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QUESTION 1

Which of the following is the relationship between clinical outcomes and patient satisfaction?

Besides measuring morbidity and mortality, this management takes into account the quality of healthcare received from the patient's perspective.

- A. Benchmarking
- B. Clinical pathways
- C. Outcome measures
- D. Outcome management

Correct Answer: A

QUESTION 2

Typically, patients receive questionnaires from two weeks to four months after discharge from the hospitals. This delay raises concern about the reliability of the patient's memory.

Memory studies have shown that:

- A. The greater the effects of the hospitalization and the nature of the condition are, the greater the patient's ability is to recall health events
- B. The greater the effects of the hospitalization and the nature of the condition are, the lower the patient's ability is to recall health events
- C. The lower the effects of the hospitalization and the nature of the condition are, the greater the patient's ability is to recall health events
- D. None of these

Correct Answer: A

QUESTION 3

Examples of administrative data sources are all of the following EXCEPT:

- A. Hospital or physician office billing systems
- B. Health plan claim databases
- C. Health information management or medical record system
- D. Nursing management system

Correct Answer: D



QUESTION 4

The creation of an information technology infrastructure to analyze the performance of all physicians in a healthcare system can be useful in:

- A. Identifying the disease the hospital, physician, or physical group treats most
- B. Organizations can develop clinical pathways
- C. Clinical issues can be sorted out
- D. Physician report cards can be issued

Correct Answer: AB

QUESTION 5

Healthcare purchasers and payers are demanding that providers demonstrate their ability to provide high quality patient care at fair prices.

Specifically, they are seeking: (Choose two.)

- A. Objective evidence that hospitals and other healthcare organizations manage their costs well
- B. Current performance
- C. Baseline information
- D. Objective evidence that hospitals and other healthcare organizations satisfy their customers and have desirable outcomes

Correct Answer: AD

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