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 Pop Quiz

1. A key finding of the reports "To Err is Human" and "Crossing the Quality Chasm" was the acknowledgment that poor health care outcomes were more prevalent than previously acknowledged. (Ans: True)

Reason: The words “These figures brought the issue of patient harm to the attention of health care thought leaders” (Ch. 10, pp.256, para 4) show that this issue was not previously acknowledged.

1. The term patient satisfaction was used early on in the industry and was misinterpreted to mean simply how happy patients were with their care. (Ans: False)

Reason: According to Ch. 9, pp235, para 1, the term is not misinterpreted. It really means the feelings of the patients associated with their healthcare.

1. The term patient experience reflects the idea that patients' report of care involves their opinion or emotional reaction but does not include their evaluation of care, including safety, quality, and compassion of care delivery (Ans: False)

Reason: Patient experience incorporate everything that directly or indirectly effects the patient. (Ch 9, pp235, para 1)

1. Which of the following is not one of the types of suffering that patients experience, as described in the text? (Ans: Avoidable suffering related to expectations)

Reason: This was the only option not mentioned in the text (Ch. 9, pp. 242, para 2)

1. Which of the following is not one of the types of suffering that patients experience, as described in the text? (Ans: Reduce or mitigate this suffering)

Reason: Patient experience is only to avoid unnecessary pain; complete pain cannot be avoided. (Ch 9, pp. 242, para 3)

1. What is our goal when addressing avoidable suffering associated with dysfunction? (Ans: Prevent this suffering)

Reason: Any unnecessary pain to the patient should be avoided. (Ch 9, pp. 242, para 3)

1. What is the primary purpose of segmenting patient experience data? (Ans: To identify how different patients might have different needs or experiences)

Reason: This data is later used for later improvements and research by dividing data according to age groups or other markers. (Ch 9, pp. 244, para 4)

1. Which of the following is NOT a benefit of using electronic surveys in addition to a traditional methodology such as mail? (Ans: Greater likelihood of patient submission of comments)

Reason: Honest and quick feedback improves patient experience. (Ch 10, pp.253, para 3)

1. According to the text, safety can best be defined as which of the following? (Ans: Protecting patients from harm)

Reason: Mentioned word-by-word in Ch.10, pp. 253, para 3)

1. Recent estimates of patient harm place the number of patient deaths caused by human error every year to be about \_\_\_\_\_\_\_\_. (Ans:  100,000)

Reason: According to Ch.10, pp. 254, para 1, the amount of patient deaths caused by human error are 44,000 to 98,000 annually.

1. According to the text, safety science can best be defined as which of the following? (Ans: All aspects of safety management systems that work to ensure care without harm)

Reason: Mentioned word-by-word in Ch.10, pp. 255, para 1

1. According to the text, high reliability organizing can best be defined as which of the following? (Ans: Measures of safety, quality, and experience)

Reason: Mentioned word-by-word in Ch.10, pp. 263, para 3

1. Which of the following is not one of the five characteristics of a high reliability organization, per Weick and Sutcliffe? (Ans: Accepting limits on discretionary actions)

Reason: Mentioned word-by-word in Ch.10, pp. 264, para 1

1. According to the text, the best approach for building a culture of safety and high-reliability is to \_\_\_\_. (Ans: increase reliability of equipment and medical devices)

Reason: Medical devices are used to gather all data that is later used in all readings and calculations. (Ch. 10, pp. 266, para 1-2)

1. Which of the following is NOT part of a just culture? (Ans: Zero tolerance for repeat events)

Reason: Just culture cannot rule out human error. (Ch 10, pp.267, last para)

1. Learning systems require a healthy culture of problem reporting. Which of the following should be done to increase problem reporting? (Ans: All of the above)

Reason: Reporters are encouraged to report, and technology is improved to promote this culture. (Ch. 10, pp. 272, pt. 1-4)

1. Which is the following is NOT an application of human factors to improve safety, quality, and reliability? (Ans: Weibull analysis of cardiac pacemaker failures)

Reason: All the other possibilities involved direct use of human hands in the process. (Ch.10, pp. 272, para 3-4)

1. Which of the following is a good strategy to sustain a culture of safety and high reliability? (Ans: All of the above)

Reason: The basic aim of the culture of safety is to improve healthcare in the ways mentioned in the question’s options. (Ch 10, pp. 276, para 2)

1. Over the past decade, there has been an explosion of quality metrics and measurement across health care driven by \_\_\_. (Ans: all the above)

Reason: All the options expressly mentioned in Ch. 12, pp.301, para 2

1. The term balanced scorecard was first used in a Harvard Business Review article to describe how managers could better organize employee performance appraisals. (Ans: True)

Reason: Expressly mentioned in Ch. 12, pp.317, para 2

1. Quality improvement (QI), as described by the text, is heavily dependent on retrospective chart review and root cause investigations to solve problems. (Ans: True)

Reason: Expressly mentioned in Ch. 12, pp.307, para 4

1. Which of the following are routine quality control (QC) measures and uses in healthcare delivery organizations? (Ans: All of the Above)

Reason: Expressly mentioned in Ch. 12, pp.306, para 4

1. What are the three population-based outcomes described in the IHI Triple Aim? (Ans: Patient Experience, Population Health, Per Capita Cost)

Reason: Quoted from Ch. 12, pp.307, bottom diagram

1. Which of the following describes quality improvement (QI)?

Reason: Expressly mentioned in Ch. 12, pp.307, para 1

1. The IHI High-Impact Leadership Framework includes which of the following? (Ans: What leaders do to make a difference and where leaders need to focus efforts)

Reason: Mentioned directly in Ch. 12, pp. 310, exhibit 12.5

1. Which of the IHI High-Impact Leadership behaviors is most directly linked and critical to quality measurement and improvement in healthcare delivery organizations? (Ans: Transparency)

Reason: Mentioned in the last lines of Ch.12, pp. 308

1. According to the article, "Developing Key Performance Indicators for a Prescription Medication System", how many indicators were selected as valid KPI's for the prescription management system? (Ans: Six)

Reason: Mentioned in Ch. 12, pp.316, last para

1. One of the articles talks about the QI efforts of Intermountain Healthcare. Where is Intermountain Healthcare based out of? (Ans: Utah and Idaho)

Reason: Not available in book. Consult: <https://intermountainhealthcare.org/about/>

1. The article "The problem using patient complaints for QI" suggests that patient complaints should be used for triggers and starting points for collaborative learning. (Ans: True)

Reason: Mentioned in last lines of Ch. 12, pp. 309

1. How did researchers begin to find their top 20 most promising sites in the article, "Learning from High Performing Front Line Clinical Units"? (Ans: All of the above)

Reason: mentioned in the last page of Ch. 12