

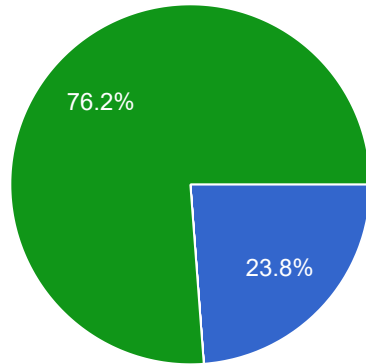
2022 BOG prep Week 4 quiz

21 responses

1. The primary purpose of the quality assurance/risk management program is to:



21 responses

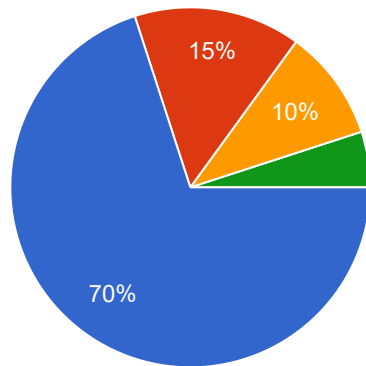


- A. Comply with licensure and accreditation standards as required by state and federal I...
- B. Monitor medical staff practices in order to control the increases in malpractice rates
- C. Identify potential problems that will keep the hospital fro...
- D. Monitor, control, and direct the institution's efforts toward...

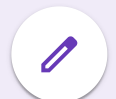
2. Current JCAHO guidelines regarding measurement (the collection of data) include all of the following except:



20 responses



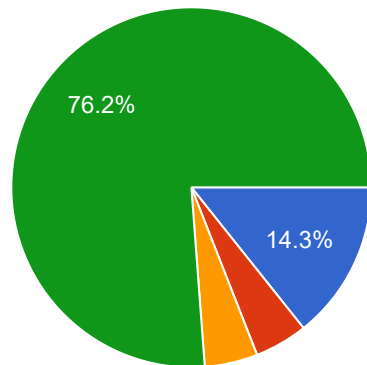
- A. The data collection processes should be consistent with those of the JCAHO's "1...
- B. The data should identify opportunities for possible improvement of existing proc...
- C. The organization must collect data about the appropriatene...
- D. The organization must collect data on patient care processe...



3. All areas of healthcare facilities are subject to safety, convenience and other regulatory requirements as dictated by the state life safety codes, JCAHO, OSHA, state fire marshal, etc. Which area of the facility typically has the highest standards?



21 responses

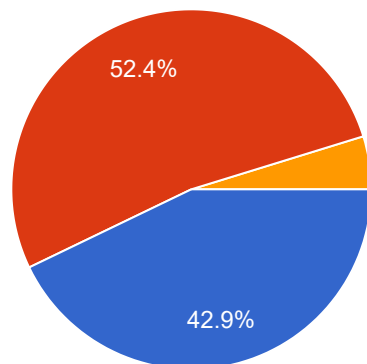


- A. The energy plant
- B. Highly used public areas
- C. Areas under construction
- D. Patient care areas

4. The principles of quality improvement require that healthcare executives change their philosophy from:



21 responses

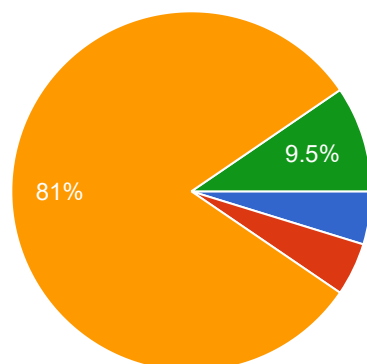


- A. Finding fault with employees to finding problems in processes.
- B. Finding fault with employees to involving them in the improvement of processes.
- C. Focusing on enhanced inspection techniques to focus on process o...
- D. Focusing on employees' roles to focusing on process o...

5. Continuous quality improvement assumes that:



21 responses



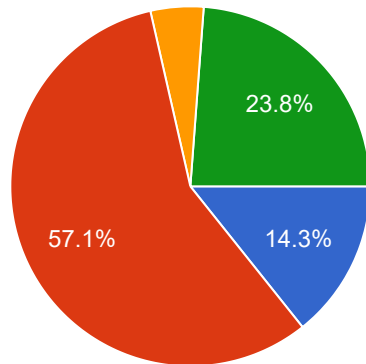
- A. Achievement will be rewarded.
- B. There is direction from top management.
- C. There is no upper limit to excellence.
- D. Interconnected work teams are in place.



6. Performance improvement teams should consist of:



21 responses

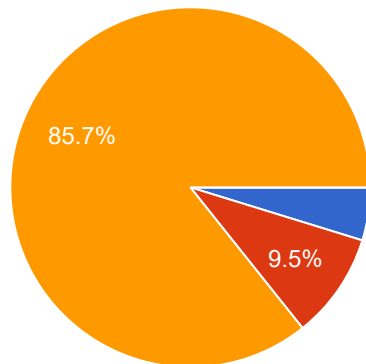


- A. Experts in process management.
- B. Members from the involved Microsystems.
- C. Middle managers with experience.
- D. Physicians and other users.

7. A bar chart format, with the items rank ordered on a dependent variable, such as cost, profit, or satisfaction that Examines the components of a problem in terms of their contribution to it is known as:



21 responses

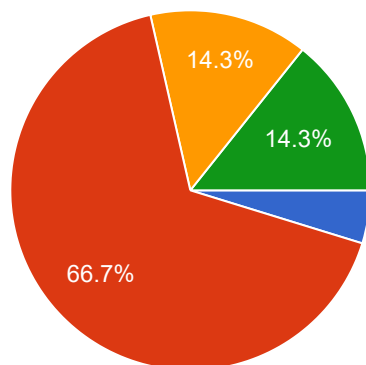


- A. A run chart.
- B. A frequency table.
- C. Pareto analysis.
- D. Deming cycle.

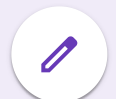
8. Which is the Shewhart process for performance improvement:



21 responses



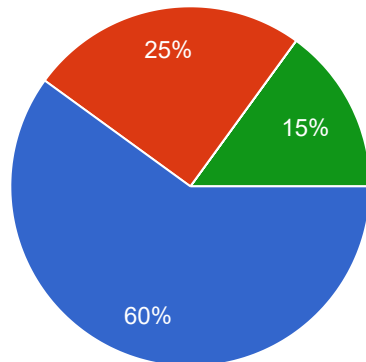
- Plan, check, do, act.
- Plan, do, check, act.
- Analyze, formulate, implement, evaluate.
- Define, Measure, Analyze, Implement, and Control.



9. Which of the following would be a discrete measure in continuous improvement:



20 responses

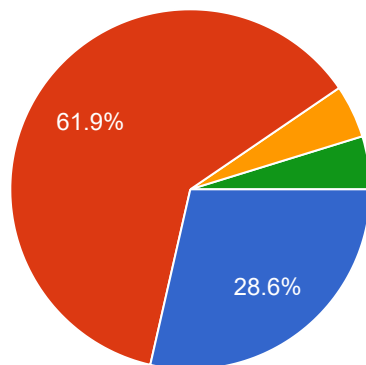


- A. Gender.
- B. Weight.
- C. Height.
- D. Temperature.

10. In a hospital setting, a critical pathway is best described as:



21 responses

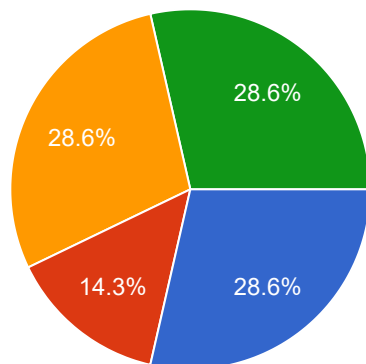


- A. A document that focuses on efficiency and describes a standard set of activities to be...
- B. A set of guidelines that focus on identifying those decision points which should lead to th...
- C. Any attempt to standardize clinical activities based upon...
- D. Decision tree that focuses on physician decision making.

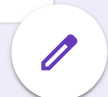
11. The arrival of women for obstetrical deliveries or patient flow in an emergency department can best be analyzed through the use of which technique?



21 responses



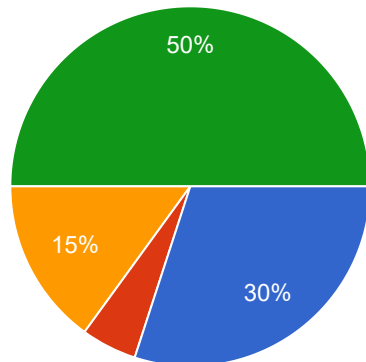
- Pert Charting
- Gant Charting.
- Stochastic Modeling.
- Monte Carlo Simulation.



12. One approach for measuring technical quality of clinical support services is:



20 responses

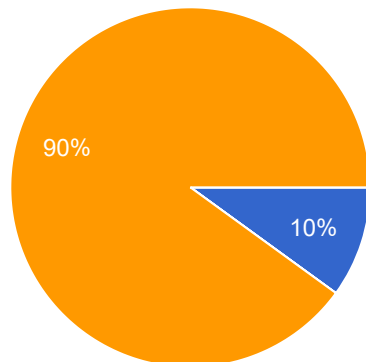


- A. Patient satisfaction scores.
- B. Degree of continuity of care.
- C. Appropriateness testing.
- D. Process review.

13. The applicability of continuous improvement in healthcare organizations assumes:



20 responses

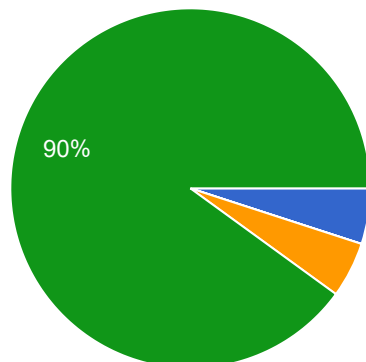


- A. An upper limit of improvement.
- B. The physician's perspective is dominant.
- C. An organizational commitment.
- D. The elimination of outliers.

14. In consultation with the board, the administrator has decided that an effort must be made to increase the level of involvement among management personnel in quality assessment and assurance. Which one of the following options is most likely to achieve the desired results?



20 responses



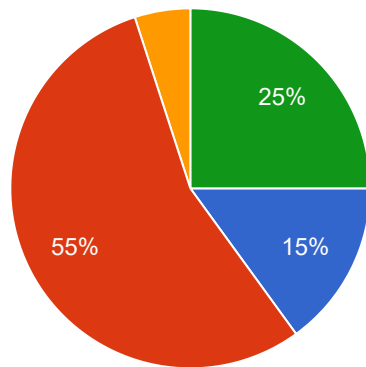
- A. Send all key management personnel to quality assessment workshops over the next year
- B. Delegate quality assessment function in question to the medical records committee
- C. Delegate quality assessment education functions to the utili...
- D. Develop an in-house program using trained key per...



15. Current JCAHO guidelines regarding the design of new patient care processes include all of the following except:



20 responses

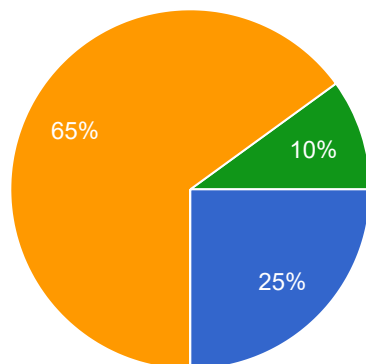


- A. The design is clinically up-to-date
- B. The design is based on the organization's mission, vision, values, and plans.
- C. The design meets the needs and expectations of key constituents
- D. The design team includes physicians or their designees

16. The governing body of a healthcare institution meets its responsibility for the quality of patient care by:



20 responses

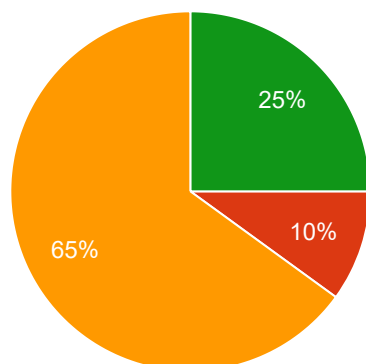


- A. Delegating accountability for patient care to the committee appointed by the governing b...
- B. Delegating to the chief executive officer the responsibility for developing c...
- C. Establishing, maintaining, and supporting through medic...
- D. Establishing an effective system for utilization review,...

17. Before submission of the annual business plan to the governing authority, the plan should be developed by:



20 responses



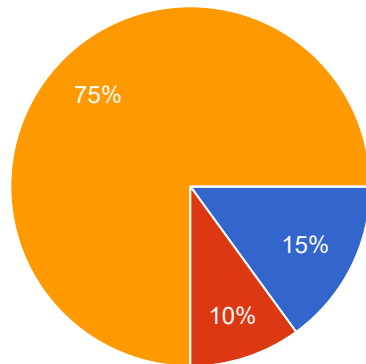
- A. Recommendations from the finance committee, on the basis of its estimate of income for t...
- B. The heads of the profit centers, considering each center's anticipated revenues...
- C. Key executives, after receiving recommendations fr...
- D. The heads of the operating divisions, with the CEO collati...



18. The governing authority assures itself about the quality of care by:



20 responses

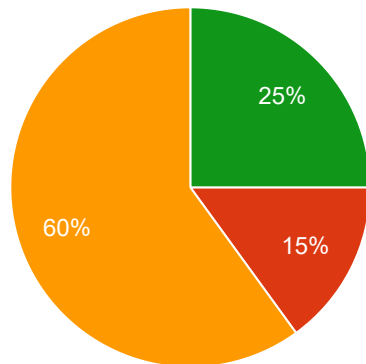


- A. Holding the CEO of the health facility accountable.
- B. Making the president of the medical/professional staff an ex officio member of the governing authority.
- C. Approving the process and then following up regularly and continuously to see that it is being followed.
- D. Reviewing tabulated results of incidence reports

19. The establishment of an appropriate credentialing procedure for members of the medical/professional staff should ultimately be a decision of the:



20 responses

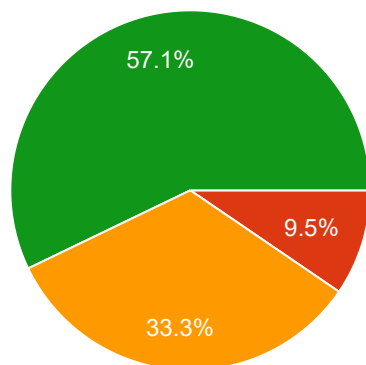


- A. Entire medical/professional staff
- B. Credentialing committee
- C. Governing authority
- D. Medical/professional executive committee

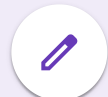
20. CEO compensation should be based on:



21 responses



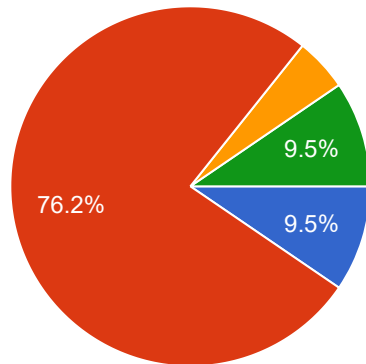
- A. The compensation arrangements with the prior CEO.
- B. Present salary plus cost-of-living adjustment.
- C. Executive compensation in local corporations with similar gross revenues.
- D. What the institution would have to pay for a similarly positioned CEO in a similar institution.



21. In a healthcare organization, who has ultimate fiduciary responsibility?



21 responses

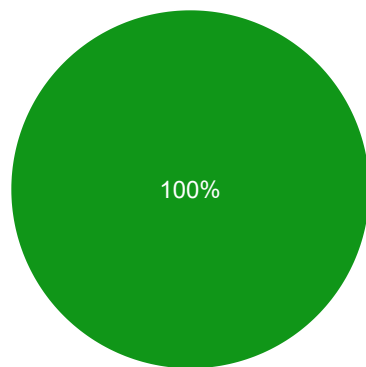


- A. Chief financial officer.
- B. Board of Trustees
- C. Chief Executive Officer
- D. Finance Committee of the Board

22. Mission statements:



21 responses

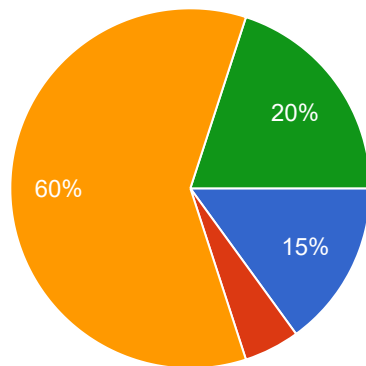


- A. Are frequently changed in response to environmental issues and marketing trends.
- B. Never Change
- C. Do not require formal board action when revised.
- D. Identify in broad terms the purposes for which an organization exists.

23. The chief executive officer:



20 responses



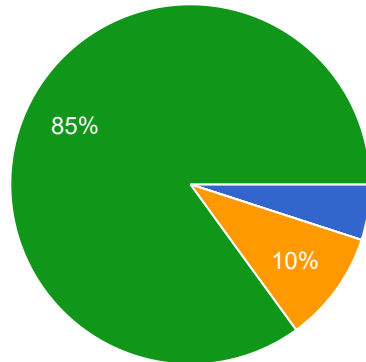
- A. is a member of the board.
- B. is not a member of the board.
- C. represents the board internally and externally.
- D. has a contract with the board.



24. Regarding the budget, the board:



20 responses

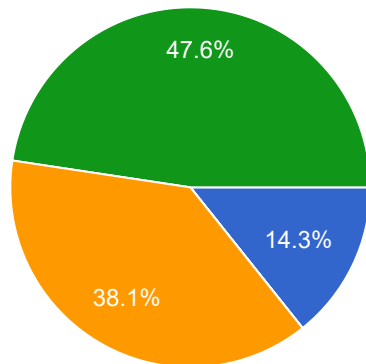


- A. Does not use the budget exercise as a way to improve quality and productivity.
- B. Gets involved in preparing budgets for all operational units.
- C. Decides which personnel are needed in top management.
- D. Establishes guidelines and makes final choices among competing opportunities.

25. The individual or group responsible for establishing policy, maintaining quality of care, and providing for institutional management planning is the:



21 responses

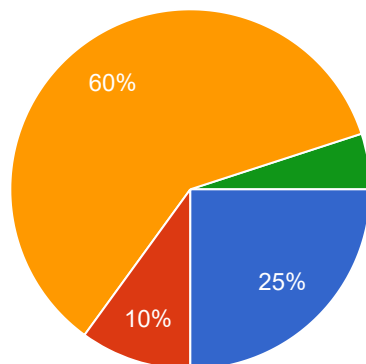


- A. Chief Medical Officer
- B. Chief Nursing Officer.
- C. Hospital Authority
- D. Chief executive officer.

26. A correct statement regarding trustees serving as fiduciaries is that they can:



20 responses



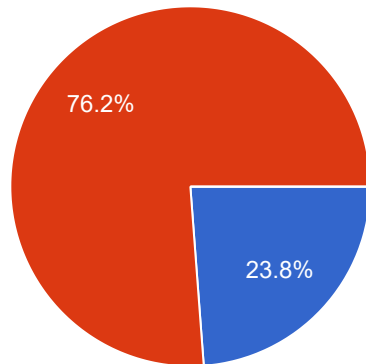
- A. Be indicted for alleged theft of facility funds and the improper expenditure of facilit...
- B. Be released from responsibility by giving the audit committee final authority in hi...
- C. Be held personally liable for wrongful acts or omissions by...
- D. Waive their fiduciary responsibility as a community...



27. A key reason for choosing board members is because:



21 responses

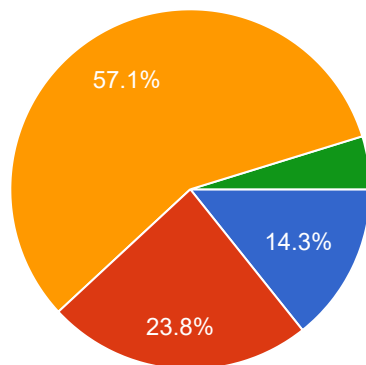


- A. They have high status in the community.
- B. Of what they can do for the organization.
- C. Other board members want to listen to their opinions.
- D. Physicians will listen to them.

28. The administrator's relationship with the board of directors should be one in which the administrator:



21 responses

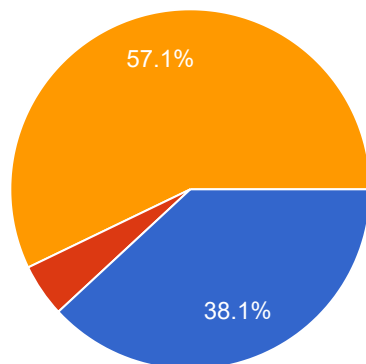


- A. Minimizes board involvement in any operational issues.
- B. Serves as the functionary for implementing all board of directors' decisions.
- C. Draws upon skills of board members in facilitating appropriate discussion and d...
- D. Identifies those topics with which the board should involv...

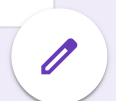
29. Which of the following bodies has the final accountability for the formulation of policies and procedures concerning professional responsibilities within the healthcare organization?



21 responses



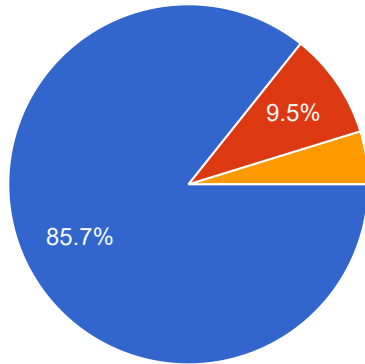
- A. Chief executive and senior management.
- B. Medical executive committee.
- C. Governing authority.
- D. Quality assurance committee.



30. Which of the following is a key responsibility of a governing board?



21 responses

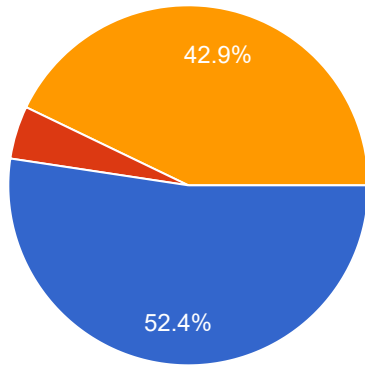


- A. Recruit and select the CEO.
- B. Operationalize the organization's strategic plan.
- C. Assist the CEO with evaluation of the rest of the management team.
- D. Develop a physician recruitment plan.

31. The main role of the board is:



21 responses

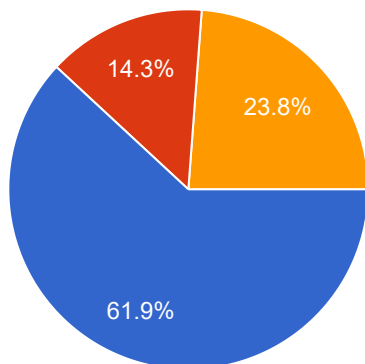


- A. Selecting the CEO
- B. Overseeing operations
- C. Setting institutional policy
- D. Running the institution in the absence of the CEO

32. Governing boards are typically more effective at what size?



21 responses



- A. 10 to 15 members.
- B. 15 to 25 members.
- C. 5 to 10 members.
- D. More than 25 members.

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