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QUESTION 1

Collecting patient _____ data also is becoming a standard evaluation measure in the education and certification of medical, nursing, and allied health students.

- A. Ratings of satisfaction
- B. CMS
- C. Experience-of-data
- D. Report

Correct Answer: C

QUESTION 2

Once listing posts system is in place, root-cause analyses can be performed to identify particular problems, such as a staff member or medical group that contributes to problems, or problems that are systemic to the delivery of care, such as an antiquated manual appointment system.

Listing post strategies include: (Choose two.)

- A. Surveys
- B. Focus group
- C. Patient and family advisory services
- D. Suggestion boxes

Correct Answer: AB

QUESTION 3

A quality manager needs to assign a staff member to assist a medical director in the development of a quality program for a newly established service.

Which of the following staff members is most appropriate for this project?

- A. A newly hired staff member who has demonstrated competence and has time to complete the task
- B. A knowledgeable staff member who works best on defined tasks
- C. A motivated staff member who is actively seeking promotion
- D. A competent staff member who has good interpersonal skills

Correct Answer: D

**QUESTION 4**

_____ standards denote level of quality that can be reached under the best conditions, typically conditions similar to those under which efficacy is determined. These standards are especially useful as a reference points being evaluated should set as a benchmark.

- A. Optimal standards
- B. Minimal standards
- C. Achievable standards
- D. Something in between

Correct Answer: A

QUESTION 5

Which of the following processes is most cost-effective in preventing unnecessary resource consumption in the hospital?

- A. Effective preadmission screening
- B. Accurate DRG assignment at admission
- C. Second opinions for all surgeries
- D. Preadmission insurance benefit denials

Correct Answer: A

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