

***Applying Quality Management in Healthcare A
Systems Approach 5th edition Spath Test Bank***

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1. What is the primary reason for creating an improvement project charter?

- a. Identify a project leader and team members
- *b. Establish project scope and purpose
- c. Clarify the project timeline and involved departments
- d. Verify need for the project and its resources

2. What is the optimal size of an improvement project team?

- a. Between three and five people
- b. Between ten and fifteen people
- *c. Between five and eight people
- d. Between four and ten people

4. What is a quality improvement tool?

- a. Plan, do, study, act cycle
- b. Six Sigma
- c. Lean thinking
- *d. Process flowchart

5. What improvement tool would a project team use to identify who is responsible for each step of a process?

- a. Cause-and-effect diagram
- *b. Deployment flowchart
- c. Causal loop diagram
- d. Decision matrix

7. During the planning phase of an improvement project, what tool would help the project team identify potential barriers to success of the proposed process changes?

- a. Causal loop diagram
- b. Pareto chart
- c. Cause-and-effect diagram
- *d. Force field analysis

8. When monitoring the success of an improvement project, what graphic tool would be used to evaluate variation in key performance parameters?

- a. Pareto chart
- *b. Control chart
- c. Histogram
- d. Flowchart

10. What is an improvement tool that project teams can use to evaluate and prioritize a list of options?

- a. Cause-and-effect diagram
- b. Control chart
- c. Causal loop map
- *d. Decision matrix

11. In what section of a project charter would the measurable outcomes for the project be listed?

- *a. Objectives
- b. Success factors
- c. Purpose
- d. Resources

12. During the planning phase of an improvement project, what tool could the team use to brainstorm reasons why problems exist?

- a. Control chart
- *b. Cause-and-effect diagram
- c. Pareto chart
- d. Force field analysis

1. What are the three primary approaches used by external stakeholders to influence healthcare quality?

- a. Regulation, litigation, and sanction
- *b. Licensure, accreditation, and certification
- c. Policies, procedures, and standards
- d. Research, reimbursement, and reinforcement

2. What is the most significant legislation resulting from public health policy since enactment of the Medicare and Medicaid programs in 1965?

- *a. Patient Protection and Affordable Care Act of 2010
- b. Health Insurance Portability and Accountability Act of 1996
- c. Health Information Technology for Economic and Clinical Health Act of 2009
- d. American Recovery and Reinvestment Act of 2009

4. What federal legislation influenced the transition to electronic health records to improve healthcare quality and safety?

- a. Patient Protection and Affordable Care Act of 2010
- b. Health Insurance Portability and Accountability Act of 1996
- *c. Health Information Technology for Economic and Clinical Health Act of 2009
- d. Medicaid Innovation Accelerator Program of 2014

5. What distinguishes an accountable care organization from other types of provider networks?

- a. Members of the network must be primary care providers.
- b. Billing claims for each provider are processed in a central location.
- c. Physicians and hospitals are designated as nonprofit entities.
- *d. Networks of providers share financial responsibility for patient care.

6. Why would Medicare NOT reimburse a hospital for treating a wound infection a patient develops while still in the hospital following surgery?

- *a. Some preventable hospital-acquired conditions are not reimbursed by Medicare.
- b. Medicare patients at high risk for complications should not undergo surgery.
- c. Evidence-based practices were not followed as required by Medicare.
- d. Treatment for surgical complications requires prior authorization by Medicare.

7. What organization maintains the Sentinel Event Database?

- a. Centers for Medicare & Medicaid Services
- *b. Joint Commission
- c. National Patient Safety Foundation
- d. National Committee for Quality Assurance

8. What group sponsors an accreditation program for health plans?

- *a. National Committee for Quality Assurance
- b. Joint Commission
- c. Institute for Medical Quality
- d. Public Health Accreditation Board

9. What federal agency publicly reports hospital performance measurement results?

- a. Institute of Medicine
- b. National Quality Forum
- *c. Centers for Medicare & Medicaid Services
- d. Agency for Healthcare Research and Quality

10. What group sponsors the Innovation Center website where healthcare best practices are shared?

- a. National Committee for Quality Assurance
- *b. Centers for Medicare & Medicaid Services
- c. Institute for Medical Quality
- d. Quality Improvement Organizations

11. If a hospital is considering becoming accredited, what group would they contact?

- *a. DNV GL Healthcare
- b. American College of Surgeons
- c. State health department
- d. Health Care Quality Association

12. What organization sponsors the Quality Check website where hospital performance results can be found?

- a. Centers for Medicare & Medicaid Services
- b. American Hospital Association
- *c. Joint Commission
- d. National Committee for Quality Assurance