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### QUESTION 1

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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### QUESTION 2

The creation of an information technology infrastructure to analyze the performance of all physicians in a healthcare system can be useful in:

- A. Identifying the disease the hospital, physician, or physical group treats most
- B. Organizations can develop clinical pathways
- C. Clinical issues can be sorted out
- D. Physician report cards can be issued

Correct Answer: AB

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### QUESTION 3

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

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### QUESTION 4



What approach should be followed by the healthcare improvement team for the best outcomes?

- A. Data collection should be thorough. The team may need the data down the road
- B. Stockpiling of data "just in case"
- C. Collecting the critical few rather than collecting for a rainy day
- D. Collection of a balanced amount of data in order to full-fill the current demands

Correct Answer: C

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#### QUESTION 5

The most effective data collection tools follow the \_\_\_\_\_ of patient care and medical record documentation, whether the data are collected retrospectively or prospectively.

- A. Actual flow
- B. Chart review
- C. Data analysts
- D. Registration system

Correct Answer: A

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