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QUESTION 1

A number of attributes can characterize the quality of healthcare services. As, there are different groups involved in healthcare, such as physicians, patients and health insurers, tend to attach different levels of importance to particular attributes and as a result define quality care differently.

Which of the following is/are NOT out of those attributes?

- A. Technical performance
- B. Responsiveness to patient preferences
- C. Excess staff
- D. Amenities

Correct Answer: C

QUESTION 2

Through _____ the data collection staff can spot patient trends as they develop rather than receive the information after the patient have been discharged.

For instance, the incidence of ventilator-associated pneumonia sooner, or it may spot an increase in the rate of aspiration in stroke patients as it occurs.

- A. Medical record review (Retrospective)
- B. Prospective chart review
- C. Data collection forms
- D. Scanners

Correct Answer: B

QUESTION 3

When formulating medical standards, a critical decision that must be made is the _____ at which the standard should be set.

- A. Depth
- B. Clarity
- C. Level
- D. utility of measurement

Correct Answer: C



QUESTION 4

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

QUESTION 5

During improvement in healthcare system, because of a combination of technical complexity, system fragmentation, a tradition of autonomy, and hierarchical authority structures, overcoming the "daunting barrier to creating the habits and beliefs of common purpose, teamwork and individual accountability" necessary for spread and sustainability will require:

(Choose two.)

- A. Continual focus
- B. Commitment
- C. Focus to maintain benchmark levels
- D. Right time

Correct Answer: AB

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