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QUESTION 1

Strong disagreement does arise, among the five parties\' definitions (i.e. the clinician\'s, the patient\'s the payers, the manager\'s and the society\'s), even outside the realm of cost effectiveness.

Conflicts typically arise when:

- A. Practitioners who are highly skilled in trauma and other emergency care
- B. Each group emphasizes a particular aspect of care
- C. One party holds that a particular practitioner or clinic is a high quality provider by virtue of having high ratings on single aspect of care
- D. The facility receives top marks from a team of expert clinicians whose primary focus is on technical performance

Correct Answer: C

QUESTION 2

_____ arises from a single or small set of causes that are not part of event or process and therefore can be traced, identified and implemented or eliminated. In general, researchers are interested in this variation because they can link-or-assign variation to a single specific cause and act accordingly.

- A. Process variation
- B. Assignable variation
- C. Random variation
- D. Performance variation

Correct Answer: B

QUESTION 3

_____ is the degree to difference between survey results when the scales are applied in different settings. Survey scores should reflect differences institutions, where care is presumably different.

- A. Discriminant validity
- B. Criterion validity
- C. Content validity
- D. Construct validity

Correct Answer: A

**QUESTION 4**

Typically, patients receive questionnaires from two weeks to four months after discharge from the hospitals. This delay raises concern about the reliability of the patient's memory.

Memory studies have shown that:

- A. The greater the effects of the hospitalization and the nature of the condition are, the greater the patient's ability is to recall health events
- B. The greater the effects of the hospitalization and the nature of the condition are, the lower the patient's ability is to recall health events
- C. The lower the effects of the hospitalization and the nature of the condition are, the greater the patient's ability is to recall health events
- D. None of these

Correct Answer: A

QUESTION 5

Experts on delivering superior customer service suggest that healthcare organizations adopt the following set principles EXCEPT:

- A. Hire service-savvy people. Aptitude is everything; people can be taught technical skills
- B. Establish high standards of customer service
- C. Evaluate processes of care to reduce patients and family anxiety and thus increase satisfaction
- D. Help staff focus on service

Correct Answer: C

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