

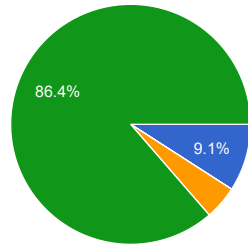
2023 BOG prep Week 5 Quiz -- Quality and Performance and Ethics

22 responses

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

[Copy](#)

22 responses

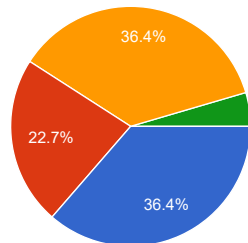


- A. Comply with licensure and accreditation standards as required by state and federal I...
- B. Monitor medical staff practices in order to control the increases in malpractice rates
- C. Identify potential problems that will keep the hospital fro...
- D. Monitor, control, and direct the institution's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

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

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22 responses

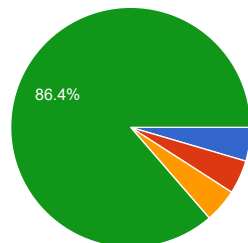


- A. The data collection processes should be consistent with those of the JCAHO's "1...
- B. The data should identify opportunities for possible improvement of existing proc...
- C. The organization must collect data about the appropriatene...
- D. The organization must collect data on patient care processe...

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?

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22 responses

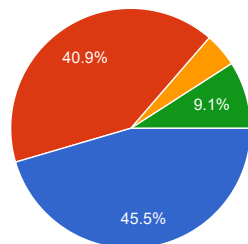


- A. The energy plant
- B. High' and public areas
- C. Are of construction
- D. Patient care areas

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

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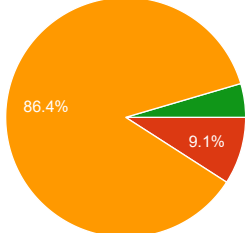
22 responses



- 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 focu...
- D. Focusing on employees' roles to focusing on process o...

5. Continuous quality improvement assumes that: Copy

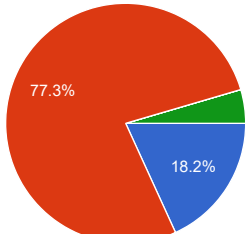
22 responses



Option	Description	Percentage
A	Achievement will be rewarded.	9.1%
B	There is direction from top management.	9.1%
C	There is no upper limit to excellence.	86.4%
D	Interconnected work teams are in place.	9.1%

6. Performance improvement teams should consist of: Copy

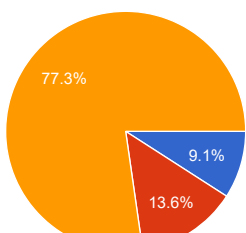
22 responses



Option	Description	Percentage
A	Experts in process management.	18.2%
B	Members from the involved Microsystems.	77.3%
C	Middle managers with experience.	9.1%
D	Physicians and other users.	9.1%

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: Copy

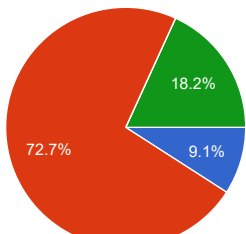
22 responses



Option	Description	Percentage
A	A run chart.	9.1%
B	A frequency table.	13.6%
C	Pareto analysis.	77.3%
D	Deming cycle.	9.1%

8. Which is the Shewhart process for performance improvement: Copy

22 responses



Option	Description	Percentage
A	Plan, check, do, act.	9.1%
B	Plan, do, check, act.	72.7%
C	Analyze, formulate, implement, evaluate.	9.1%
D	Define, Measure, Analyze, Implement, and Control.	18.2%

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

22 responses

Option	Percentage
A. Gender.	63.6%
B. Weight.	22.7%
C. Height.	13.6%
D. Temperature.	0%

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

22 responses

Option	Percentage
A. A document that focuses on efficiency and describes a standard set of activities to be...	18.2%
B. A set of guidelines that focus on identifying those decision points which should lead to th...	72.7%
C. Any attempt to standardize clinical activities based upon...	9.1%
D. Decision tree that focuses on physician decision making.	0%

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? Copy

22 responses

Option	Percentage
A. Pert Charting	22.7%
B. Gant Charting.	54.5%
C. Stochastic Modeling.	18.2%
D. Monte Carlo Simulation.	4.6%

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

22 responses

Option	Percentage
A. Patient satisfaction scores.	36.4%
B. Degree of continuity of care.	36.4%
C. Appropriateness testing.	27.3%
D. Process review.	0%

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

22 responses

Option	Percentage
A. An upper limit of improvement.	9.1%
B. The physician's perspective is dominant.	0%
C. An organizational commitment.	86.4%
D. The elimination of outliers.	4.5%

- 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? Copy

22 responses

Option	Percentage
A. Send all key management personnel to quality assessment workshops over the next year	13.6%
B. Delegate quality assessment function in question to the medical records committee	0%
C. Delegate quality assessment education functions to the utili...	4.5%
D. Develop an in-house program using trained key per...	81.8%

- 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: Copy

22 responses

Option	Percentage
A. The design is clinically up-to-date	13.6%
B. The design is based on the organization's mission, vision, values, and plans.	36.4%
C. The design meets the needs and expectations of key constituents	13.6%
D. The physician team includes their designees	36.4%

- 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 physician team includes their designees

16. When considering ethical principles useful to healthcare executives, which of the following is incorrect? Copy

22 responses

Option	Percentage
A. Non-maleficence - first do no harm.	0%
B. Respect for persons, including Autonomy, Truth Telling, Confidentiality, Fidelity.	9.1%
C. Beneficence - an obligation to act in charity and kindness.	0%
D. Justice - maintain different levels of care and services based on social status and th...	90.9%

- A. Non-maleficence - first do no harm.
- B. Respect for persons, including Autonomy, Truth Telling, Confidentiality, Fidelity.
- C. Beneficence - an obligation to act in charity and kindness.
- D. Justice - maintain different levels of care and services based on social status and th...

17. The major purpose of the code of ethics for members of a healthcare executives association is to: [Copy](#)

22 responses

Option	Percentage
A. Enhance the image of the healthcare management profession	13.6%
B. Set forth standards of ethical behavior for healthcare executives	81.8%
C. Set ethical guidelines for the advancement of members with...	3.6%
D. Provide a forum for dialogue on healthcare policy issues	1.0%

- A. Enhance the image of the healthcare management profession
- B. Set forth standards of ethical behavior for healthcare executives
- C. Set ethical guidelines for the advancement of members with...
- D. Provide a forum for dialogue on healthcare policy issues

18. Which of the following are commonly recognized to be a right of each patient: [Copy](#)

22 responses

Option	Percentage
A. Receive considerate and respectful care.	0.5%
B. Communicate with a caregiver in the language of the patient's choosing.	0.5%
C. Be informed about and participate in decisions regarding their care.	0.5%
D. All of the above	95.5%

- A. Receive considerate and respectful care.
- B. Communicate with a caregiver in the language of the patient's choosing.
- C. Be informed about and participate in decisions regarding their care.
- D. All of the above

19. With respect to the processes by which healthcare organizations maintain the confidentiality, security and integrity of the medical record, all of the following statements are true except: [Copy](#)

22 responses

Option	Percentage
A. The original medical record of a patient being transferred from one healthcare organizat...	45.5%
B. Healthcare organizations must have a mechanism to preserve the confidentiality of...	5.0%
C. The organization must have a mechanism to safeguard re...	49.5%
D. Written policies must require that medical records may be r...	50%

- A. The original medical record of a patient being transferred from one healthcare organizat...
- B. Healthcare organizations must have a mechanism to preserve the confidentiality of...
- C. The organization must have a mechanism to safeguard re...
- D. Written policies must require that medical records may be r...

20. Healthcare facilities serving disabled populations might wish to systematically review concerns by: [Copy](#)

22 responses

Option	Percentage
A. Adding specific questions to patient satisfaction instruments	40.9%
B. Consulting periodically with advocacy groups	9.1%
C. Reviewing patient complaints raised by disabled individuals	45.5%
D. Reviewing their compliance with the Americans with Disabilities Act.	4.5%

- A. Adding specific questions to patient satisfaction instruments
- B. Consulting periodically with advocacy groups
- C. Reviewing patient complaints raised by disabled individuals
- D. Reviewing their compliance with the Americans with Disabilities Act.

21. The healthcare executive with opposing duties (obligations) – meeting one of which makes it impossible to meet the other – has a: Copy

22 responses

Option	Percentage
A. Conflict of interest	81.8%
B. Management ethical dilemma	9.1%
C. Need for a consultant	3.6%
D. Situation that is impossible	5.5%

22. The ethical precepts (organizational philosophy) that guide an organization’s activities are found in a variety of sources that are: Copy

22 responses

Option	Percentage
A. Reflected in everyday actions	22.7%
B. The sole province of senior management	0%
C. Part of the governing body's formal actions	13.6%
D. Written and unwritten	63.6%

23. The most common and useful ways to overcome resistance to change in organizations are: Copy

22 responses

Option	Percentage
A. Committees and task forces	2.7%
B. Education and communication	72.7%
C. Manipulation and co-optation	1.9%
D. Inspirational leadership and managerial skill	22.7%

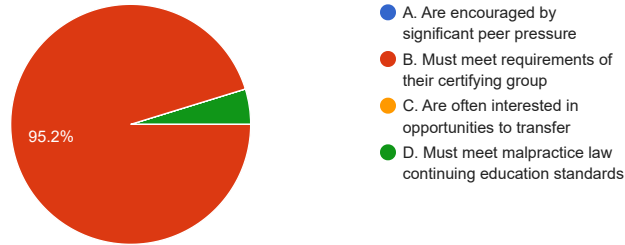
24. Coordination among governance, management, and professional staff is a major problem for most healthcare organizations. A common way to solve the problem of coordination is: Copy

20 responses

Option	Percentage
A. Provide a local area network to leaders of each group using personal computers	0%
B. Have overlapping membership of committees that are part of each group	65%
C. Have quarterly meetings where issues of concern to th...	35%
D. Provide copies of memoranda and policy state...	0%

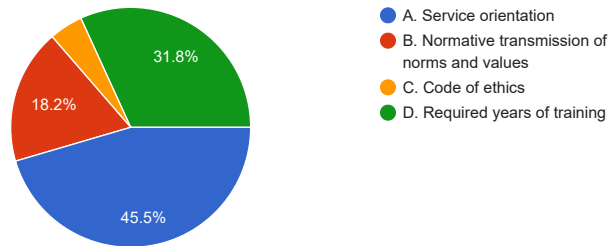
25. In efforts to encourage licensed clinical staff to engage in continuing education, healthcare executives are given substantial assistance by the fact that these professionals: [Copy](#)

21 responses



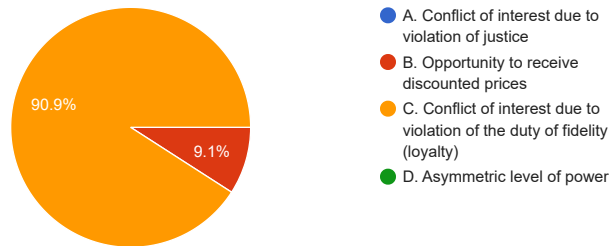
26. All of the following are elements of a profession except: [Copy](#)

22 responses



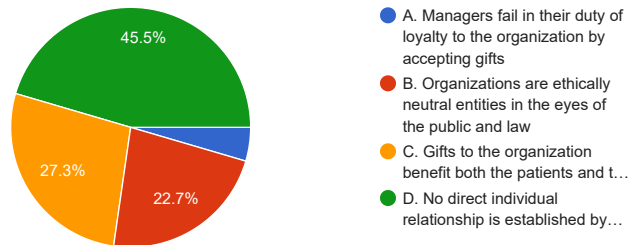
27. If a governing board member is a decision maker for a company that conducts business with the HCO, there exists a(n): [Copy](#)

22 responses



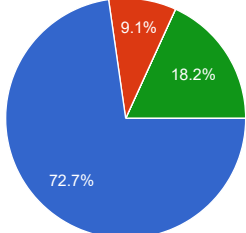
28. Large gifts to tax-exempt HCOs do not suggest a conflict of interest, whereas a large gift to a manager of such an organization is likely to be ethically unacceptable. The difference is that: [Copy](#)

22 responses



29. When a healthcare organization's goal conflicts with the stated position of a professional society, the professional individual's responsibility is to: Copy

22 responses

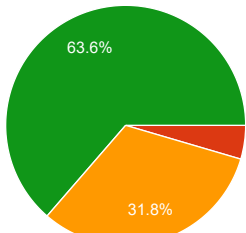


Option	Percentage
A. Make known the stance of the profession and reconcile the divergent positions.	72.7%
B. Enlist the support of professional colleagues to alter the organization's position.	9.1%
C. Support the professional society's position	18.2%
D. Support the organization's position.	0.0%

- A. Make known the stance of the profession and reconcile the divergent positions.
- B. Enlist the support of professional colleagues to alter the organization's position.
- C. Support the professional society's position
- D. Support the organization's position.

30. Which one of the following conditions must be met for human subjects to be used in a medical research program? Copy

22 responses



Option	Percentage
A. No suitable animal model exists for use instead of people.	1.0%
B. The research program has been approved by the medical staff.	3.6%
C. The research program has been approved by the governing authority.	31.8%
D. Risks should be clearly explained in understandable I...	63.6%

- A. No suitable animal model exists for use instead of people.
- B. The research program has been approved by the medical staff.
- C. The research program has been approved by the governing authority.
- D. Risks should be clearly explained in understandable I...

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