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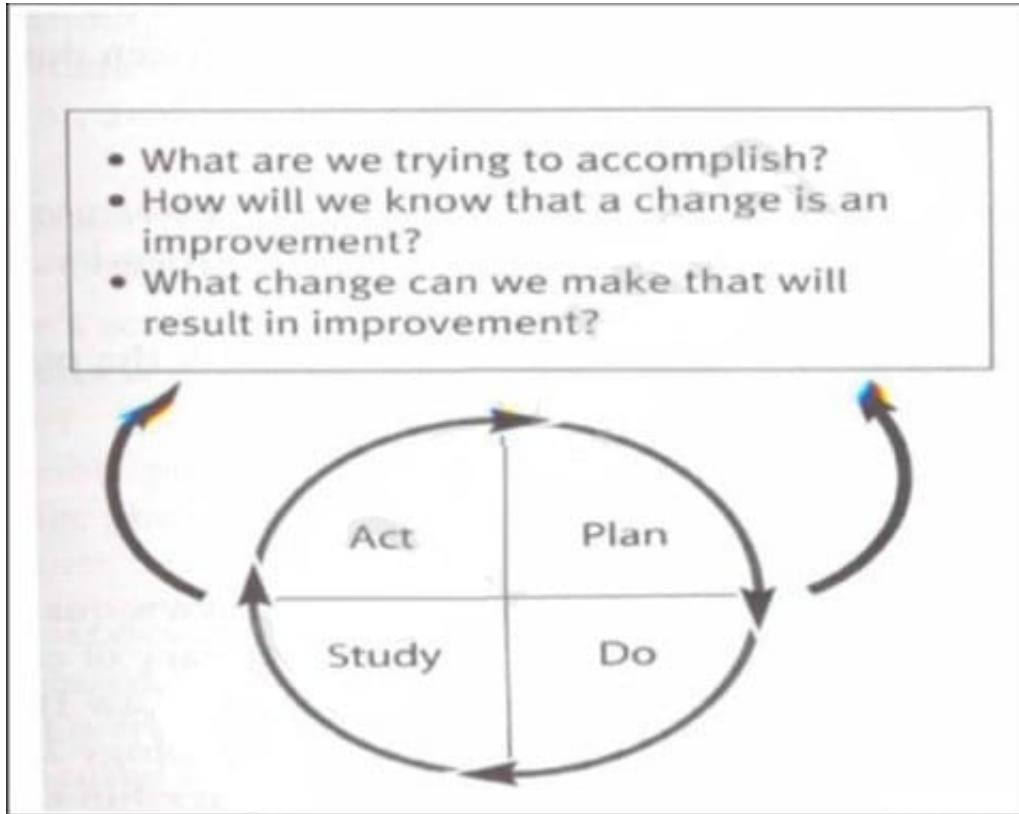
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**QUESTION 1**

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

A patient was in the operating room when a piece of a surgical instrument broke off and was left in the patient's body. The patient was readmitted for removal of the foreign object.

Which of the following would most likely apply in this situation?

A. Res ipsa loquitur

B. Contributory negligence

C. Contractual liability

D. Tort liability



Correct Answer: A

QUESTION 3

A social service department regularly monitors the number of inappropriate referrals, the timeliness of discharge planning, and the number of days of discharge delays.

What additional monitor should be added to evaluate the appropriateness of social service interventions?

- A. Inadequacy of documentation in progress notes
- B. Attainment of social service goals
- C. Timeliness of referrals to social services
- D. Number of social service referrals from nursing

Correct Answer: B

QUESTION 4

Familiarity with terms describing the psychometric properties of survey instruments and methods for data collection can help an organization choose a survey that will provide it with credible information for quality improvement. There are two different and complementary approaches to assessing the reliability and validity of a questionnaire.

Which of the following are out of those approaches?

- A. Cognitive testing
- B. Technical excellence testing
- C. Psychometric testing
- D. Both A and C

Correct Answer: D

QUESTION 5

The term _____ brings in mind that indicator panel on an automobile, which is most useful when the car is moving as a way for the driver to monitor key performance metrics such as speed, fuel level, engine performance, temperature and direction from digital display units.

- A. Dashboard
- B. Scoreboard
- C. Charts
- D. Scanners



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Correct Answer: A

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