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QUESTION 1

_____ arises from a single or small set of causes that are not part of event or process and therefore can be traced, identified and implemented or eliminated. In general, researchers are interested in this variation because they can link-or-assign variation to a single specific cause and act accordingly.

- A. Process variation
- B. Assignable variation
- C. Random variation
- D. Performance variation

Correct Answer: B

QUESTION 2

A data analyst, using a clinical decision support system (administrative database), discovered a higher-than-expected incidence of renal failure (a serious complication) following coronary artery bypass surgery. The rate was well above 10 percent for the most recent 12 months increased over the last six quarters. However, the clinical decision support system did not contain enough detail to explain whether this complication resulted from the coronary artery bypass graft procedures or was a chronic condition present on admission.

To find the answer, the data analyst uses different steps. This example illustrates:

- A. How an administrative system's cost effectiveness can be combined with the detailed information in a medical record review?
- B. How data analyst use review chart to isolate cases
- C. That data should be thorough
- D. Computer aided information systems are better to gather data

Correct Answer: A

QUESTION 3

Interpersonal relationships are the fundamental part of a management system. They basically coordinate activities of different departments in a unit.

What is the role of Interpersonal relationships in Healthcare delivery systems?

- A. Promotion of cordial relationships
- B. Clinicians who relate well to their patients are more likely to elicit a more complete and accurate history from their patients
- C. It relates to Medical Ethics



D. None of the above

Correct Answer: B

QUESTION 4

The performance improvement methodology is a carefully chosen, strategically driven, value based, systematic, organization-wide approach to the achievement of specific, meaningful, high-priority organizational improvements.

The plan should include:

- A. The identified and prioritized opportunities for improvement project
- B. The staff needed to conduct the internal survey
- C. Needed human and material resources
- D. Estimated time frames

Correct Answer: A

QUESTION 5

The Baldrige criteria were originally developed and applied to business; however, in 1997, healthcare-specific criteria were created to help healthcare organizations address challenges such as focusing on core competencies, introducing new technologies, reducing costs, communicating and sharing information electronically new alliance with healthcare providers, and maintaining market advantage. The Baldrige healthcare criteria are built on the set of interrelated core values and concepts.

Which of the following is NOT out of those values and concepts?

- A. Focus on the present
- B. Valuing of staff and partners
- C. Agility
- D. Visionary leadership

Correct Answer: A

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