

international board for quality in healthcare

1. A hospital gives training to all staff about quality concepts. For this training to be considered effective, it must achieve

A. Change in behavior or results that benefit the organization

B. Increased productivity and job satisfaction by the pupils

C. Improvement in trainee attitudes regarding the workplace

D. A reduction in work related errors

Answer(s): A

2. Which of the following team types usually select their own leader?

A. Cross-functional.

B. Virtual.

C. Self-directed.

D. Performance improvement.

Answer(s): C

3. A quality council in a large hospital can be most valuable in

A. Reviewing key quality cost data

B. Developing a linking to all levels of the organization

C. Developing top management skills

D. Helping control and support the total quality in effort

Answer(s): D

4. All subjects in a population have an equal chance of being chosen in:

A. Systematic sampling.

B. Cluster sampling.

C. Stratified random sampling.

D. Simple random sampling.

Answer(s): D

5. All of the following is true about the Continuous Improvement Process (CIP) except:

A. It is the opposite concept of the PDCA cycle.

B. Does not make a sudden jump to a plateau where it matures over time.

C. Employees are less resistant to CIP than radical changes.

D. It is a sustained, gradual change to improve the situation.

Answer(s): A

6. In poorly functioning teams you can find all the following except:

A. Members interactions are defensive.

B. Members compete one another.

C. Members don't have an identity within the team.

D. Conflicts are resolved.

Answer(s): D

7. Which of the following quality tools best displays special cause?

A. Histogram.

B. Run chart.

C. Control chart.

D. Pareto chart.

Answer(s): C

8. Both small and large organizations can undertake scale change. What would be a major disadvantage or draw-back that large organizations have that their smaller counterparts do not?

A. Time concerns.

B. Communication concerns.

C. Human resource concerns.

D. Money concerns.

Answer(s): A

9. One of the following is a type of concurrent review

A. Examine record keeping

B. Review of updated clinical data

C. Assure accuracy of records

D. Comparison of medical information to necessity

Answer(s): D

10. The nurse in the OR discovered a shortage in suture material while preparing for next week's operations. She repeatedly reported to the manager of the surgery department, but there was no response. As the quality manager, you should:

A. Set a procedure for reporting shortages of materials.

B. Investigate the supply chain of materials.

C. Keep a stock of 3 months supplies in the inventory.

D. Hold the nurse accountable for not informing him.

Answer(s): B

11. A tool for analysis of relationships between variables using numbers is called:

A. Interrelationship diagram.

B. Cause and effect diagram.

C. Scatter diagram.

D. Affinity diagram.

Answer(s): C

12. The proper way of disposing formaldehyde contaminated waste is:

A. Burying in landfills.

B. Placed in sealed containers.

C. Disposing it along with general waste.

D. Incineration.

Answer(s): B

13. Your project has experienced some changes to the agreed-upon WBS elements. The changes were approved through the proper change control process. The WBS changes might in turn require which of the following?

A. Schedule revisions.

B. Cost changes.

C. Risk response changes.

D. Scope changes.

Answer(s): A

14. The written document that is considered the teams license to operate as it defines the task, scope, time frames and boundaries the team will work in, is called:

A. Team strategy.

B. Team charter.

C. Team declaration.

D. Team plan.

Answer(s): B

15. Plan - Do - Check -Act PDCA cycle is also called

A. Deming cycle

B. Ishikawa cycle

C. Codman cycle

D. Shewart cycle

Answer(s): D

16. In a Performance Improvement project, the best way to evaluate the effectiveness of actions taken is by

A. Create new special indicators to measure the outcomes

B. Collecting data

C. Use the same performance measures to monitor the process

D. Interviewing the staff involved in implementation of the project

Answer(s): C

17. An injury caused by medical management rather than by the underlying disease or condition of the patient is called:

A. Medical error.

B. Potential compensable event.

C. Side effect.

D. Sentinel event.

Answer(s): C

18. Your team has established a project to decrease medication errors in the paediatrics department. Data has been collected regularly for 5 months now. You would like to know the rate of progress the project is achieving. The best way to use is

A. Control chart

B. Run chart

C. Line graph

D. Cumulative frequency curve

Answer(s): C

19. Place the four team development stages in order of occurrence

A. Norming, storming, forming, performing

B. Norming, forming, storming, performing

C. Forming, storming, performing, norming

D. Forming, storming, norming, performing

Answer(s): D

20. The concept behind zero inventory is called.

A. Lean six sigma.

B. Supply chain.

C. Resource management.

D. Just in time.

Answer(s): D
