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QUESTION 1

The CAHPS (Consumer Assessment of Healthcare Providers and Systems) program is a multiyear public-private initiative to develop standardized surveys of patients\' experiences with ambulatory and facility-level care.

Healthcare organizations, public and private purchasers, consumers, and researchers use CAHPS results to:

- A. Access the patients-centeredness of care
- B. Compare and report on performance
- C. Improve quality of care
- D. All of the above

Correct Answer: D

QUESTION 2

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

QUESTION 3

It involves identification and selection of a patient\'s medical record or group of records after the patient has been discharged from the hospital or clinic. Many proponents of medical record review believe it to be the most accurate method of data collection.

What is it?

- A. Prospective data collection
- B. Data collection forms
- C. Scanners
- D. Retrospective data collection

Correct Answer: D

QUESTION 4

Typically, patients receive questionnaires from two weeks to four months after discharge from the hospitals. This delay raises concern about the reliability of the patient's memory.

Memory studies have shown that:

- A. The greater the effects of the hospitalization and the nature of the condition are, the greater the patient's ability is to recall health events
- B. The greater the effects of the hospitalization and the nature of the condition are, the lower the patient's ability is to recall health events
- C. The lower the effects of the hospitalization and the nature of the condition are, the greater the patient's ability is to recall health events
- D. None of these

Correct Answer: A

QUESTION 5

Numerous opportunities for improvement exist in every healthcare organization. However, not all improvements are of the same magnitude.

Improvements that are powerful and worthy of organization resources include those:

- A. That will positively affect a large number of patients
- B. Eliminate or reduce instability in critical clinical or business processes
- C. Increase risk
- D. Ameliorate serious problems

Correct Answer: D

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