Care CEUs

Resolving Employee Grievances

1. The OSH Act gives workers the right to safe and healthy working conditions.

A. True
B. False

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2. A fellow administrator has questions regarding the Family and Medical Leave Act of 1993. Which of the following points of interest, regarding the Family and Medical Leave Act of 1993, should be communicated to the fellow administrator?

A. Entitles employees to 6 work weeks of leave during any 12-month period.
B. Does not allow men to take leave because of the birth of a child.
C. Allows intermittent leave for necessary medical treatment of an employee or family member.
D. Requires employees to give at least 15 days' notice of the need for leave to which they are entitled under the Family and Medical Leave Act of 1993.

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3. Which of the following statements is most accurate?

A. The Employment Non-Discrimination Act of 2013 prohibits non-covered entities from engaging in employment discrimination on the basis of an individual's actual sexual orientation or gender identity.
B. The Employment Non-Discrimination Act of 2013 prohibits covered entities from engaging in employment discrimination on the basis of an individual's perceived sexual orientation or gender identity.
C. The Employment Non-Discrimination Act of 2013 prohibits covered entities from engaging in employment discrimination on the basis of an individual's actual or perceived sexual orientation or gender identity.
D. The Employment Non-Discrimination Act of 2013 does not cover any employment discrimination based on perceived gender identity.

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4. To establish/update employee grievance policies and procedures, health care administrators should employ a strategy involving a multifaceted approach, mainly consisting of the following essential elements or steps: planning, development, implementation, monitoring, and evaluation.

A. True
B. False

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5. When establishing employee grievance policies and procedures, the development phase of the process should include which of the following?

A. Gathering information
B. Forming a collaborative team
C. Writing employee grievance policies and procedures
D. Employee education

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6. When establishing employee grievance policies and procedures, the implementation phase of the process should include which of the following?

A. Gathering information
B. Forming a collaborative team
C. Writing employee grievance policies and procedures
D. Employee education

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7. A health care employee has questions regarding grievance resolution strategies. Which of the following points of interest should be communicated to the health care employee?

A. When attempting to resolve a grievance, individuals should avoid asking questions.
B. When attempting to resolve a grievance, individuals should not attempt to relocate a discussion about a grievance for any reason.
C. When attempting to resolve a grievance, individuals should avoid body language that may be interpreted as aggressive or intimidating.
D. When attempting to resolve a grievance, individuals should not "walk away" from a grievance discussion for any reason.

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8. If a formal employee grievance is submitted, the health care organization should acknowledge, in some fashion, that the formal employee grievance was received.

A. True
B. False

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9. Which of the following statements is most accurate?

A. Interpersonal conflict may refer to a state of disconnection between two individuals, typically caused by actual or perceived opposition.
B. Interpersonal conflicts, which are not common in the workplace, may refer to a state of disconnection between two individuals, typically caused by personal issues.
C. Interpersonal conflict may refer to a state of disconnection that occurs within an individual, typically caused by actual or perceived opposition.
D. Interpersonal conflict may refer to a state of disconnection that occurs within an individual, typically caused by personal issues.

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10. An OSHA inspector arrives at a health care facility. What should the administrators of the health care facility expect during the OSHA inspection?

A. The OSHA inspector may talk with employees.

B. The OSHA inspector will avoid conversations with employees.
C. The OSHA inspector will only talk privately with the employer.
D. The OSHA inspector will not hold any type of closing conference at the end of the inspection.

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