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**QUESTION 1**

Two key data collection skills satisfaction and sampling enhance any data collection effort.

These skills are based more on _____ and _____ then on statistics, yet many healthcare professionals have received limited training in both concepts.

- A. Logic and reliability
- B. Relatedness and latest happenings
- C. Ethics and reliability
- D. Logic and clear thinking

Correct Answer: D

QUESTION 2

Studies comparing self-reports with proxy reports do not consistently support the hypothesis that self-reports are more accurate than proxy reports.

However, conclusions drawn from studies in which responses were verified using hospital and physician records show that, on average:

(Choose two.)

- A. Self-reports tend to be more accurate than proxy reports
- B. Health events are underreported in both populations
- C. Proxy reports tend to be more accurate than self-reports
- D. Health events are reported in both populations

Correct Answer: AB

QUESTION 3

This example shows the relationship between:



Concept: *Patient safety*

What **aspect** of patient safety do we want to measure? *Medication errors*

What **specific measures** could we track?

- *Number of medication orders that had an error*
- *Total number of errors caught each day*
- *Percentage of orders with an error*
- *Medication error rate*
- *Number of wasted IVs*
- *Percentage of administration errors*

Which **specific indicator** will you select?

- A. A concept and specific measures
- B. Specific indicator and milestone
- C. Specific measures and specific indicators
- D. Effectiveness and concept

Correct Answer: A

QUESTION 4

In order to perform a task for which one is held accountable, there must be an equal balance between responsibility and:

- A. Authority
- B. Education
- C. Delegation
- D. Specialization

Correct Answer: A

QUESTION 5

Joseph Juran defined quality as consisting of two different but related concepts. The first form of quality is income oriented and includes features of the product that meet customer needs and thereby produce income (i.e., higher quality costs more).

The second form of quality is cost oriented and emphasizes:



- A. Freedom from failures
- B. Freedom from deficiencies
- C. Knowledge about variation
- D. Both A and B

Correct Answer: D

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