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QUESTION 1

Limitations of health plan databases are all of the following EXCEPT:

- A. Database also must keep in mind that changes in reimbursement rules (and the provider's response to those changes) may affect the integrity of data over time
- B. Recording may make some historical data inaccurate, especially as they relate to tracking and trending of compilation rates and the categorization of certain types of compilations
- C. They do not contain detailed information on the outcomes of care or the results of tests (e.g. lab tests, radiology examinations, and biopsies)
- D. None of these

Correct Answer: D

QUESTION 2

IHI has designed a model to support its breakthrough collaborative series.

A key component of the collaborative model is the ability of participants to work with other organizations to discuss:

- A. Different problems
- B. Lessons learned
- C. Barriers to improvement
- D. Both B and C

Correct Answer: D

QUESTION 3

In the 1970s, Deming developed his 14 points for western Management in response to requests from U.S. managers for the secret to the radical improvement that Japanese companies were achieving in a number of industries. As part of his "system of profound knowledge," Deming promoted that "around 15% of poor quality was because of workers, and the rest of 85% was due to bad management, improper systems and processes." The "system" is based on parts.

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

- A. Appreciation for a system
- B. Knowledge about variation
- C. Theory of knowledge
- D. Sociology

Correct Answer: D

QUESTION 4

Joseph Juran defined quality as consisting of two different but related concepts. The first form of quality is income oriented and includes features of the product that meet customer needs and thereby produce income (i.e., higher quality costs more).

The second form of quality is cost oriented and emphasizes:

- A. Freedom from failures
- B. Freedom from deficiencies
- C. Knowledge about variation
- D. Both A and B

Correct Answer: D

QUESTION 5

The primary purpose of a management information system is to:

- A. Provide data for quality assessment.
- B. Computerize operations for greater effectiveness.
- C. Guarantee better coordination of organizational change.
- D. Provide information that facilitates management decisions.

Correct Answer: D

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