Project Planning and Management 3rd edition Harris Test Bank

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Project Planning and Management, Third Edition
Chapter 2: Influences and Determinants of Quality Improvement Projects

Multiple Choice:

1. Reviewing historical data when designing a quality improvement project is desirable for which reason?

A. Gives direction
B. Decreases errors
C. Expands knowledge
D. Demonstrates effectiveness

Answer: A

Rationale: Historical data guides the work of quality improvement project teams and gives direction when choices are vague and lack basis.

2. Which of the following decreases errors, improves the quality of decisions, and strengthens the adoption of quality improvement projects?

A. Incentives
B. Facts
C. Structure
D. Legislation

Answer: B

Rationale: Facts increase decision quality, diminish errors, and strengthen the adoption of projects and outcomes.

3. Which of the following is the largest predictor of health outcomes?

A. Incentives
B. Economics
C. Social factors
D. Historical data

Answer: C

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Rationale: Social and environmental factors are the largest predictors of health outcomes and are influential in changing practices.

4. Which of the following is most sensitive to measure differences in quality of care?

A. Process measures
B. Outcome indicators
C. Tests of significance
D. Explanations of variation

Answer: A

Rationale: Process measures are more sensitive to measuring differences in quality of care.

5. Which of the following is the best way to identify an organization's hidden failures?

A. Plan-Do-Study-Act
B. Cost-benefit Model
C. Swiss Cheese Model
D. Force Field Analysis

Answer: C

Rationale: James Reason's Swiss Cheese Model of a System (2008) offers quality improvement project teams another tool to identify latent or hidden failures in a system.

Short Answer/Essay:

6. Name one characteristic of quality improvement research that distinguishes it from quality improvement programs.

Answer:
Answers may vary but should include one of the following:

- Uses systematic inquiry to develop, refine, or expand knowledge
- Utilizes a scientific method

7. List the three domains determinants of success.

Answer:
Answers should include all of the following:

- Process

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- Structure
- Outcomes

8. Identify two unintended consequences team members should anticipate when planning a quality improvement project.

Answer:
Answers may vary but should include at least two of the following:
- Dismissal of evidence
- Social factors
- Financial impacts
- Stakeholder partisanship

9. Name one benefit of using the Force Field Analysis technique.

Answer:
Answers may vary but should include at least one of the following:
- Allows project teams to identify stakeholders and issues that may deter improvement processes
- Allows teams to identify supporting allies and create new scenarios for team building

10. What are the four primary reasons for variations in outcomes?

Answer:
Answers should include all of the following:
- Chance
- Differences in quality care
- Differences in patient type
- Differences in measurement

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