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QUESTION 1

"A quality improvement team is interested in determining the percentage of medication orders that are delivered to nurses' stations within one hour of the order's receipt in the pharmacy. Before collecting data on this question, the team should determine whether it believes that this percentage could differ by floor, time of day, day of week, type of medication ordered, pharmacist on duty, or volume of orders received. If the team believes that one or more of these factors will influence the outcome, it should take steps to ensure that it collects the data relevant to these factors each time the pharmacy receives an order."

This example explains:

- A. How stratification could be applied to pharmacy
- B. Is there any need to sample the data
- C. Targets and goals of measurement
- D. Confidentiality issues in measurement

Correct Answer: A

QUESTION 2

_____ refers to the "degree to which individuals and groups are able to obtain needed services."

- A. Responsiveness to patient preferences
- B. Amenities
- C. Equity
- D. Access

Correct Answer: D

QUESTION 3

Health plan databases are valuable because they contain detailed information on all care received by health plan members.

These databases are commonly used to identify patients who have not received preventive services such as:

- A. Mammograms
- B. Colon cancer screening
- C. Immunization
- D. A, B and C

Correct Answer: D

QUESTION 4

Once you have resolved these issues, the data collection should go smoothly. Unfortunately, many quality improvement teams do not spend sufficient time discussing their data collection plans. They want to move immediately to data collection step.

This haste usually guarantees that the team will: (Choose three.)

- A. Reschedule the time and cost
- B. Collect too much (or too little) data
- C. Collect the wrong data
- D. Become frustrated with the entire measurement journey

Correct Answer: BCD

QUESTION 5

A patient was in the operating room when a piece of a surgical instrument broke off and was left in the patient's body. The patient was readmitted for removal of the foreign object.

Which of the following would most likely apply in this situation?

- A. Res ipsa loquitur
- B. Contributory negligence
- C. Contractual liability
- D. Tort liability

Correct Answer: A

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