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

SKU: 9781640552777-TEST-BANK

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

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

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

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

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.

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

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

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