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QUESTION 1

Attribute data are discrete whole numbers and not continuous.

Examples of attribute data plotted as ratio data on u-charts include figures such as:

- A. Total number of patient falls per patient day
- B. Total number of medication errors per total number of pneumonia patients
- C. Percentage of patients readmitted to the hospital within 30 days
- D. Percentage of surgical complications divided by the percentage number of surgeries

Correct Answer: A

QUESTION 2

The manager's perspective on quality differs markedly from that of clinicians and patients on:

- A. Efficiency, effectiveness and access
- B. Efficiency, cost effectiveness and equity
- C. Responsiveness to patient preferences
- D. Equity, access and technical performance

Correct Answer: B

QUESTION 3

The primary benefit of adopting a countrywide or global uniform set of discharge data is to:

- A. Facilitate computerization of data.
- B. Validate data being collected from other sources.
- C. Facilitate collection of comparable health information.
- D. Assist medical records personnel in collecting internal data.

Correct Answer: C

QUESTION 4

Joseph Juran defined quality as consisting of two different but related concepts. The first form of quality is income oriented and includes features of the product that meet customer needs and thereby produce income (i.e., higher quality costs more).

The second form of quality is cost oriented and emphasizes:

- A. Freedom from failures
- B. Freedom from deficiencies
- C. Knowledge about variation
- D. Both A and B

Correct Answer: D

QUESTION 5

Licensing and accrediting bodies have relied heavily on structural measures of quality not only because the measures are relatively stable and thus easier to capture but:

- A. They reliably identify providers who are cheap
- B. They reliably identify providers who demonstrably lack means to deliver high quality care
- C. They can never lack the means to deliver high quality care
- D. They reliably identify physicians

Correct Answer: B

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