

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

1. Email *

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

Mark only one oval.

- A. Comply with licensure and accreditation standards as required by state and federal legislation
- B. Monitor medical staff practices in order to control the increases in malpractice rates
- C. Identify potential problems that will keep the hospital from becoming a party to litigation
- D. Monitor, control, and direct the institution's efforts towards achieving delivery of the optimal level of care

3. 2. Current JCAHO guidelines regarding measurement (the collection of data) 1 point
include all of the following except:

Mark only one oval.

- A. The data collection processes should be consistent with those of the JCAHO's "10-step method" for quality assessment.
- B. The data should identify opportunities for possible improvement of existing processes
- C. The organization must collect data about the appropriateness of admissions and hospital stays
- D. The organization must collect data on patient care processes that are high risk, high volume, and problem prone.

4. 3. All areas of healthcare facilities are subject to safety, convenience and other 1 point
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?

Mark only one oval.

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

5. 4. The principles of quality improvement require that healthcare executives 1 point
change their philosophy from:

Mark only one oval.

- 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 focusing on variance.
- D. Focusing on employees' roles to focusing on process outcomes.

6. 5. Continuous quality improvement assumes that:

1 point

Mark only one oval.

- 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.

7. 6. Performance improvement teams should consist of:

1 point

Mark only one oval.

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

8. 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:

1 point

Mark only one oval.

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

9. 8. Which is the Shewhart process for performance improvement: 1 point

Mark only one oval.

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

10. 9. Which of the following would be a discrete measure in continuous improvement: 1 point

Mark only one oval.

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

11. 10. In a hospital setting, a critical pathway is best described as: 1 point

Mark only one oval.

- A. A document that focuses on efficiency and describes a standard set of activities to be performed for a defined category of patients.
- B. A set of guidelines that focus on identifying those decision points which should lead to the consistent provision of appropriate clinical practice.
- C. Any attempt to standardize clinical activities based upon diagnostic categories and projected outcomes.
- D. Decision tree that focuses on physician decision making.

12. 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? 1 point

Mark only one oval.

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

13. 12. One approach for measuring technical quality of clinical support services is: 1 point

Mark only one oval.

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

14. 13. The applicability of continuous improvement in healthcare organizations assumes: 1 point

Mark only one oval.

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

15. 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? 1 point

Mark only one oval.

- 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 utilization review coordinator
- D. Develop an in-house program using trained key personnel for presenting and discussing assurance and its implication for the organization.

16. 15. Current JCAHO guidelines regarding the design of new patient care processes include all of the following except: 1 point

Mark only one oval.

- 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

17. 16. When considering ethical principles useful to healthcare executives, which of the following is incorrect? 1 point

Mark only one oval.

- 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 the ability to pay.

18. 17. The major purpose of the code of ethics for members of a healthcare executives association is to: 1 point

Mark only one oval.

- 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 within the organization
- D. Provide a forum for dialogue on healthcare policy issues

19. 18. Which of the following are commonly recognized to be a right of each patient: 1 point

Mark only one oval.

- 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

20. 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: 1 point

Mark only one oval.

- A. The original medical record of a patient being transferred from one healthcare organization to another may accompany the patient to the new organization.
- B. Healthcare organizations must have a mechanism to preserve the confidentiality of data / information identified as sensitive.
- C. The organization must have a mechanism to safeguard records against loss, destruction, tampering and unauthorized access or use.
- D. Written policies must require that medical records may be removed from the organization's jurisdiction only in accordance with a court order, subpoena or statute.

21. 20. Healthcare facilities serving disabled populations might wish to systematically review concerns by: 1 point

Mark only one oval.

- 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.

22. 21. The healthcare executive with opposing duties (obligations) – meeting one of which makes it impossible to meet the other – has a: 1 point

Mark only one oval.

- A. Conflict of interest
- B. Management ethical dilemma
- C. Need for a consultant
- D. Situation that is impossible

23. 22. The ethical precepts (organizational philosophy) that guide an organization's activities are found in a variety of sources that are: 1 point

Mark only one oval.

- A. Reflected in everyday actions
- B. The sole province of senior management
- C. Part of the governing body's formal actions
- D. Written and unwritten

24. 23. The most common and useful ways to overcome resistance to change in organizations are: 1 point

Mark only one oval.

- A. Committees and task forces
- B. Education and communication
- C. Manipulation and co-optation
- D. Inspirational leadership and managerial skill.

25. 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: 1 point

Mark only one oval.

- A. Provide a local area network to leaders of each group using personal computers
- B. Have overlapping membership of committees that are part of each group
- C. Have quarterly meetings where issues of concern to the groups are discussed
- D. Provide copies of memoranda and policy statements to leaders of each group

26. 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: 1 point

Mark only one oval.

- A. Are encouraged by significant peer pressure
- B. Must meet requirements of their certifying group
- C. Are often interested in opportunities to transfer
- D. Must meet malpractice law continuing education standards

27. 26. All of the following are elements of a profession except: 1 point

Mark only one oval.

- A. Service orientation
- B. Normative transmission of norms and values
- C. Code of ethics
- D. Required years of training

28. 27. If a governing board member is a decision maker for a company that conducts business with the HCO, there exists a(n): 1 point

Mark only one oval.

- A. Conflict of interest due to violation of justice
- B. Opportunity to receive discounted prices
- C. Conflict of interest due to violation of the duty of fidelity (loyalty)
- D. Asymmetric level of power

29. 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: 1 point

Mark only one oval.

- A. Managers fail in their duty of loyalty to the organization by accepting gifts
- B. Organizations are ethically neutral entities in the eyes of the public and law
- C. Gifts to the organization benefit both the patients and the general public
- D. No direct individual relationship is established by giving to the organization.

30. 29. When a healthcare organization's goal conflicts with the stated position of a professional society, the professional individual's responsibility is to: 1 point

Mark only one oval.

- 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.

31. 30. Which one of the following conditions must be met for human subjects to be used in a medical research program? 1 point

Mark only one oval.

- 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 language to each individual subject

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