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QUESTION 1

The most effective data collection tools follow the _____ of patient care and medical record documentation, whether the data are collected retrospectively or prospectively.

- A. Actual flow
- B. Chart review
- C. Data analysts
- D. Registration system

Correct Answer: A

QUESTION 2

The manager's perspective on quality differs markedly from that of clinicians and patients on:

- A. Efficiency, effectiveness and access
- B. Efficiency, cost effectiveness and equity
- C. Responsiveness to patient preferences
- D. Equity, access and technical performance

Correct Answer: B

QUESTION 3

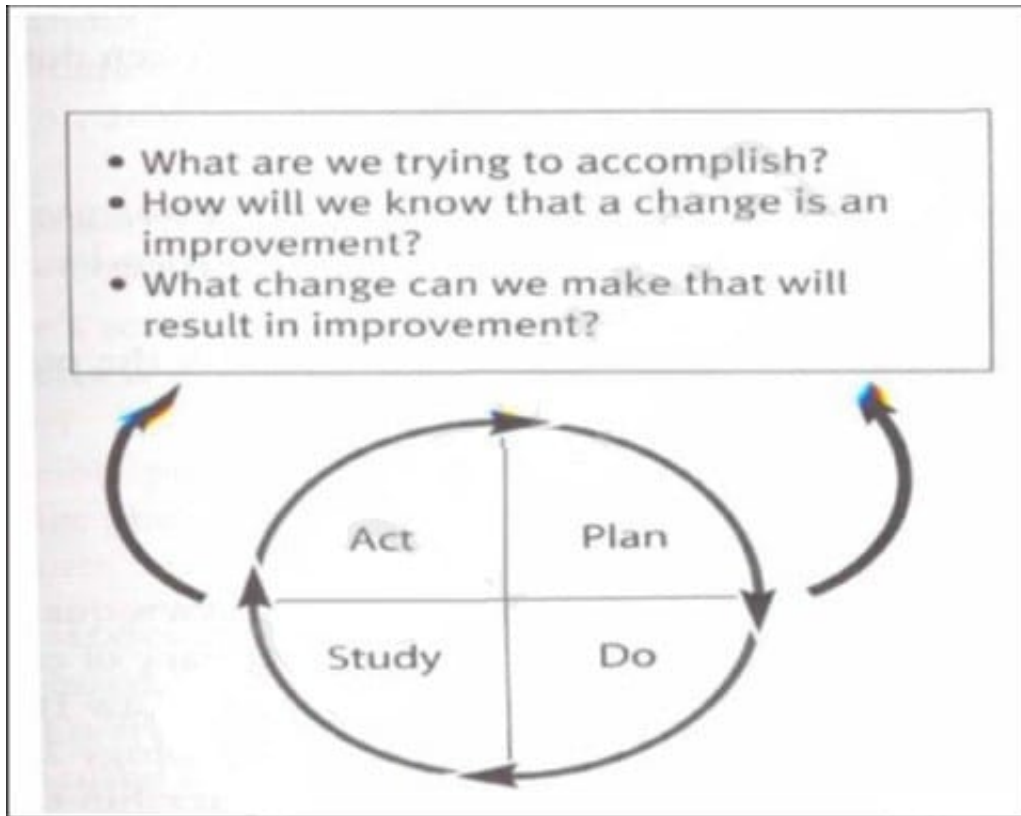
According to Joint Commission standards, the safety program must include all of the following EXCEPT:

- A. Monthly safety committee meetings
- B. Planned response to natural disasters
- C. Orientation and continuing education on safety issues
- D. Review of safety policies and procedures for all departments

Correct Answer: A

QUESTION 4

The following diagram shows: A. Baldrige criteria for improvement



B. API Improvement model

C. Quality improvement

D. None of these

Correct Answer: B

QUESTION 5

Measurement of variation in health care and its application to quality improvement must begin with the identification and articulation of:

(Choose two.)

A. What is to be measured?

B. Assignable variation

C. The standard against which is to be compared a process based on extensive research, trial and error and collaborative discussion

D. Understanding true variation versus artifact or statistical error

Correct Answer: BC



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