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Question 1

Question Type: MultipleChoice

Health organizations measure performance to meet multiple internal and external needs and demands. Internal quality improvement literature identifies some fundamental purposes for conducting performance measurement such as:

Options:

- A- Assessment of current performance
- B- Demonstration and verification of performance improvement activities
- C- Control of evaluation
- D- Both A and B

Answer:

D

Question 2

Question Type: MultipleChoice

Many organizations establish condition-specific patient registries for their more sophisticated quality improvement projects because they do not have a reliable source of clinical information. The use of patient registries is advantageous for the following reasons EXCEPT:

Options:

- A- They are rich source of information because they are customized
- B- They can collect all the data that the physician or health system determines are most important
- C- They are not subject to short comings of review records
- D- They can be used for quality improvements and research purposes

Answer:

C

Question 3

Question Type: MultipleChoice

Because of their detail and straightforward design, patient registries are a powerful source of quality improvement data. Registries usually are specialty or procedure specific. For instance:

Options:

- A- Acute myocardial infraction
- B- Total joint replacement
- C- Patient's bile test
- D- Enrollment in disease management program

Answer:

A, B

Question 4

Question Type: MultipleChoice

Limitations of health plan databases are all of the following EXCEPT:

Options:

- A- Database also must keep in mind that changes in reimbursement rules (and the provider's response to those changes) may affect the integrity of data over time

- B-** Recording may make some historical data inaccurate, especially as they relate to tracking and trending of compilation rates and the categorization of certain types of compilations
- C-** They do not contain detailed information on the outcomes of care or the results of tests (e.g. lab tests, radiology examinations, and biopsies)
- D-** None of these

Answer:

D

Question 5

Question Type: MultipleChoice

Health plan databases are valuable because they contain detailed information on all care received by health plan members. These databases are commonly used to identify patients who have not received preventive services such as:

Options:

A- Mammograms

B- Colon cancer screening

C- Immunization

D- A, B and C

Answer:

D

Question 6

Question Type: MultipleChoice

Health plan databases are an excellent source of data for quality improvement projects particular projects that have _____. For many years, health plans have used a variety of means to collect data on their performance, track the management of care received by their numbers and direct program in disease management and care management.

Options:

A- A population health management focus

B- Sophisticated data warehouses

C- Baseline assessment

D- Full engagement at nursing unit

Answer:

A

Question 7

Question Type: MultipleChoice

Patients hospitalized for congestive heart failure should be able to walk farther, have more energy, and experience less shortness of breath following hospital treatment. Patients who undergo total knee replacements should have less knee pain when they walk; have a good range of joint motion; and be able to perform activities of daily living such as walking, doing yard work, and performing normal household chores. This example shows that:

Options:

A- Treatment is a very sensitive process

B- The purpose of medical treatment and hospital procedures is to improve patients' functional status or quality of life

C- There should be full engagement at the management and staff level

D- Patient treatment results are regularly reviewed

Answer:

B

Question 8

Question Type: MultipleChoice

The ability to report survey results at an actionable level is critical; in most cases, actionable level means:

Options:

A- The nursing unit

B- Location of service

C- Average time frame of a service

D- Service level

Answer:

A, B

Question 9

Question Type: MultipleChoice

There is an art to constructing patient satisfaction surveys that produce valid, reliable, and relevant information. Likewise, survey validation itself is a time-consuming and complex undertaking. A quality improvement team can:

Options:

- A- Design the survey itself
- B- Design with the help of outside experts to design the survey
- C- Purchase an existing survey
- D- Any one of these can be the case

Answer:

D

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