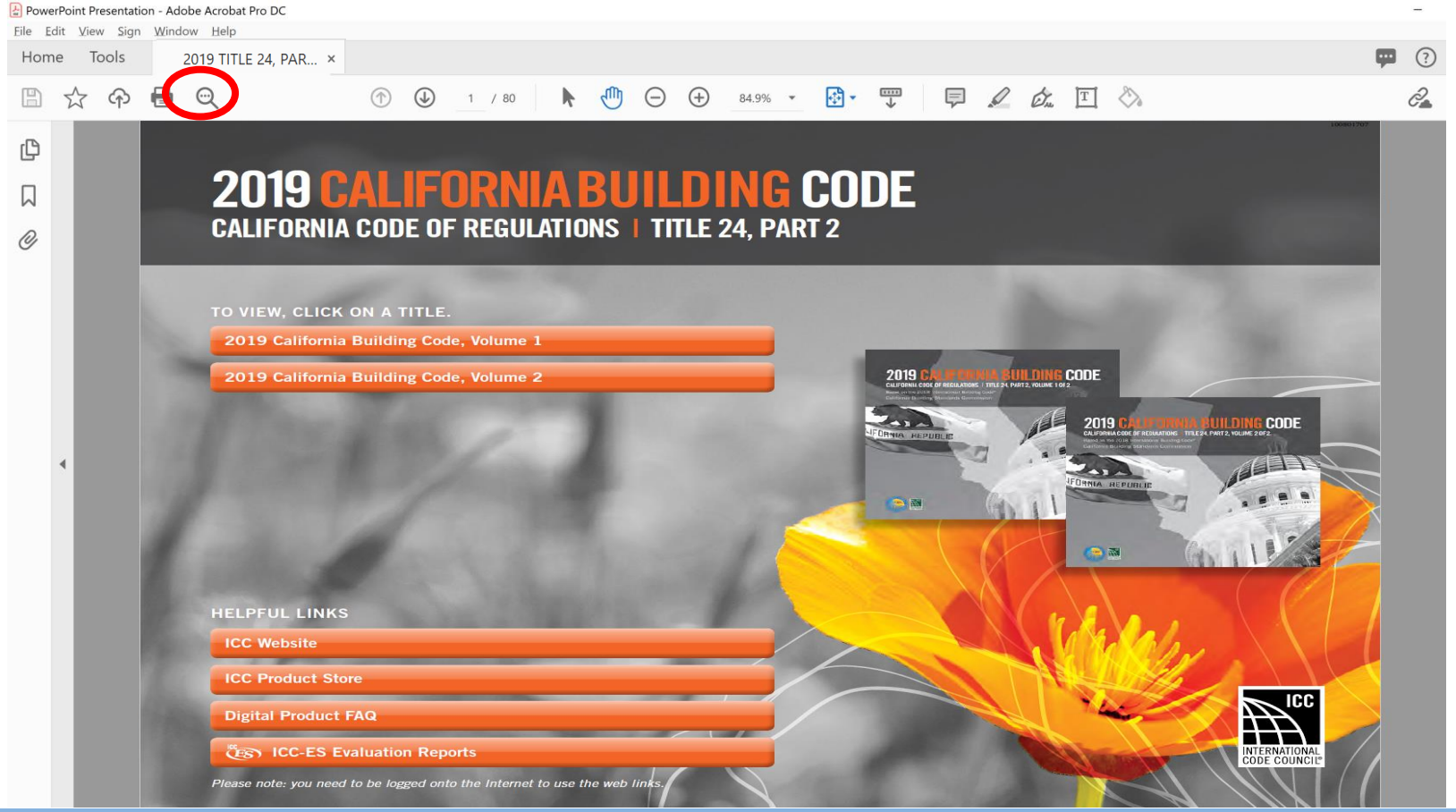
Attachments

Clicking this will not help you navigate the PDF's



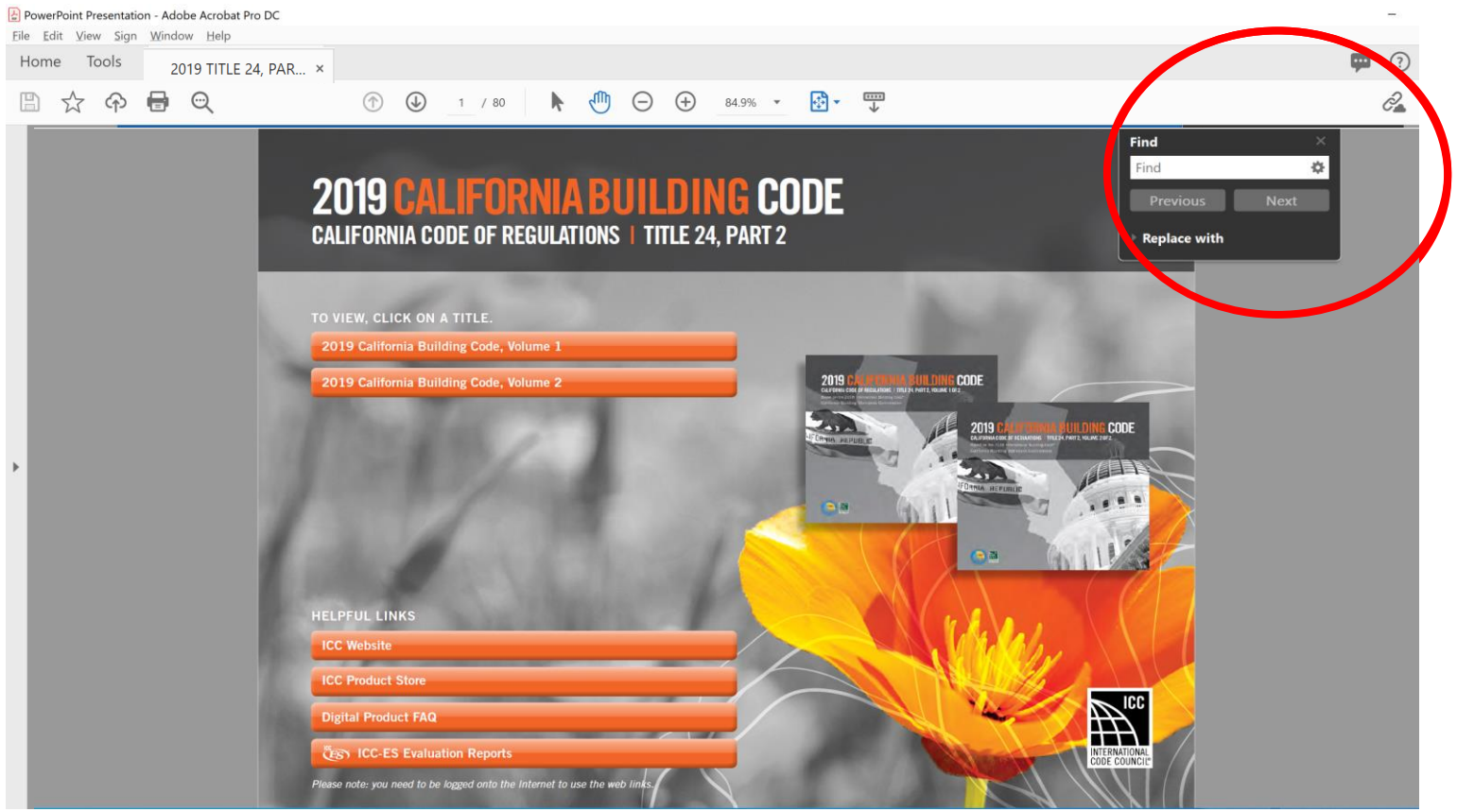
How to Search a PDF in Adobe Reader

The magnifying glass with 3 dots allows you to search a PDF. For example, if you want to search for the word “code”, left click on the magnifying glass with the 3 dots, or press Ctrl+F



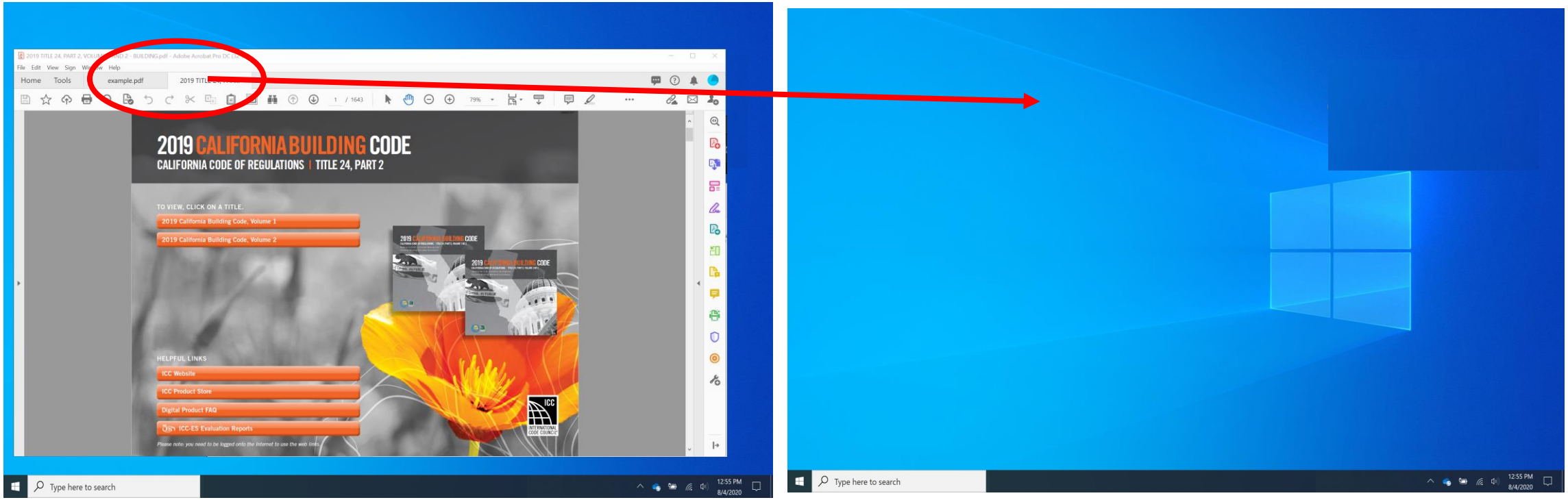
How to Search a PDF in Adobe Reader

Once clicked, a little window will appear near the top right corner for your search. For example to search for the word ‘code’, type “code” and then press ‘ENTER’ on the keyboard.

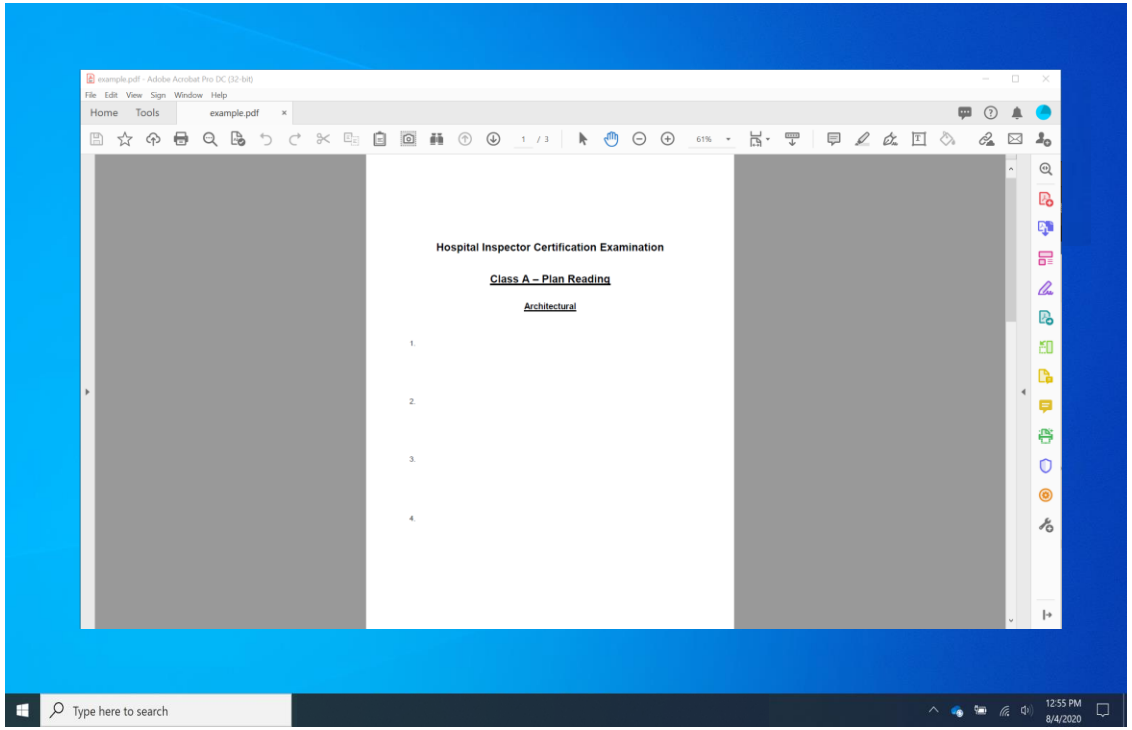


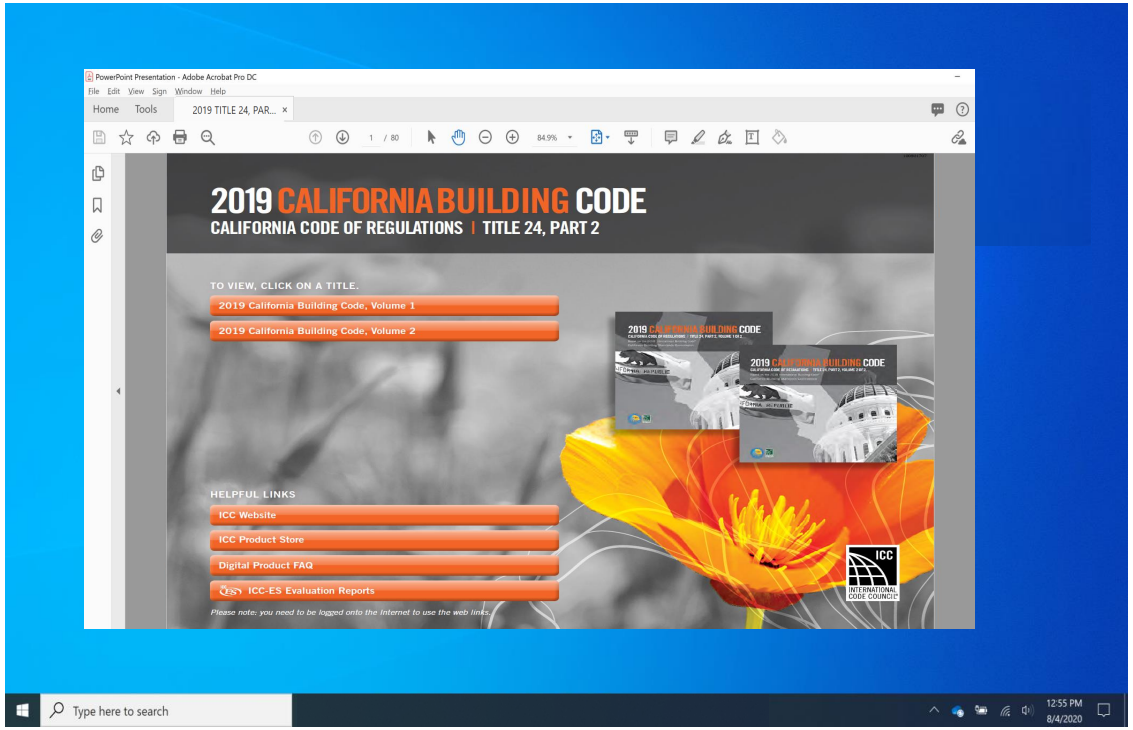
Multiple Tabs. How to split them?

Click, hold, and drag one tab
to the adjacent monitor



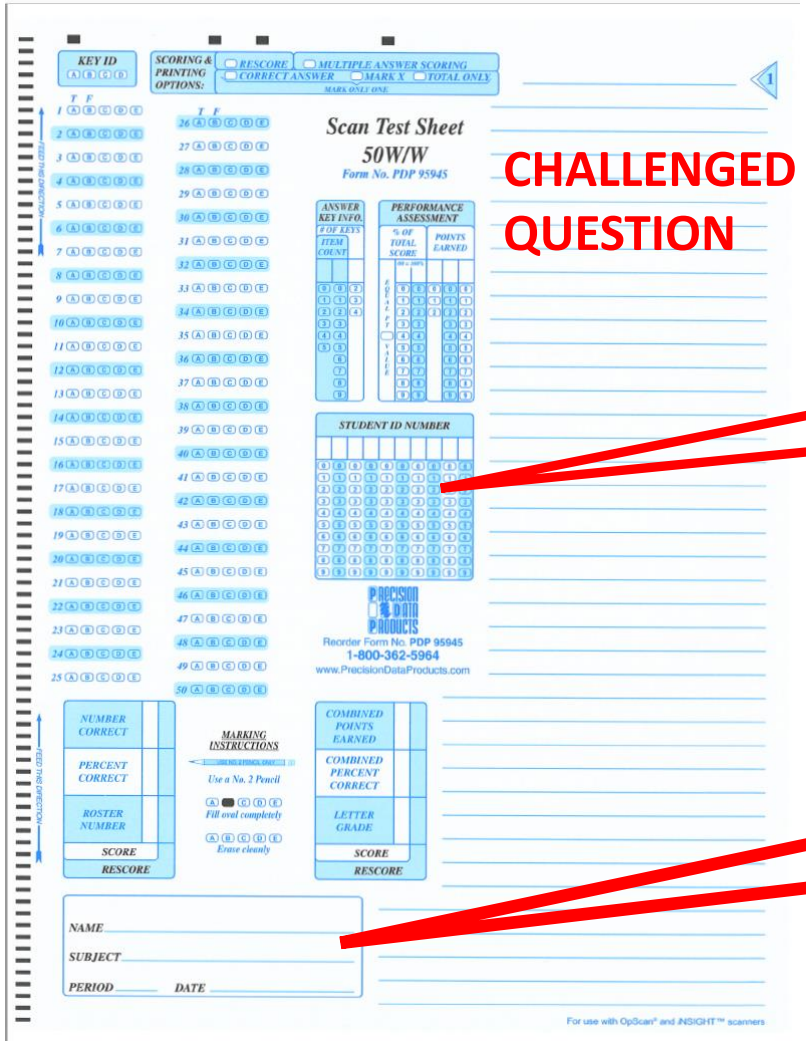
Multiple Tabs. How to split them?



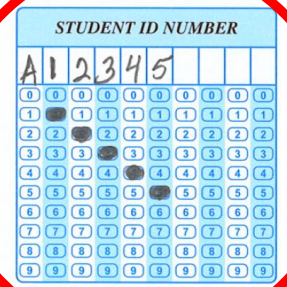


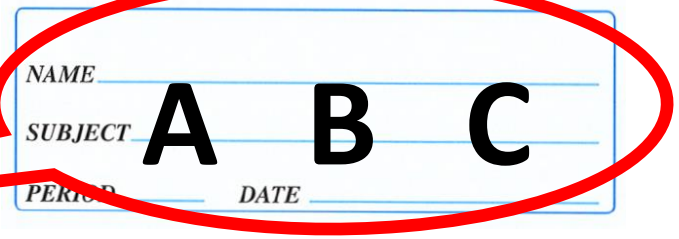
SCANTRONS

OSHPD will provide the scantron and pencil required for the exam



CHALLENGED QUESTION

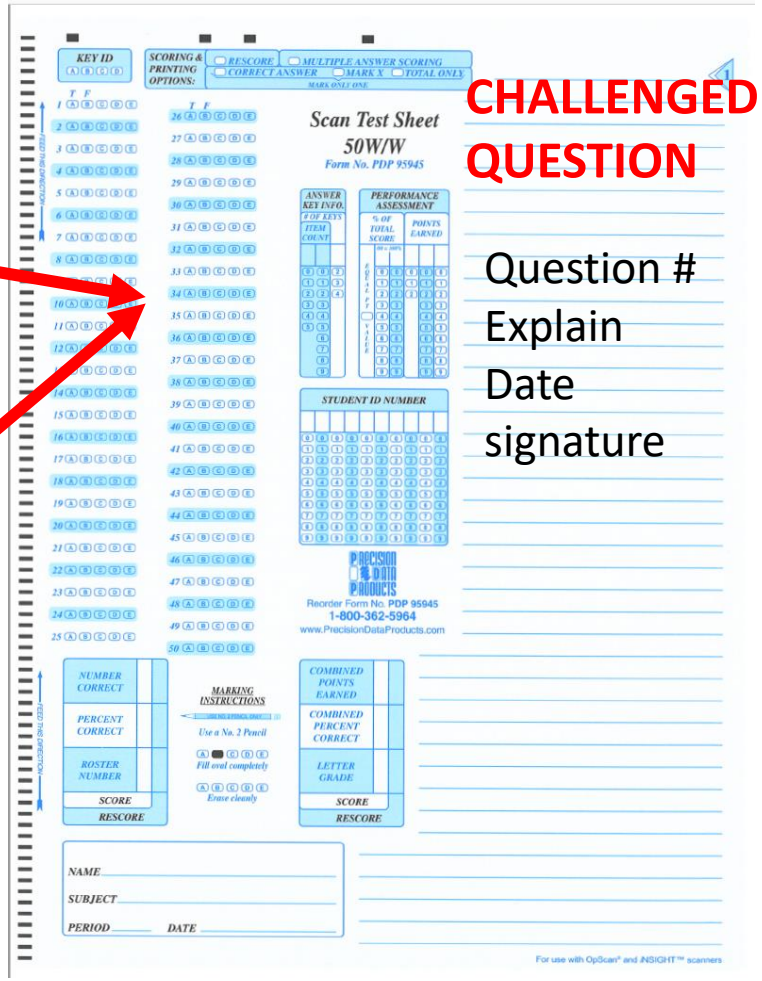




Challenged Question- How to do?

Questions that seem ambiguous or incorrect may be challenged on the scantron. The challenge must be filed immediately upon conclusion of the test in writing. The challenge must include the question(s) and grounds for the challenge (i.e. incorrect code section, typographical error, etc.), exam date and the candidate's signature. *Differing opinions on code interpretation are not grounds for challenge.* The results of the challenge will be returned by mail.
Make sure to mark the best answer; **do not leave the challenged question blank**.

<u>Note</u>:
Challenged question # must be bubbled too



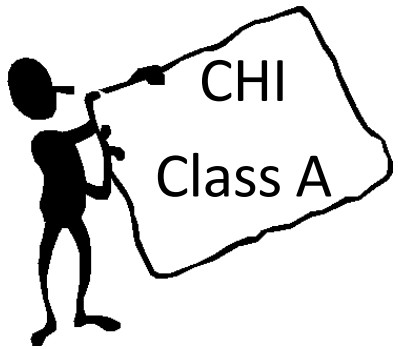
CHALLENGED QUESTION

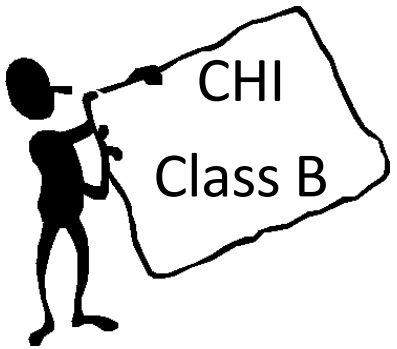
Question #
Explain
Date
signature

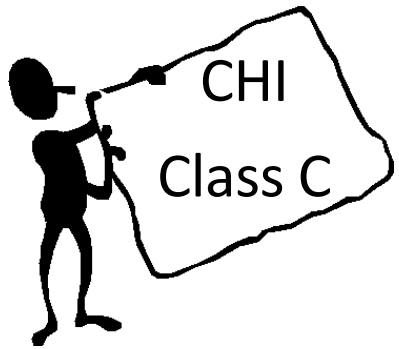
Clarification:

EXAM= Exam for a candidate to obtain certification number

After review, if you pass the exam, you will receive a notification, and you will be a California Hospital Inspector.







What are some common questions?

1. Can I bring my code books since I kept highlighting portions of code sections and provided post-it/tabs on them during my study?

   No. No references may be brought to the exam to limit possible COVID-19 exposure.

2. If I cannot make this exam time, can I take it another time? But what if my application expires?

   For the IOR exam, your approval to take the exam will expire in one year, therefore you can postpone the exam to the next exam (up to 1 year). There are 2 exams per location per year

3. If I get sick or tested positive for COVID19, can I take the exam online?

   No, the exam must be taken in person. ISU, after verification, will work with you to schedule the exam.

What are some common questions?

4. Do I have to resubmit all my documentation if my application was not accepted?
   Yes. If your application was not accepted it means that something was not correct. You will need to resubmit your application with the correct documentation
5. If during the exam I feel overwhelmed or unsafe because of the mask, or anything about COVID-19, can I stop the test and take it later?
   If you feel overwhelmed/unsafe and need to stop your exam, you must reapply to take the exam during the next exam cycle. If you feel overwhelmed/unsafe prior to the start of the exam, you may reapply to take the exam at the next offered date.
6. Because there are many code books, and they are heavy, can I bring a flash drive with the pdfs (tagged and highlighted like if they were a hard copy)?
   No. We will provide any required references in PDF format on the exam computer. Due to OSHPD IT security guidelines, removable storage devices are not allowed.

What are some common questions?

7. Can I bring the printed material to the exam?
   No. No references may be brought to the exam to limit possible COVID-19 exposure. Any required references will be provided in PDF format on the exam computer.
8. I don't want to put myself on risk. How can I take the exam?
   You can postpone the exam until the next time it is offered.
9. Can I postpone my test date until next year without reapplying? If yes, do I have to pay the application fee again?
   You may postpone your test date within a year of approval without reapplying.
   A new application fee will not be required.
10. What if I am not computer proficient? Do I have any options?
    Instructions on how to use Adobe Reader have been included in this presentation.

What are some common questions?

11. Clients are not required to sign any waiver when you visit the Department of Motor Vehicles (DMV) for business purposes so why does OSHPD require a waiver in a similar State Facility?
    ISU has been approved to administer the exam only under very strict guidelines. After an internal discussion amongst OSHPD executives, these were the procedures that were agreed upon. As we are a different department from the DMV, we cannot comment on their requirements or lack of requirements to enter their facilities. ISU certainly understands reluctance examinees may have regarding the procedures and will do everything possible to reschedule exam dates until the COVID-19 concerns diminish.

What are some common questions?

12. How can test takers get electronic copies of the code books before the exam to allow for the proper type of study needed for test day?

    Test takers may purchase electronic copies of the code books from the code seller (ACI, ICC, etc). The electronic versions of the books are identical to the hard copies.

    https://www.dgs.ca.gov/BSC/Codes

13. Will the electronic codes be searchable? If not, what recommendations do you have for test takers to quickly and accurately navigate through the electronic pages within the allotted time?

    Yes, they are mostly searchable.

14. Will the plan portion of the exam have hyperlinks and/or quick tab ability which allows the test taker to jump back and forth between specific sheets as needed? (Similar to PlanGrid)

    No.

What are some common questions?

15. I received several emails by proprietary entities promoting their IOR training courses for preparation of the upcoming exams. Without giving any official endorsement, do you feel that something like this would be a worthwhile investment of our time before the upcoming exams?

    As a state agency we may not promote specific training programs. Private party vendors may promote their product and it is up to you to determine their value.

16. On the day of the exam, if one finishes the open book section in a shorter time duration, can they then start on the plans or do they need to wait until after lunch to begin the plan reading portion?

    Each section of the exam must be taken within the time frames identified. If one finishes early, he or she may take a longer lunch break.

Questions