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QUESTION 1

The American Society for Quality has formed six categories of quality tools. Which of the following is NOT out of those categories?

- A. Cause Analysis
- B. Evaluation and decision making
- C. Process analysis
- D. Idea adoption

Correct Answer: D

QUESTION 2

When continuing unique events, one uses a p-chart. The number plotted on a chart would be either a proportion or a percentage. When counting total events (e.g., the number of falls per patient day each month), one plots a ratio on a u-chart.

Examples of attributes data plotted as percentage on p-charts include figures such as: (Choose two.)

- A. Percentage of patients who died
- B. Percentage of visits by every patient
- C. Percentage of scripts that had one or more medication errors
- D. Percentage of patients discharged

Correct Answer: AC

QUESTION 3

You decided to interview ten patients in your emergency room on a given day and drew conclusions about your emergency services from these people. You have taken limited data and made a huge jump in logic.

This jump is known as:

- A. Stereotyping
- B. Over-generalization
- C. Ecological fallacy
- D. Quota sampling

Correct Answer: C

QUESTION 4

The theory behind SPC (Statistical Process Control) is straightforward. It requires a change in thinking from error detection to error prevention.

The use of SPC in healthcare has a number of benefits excluding:

- A. Increased quality awareness on the part of healthcare organizations and practitioners
- B. Increased focus on patients
- C. The ability to base decisions on database
- D. Moderation is processes that result in lengthening the outcomes having better quality care

Correct Answer: D

QUESTION 5

The distinction between inpatient and outpatient data is an important consideration in planning the data collection process because:

- A. The data sources may be different
- B. Mixing of data may or may not be reliable
- C. Approaches to data collection may be different
- D. Both A and B

Correct Answer: D

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