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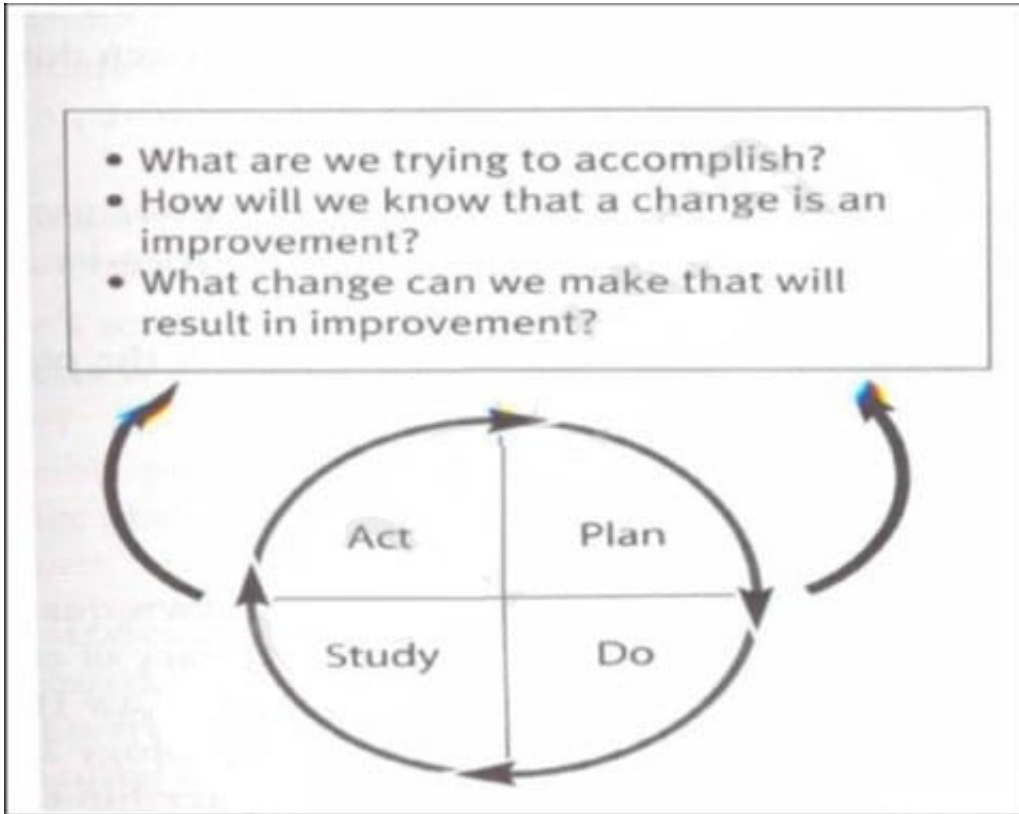
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QUESTION 1

The following diagram shows: A. Baldrige criteria for improvement



B. API Improvement model

C. Quality improvement

D. None of these

Correct Answer: B

QUESTION 2

"Likelihood of desired health outcomes" corresponds to clinicians' view that, with respect to outcomes, there are only probabilities, not certainties, owing to factors-such as patients' genetically determined physiological reliance-that influence:

A. The primary concerns of patients

B. Outcomes of care and yet are beyond clinicians' control

C. Outcomes of care and now are within clinicians' control

D. High cost interventions



Correct Answer: B

QUESTION 3

_____ is the skill and competence of health professionals and the ability of diagnostic or therapeutic equipment, procedures, and systems to accomplish what they are meant to accomplish, reliably and effectively.

- A. Technical excellence
- B. Subjective experience
- C. Professional excellence
- D. Objective experience

Correct Answer: A

QUESTION 4

Administrative data are information collected, processed and stored in automated information system. Which of the following is NOT included in that data?

- A. Enrollment or eligibility information
- B. Claims information
- C. Manage care encounters
- D. Timely administration of therapies

Correct Answer: D

QUESTION 5

The increased focus on and mandate for healthcare data place healthcare providers in a different situation than they have known in the past. Providers document such things and, unfortunately, many providers struggle to address the measurement mandate proactively, which leads organizations to assume a defensive posture when external organizations release the data.

Which of the following ways show/s the responses of provider in such cases? (Choose three.)

- A. The data are old (typically one or two years) and do not reflect our current performance
- B. The data are not stratified and do not represent appropriate comparisons.
- C. Our patients are similar those at the other hospitals in our comparison group (i.e., no risk adjustments were made to the data).
- D. We can move in a better way without doing competition with others

Correct Answer: ABC



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