

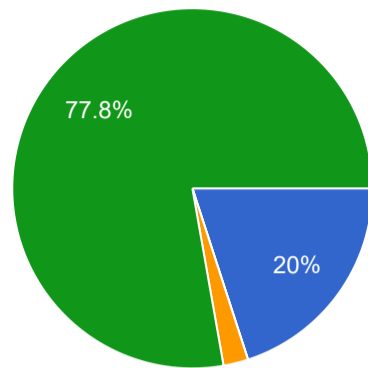
2025 BOG prep Week 1 Quiz -- Quality and Performance and Information Technology

45 responses

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

[Copy](#)

45 responses

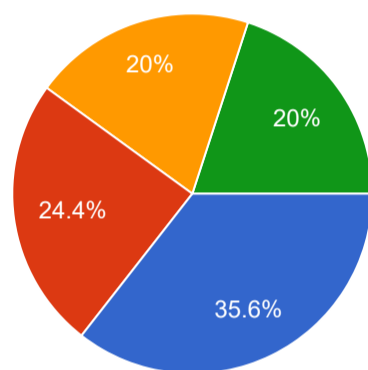


- A. Comply with licensure and accreditation standards as required by state and federal I...
- B. Monitor medical staff practices in order to control the increases in malpractice rates
- C. Identify potential problems that will keep the hospital fro...
- D. Monitor, control, and direct the institution's efforts toward...

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

[Copy](#)

45 responses

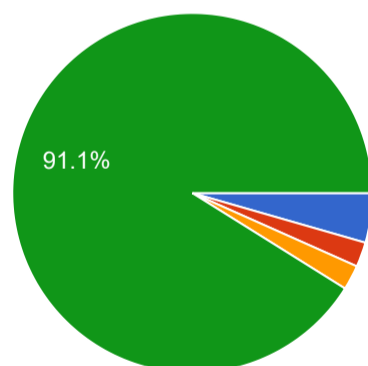


- A. The data collection processes should be consistent with those of the JCAHO's "1...
- B. The data should identify opportunities for possible improvement of existing proc...
- C. The organization must collect data about the appropriatene...
- D. The organization must collect data on patient care processe...

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

[Copy](#)

45 responses

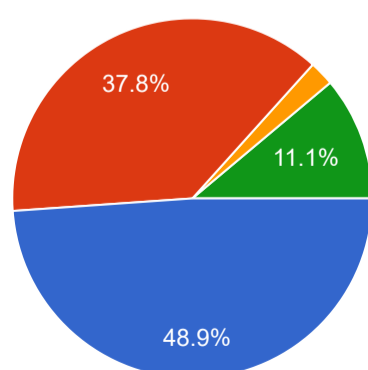


- A. The energy plant
- B. Highly used public areas
- C. Areas under construction
- D. Patient care areas

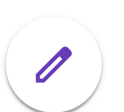
4. The principles of quality improvement require that healthcare executives change their philosophy from:

[Copy](#)

45 responses



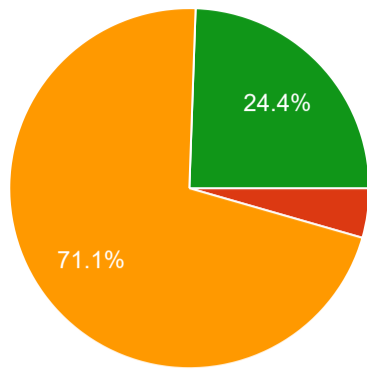
- A. Finding fault with employees to finding problems in processes.
- B. Finding fault with employees to involving them in the improvement of processes.
- C. Focusing on enhanced inspection techniques to focu...
- D. Focusing on employees' roles to focusing on process o...



5. Continuous quality improvement assumes that:

[Copy](#)

45 responses

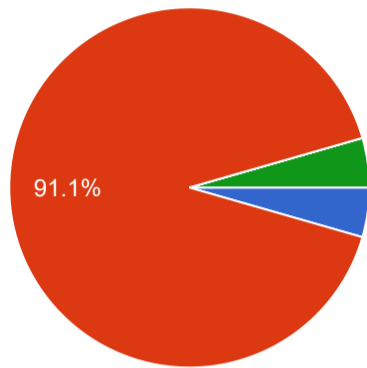


- A. Achievement will be rewarded.
- B. There is direction from top management.
- C. There is no upper limit to excellence.
- D. Interconnected work teams are in place.

6. Performance improvement teams should consist of:

[Copy](#)

45 responses

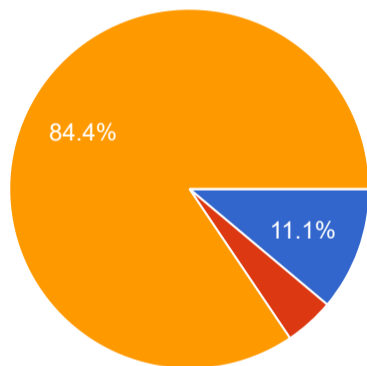


- A. Experts in process management.
- B. Members from the involved Microsystems.
- C. Middle managers with experience.
- D. Physicians and other users.

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:

[Copy](#)

45 responses

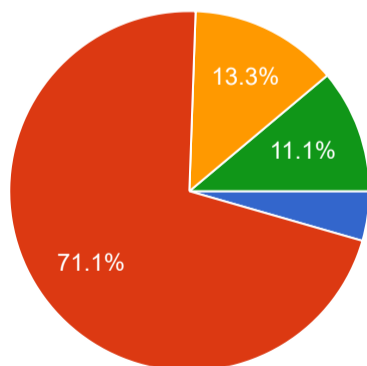


- A. A run chart.
- B. A frequency table.
- C. Pareto analysis.
- D. Deming cycle.

8. Which is the Shewhart process for performance improvement:

[Copy](#)

45 responses

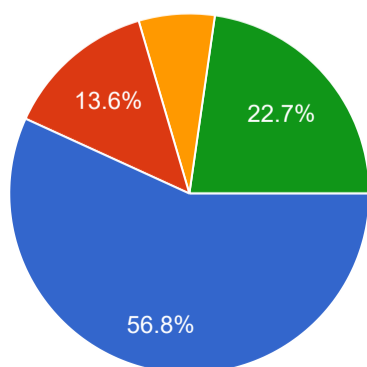


- A. Plan, check, do, act.
- B. Plan, do, check, act.
- C. Analyze, formulate, implement, evaluate.
- D. Define, Measure, Analyze, Implement, and Control.

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

[Copy](#)

44 responses



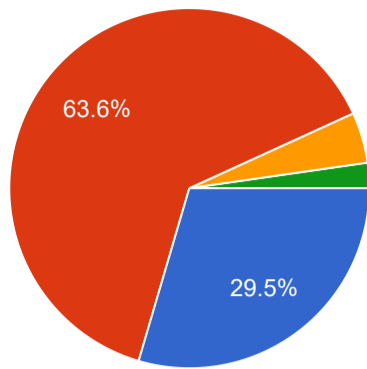
- A. Gender.
- B. Weight.
- C. Height.
- D. Temperature.



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

[Copy](#)

44 responses

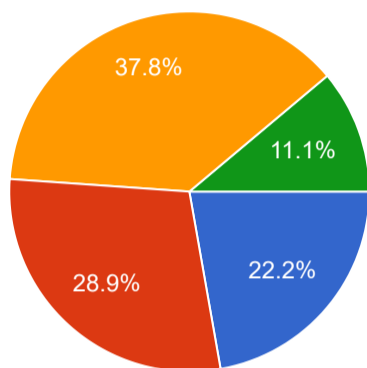


- A. A document that focuses on efficiency and describes a standard set of activities to be...
- B. A set of guidelines that focus on identifying those decision points which should lead to th...
- C. Any attempt to standardize clinical activities based upon...
- D. Decision tree that focuses on physician decision making.

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?

[Copy](#)

45 responses

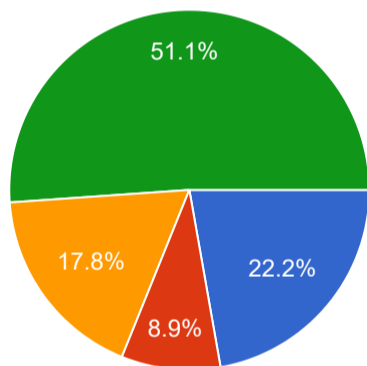


- A. Pert Charting
- B. Gant Charting.
- C. Stochastic Modeling.
- D. Monte Carlo Simulation.

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

[Copy](#)

45 responses

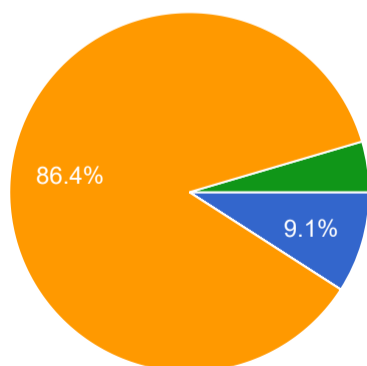


- A. Patient satisfaction scores.
- B. Degree of continuity of care.
- C. Appropriateness testing.
- D. Process review.

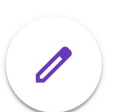
13. The applicability of continuous improvement in healthcare organizations assumes:

[Copy](#)

44 responses



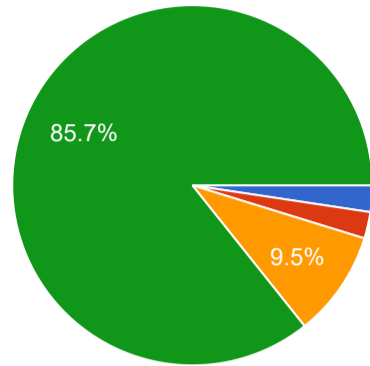
- A. An upper limit of improvement.
- B. The physician's perspective is dominant.
- C. An organizational commitment.
- D. The elimination of outliers.



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?

 Copy

42 responses

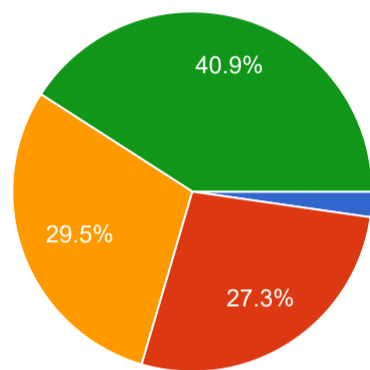


- A. Send all key management personnel to quality assessment workshops over the next year
- B. Delegate quality assessment function in question to the medical records committee
- C. Delegate quality assessment education functions to the utili...
- D. Develop an in-house program using trained key per...

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

 Copy

44 responses

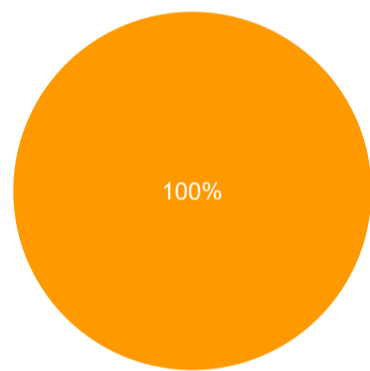


- A. The design is clinically up-to-date
- B. The design is based on the organization's mission, vision, values, and plans.
- C. The design meets the needs and expectations of key constituents
- D. The design team includes physicians or their designees

16. When introducing a new information technology system to a healthcare organization, resistance can be effectively addressed by:

 Copy

44 responses

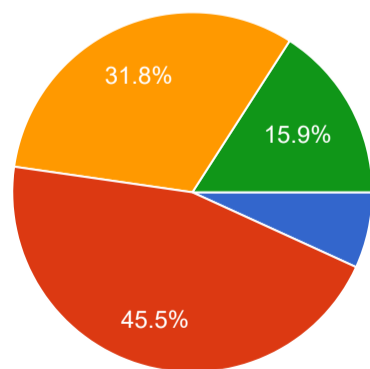


- A. Eliminating existing social groups that appear within the organization
- B. Employing a policy of mandated use throughout the organization
- C. Focusing on the system users and being responsive t...
- D. Rapidly introducing the system changes to allow the...

17. Under HIPAA, Congress required the Secretary of HHS to adopt standards to:

 Copy

44 responses



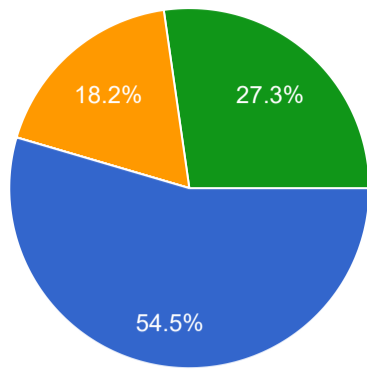
- A. Create Pay-for-Performance Standards for CMS.
- B. Provide for standard data elements and code sets.
- C. Require electronic health records by 2010.
- D. Publish clinical outcome results on Medicare patients.



18. The overall goal of the HIPAA Act of 1996 is:

[Copy](#)

44 responses

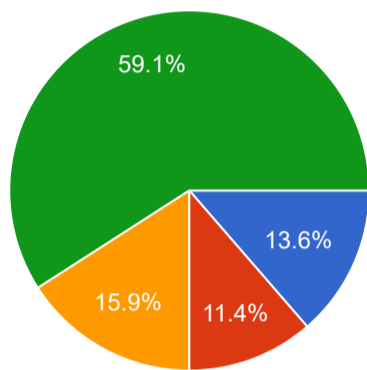


- A. To ensure the privacy and confidentiality of patient medical records.
- B. To standardize the sharing of clinical and administrative information.
- C. To strengthen healthcare data security standards and p...
- D. Improve portability and continuity of health insurance,...

19. One of the major elements of an information system strategic plan includes the:

[Copy](#)

44 responses

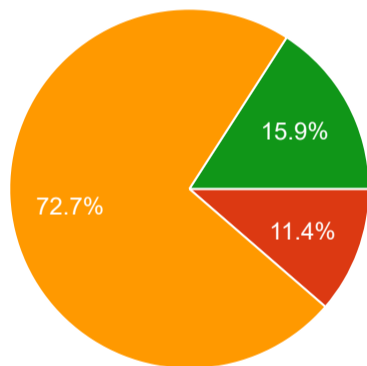


- A. Request for proposals from vendors
- B. Specifications for computer program documentation.
- C. Specifications for computer hardware maintenance.
- D. Software development plan.

20. Selection of an information system in a healthcare organization should begin with:

[Copy](#)

44 responses

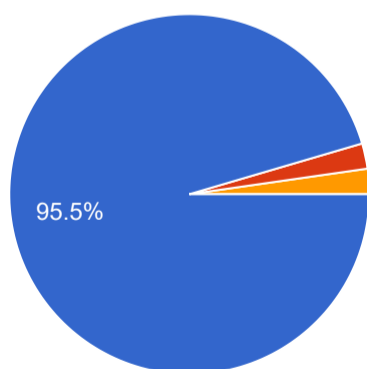


- A. Meeting with several information systems vendors to determine the scope of availa...
- B. Hiring an information systems consultant to determine the organization's...
- C. Development of an information systems plan that...
- D. Evaluation of available hardware and software to bes...

21. An important management principle that should guide the development of information systems in healthcare organizations is to:

[Copy](#)

44 responses

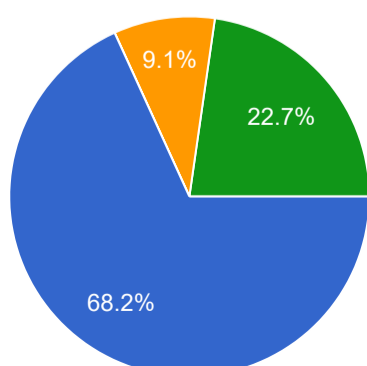


- A. Treat information as an essential organizational resource.
- B. Delegate all decisions about information technology to technical specialists.
- C. Employ consultants to set priorities for systems to be de...
- D. Always buy the newest system available to avoid tec...

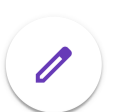
22. A master patient index (MPI) can best be described as:

[Copy](#)

44 responses

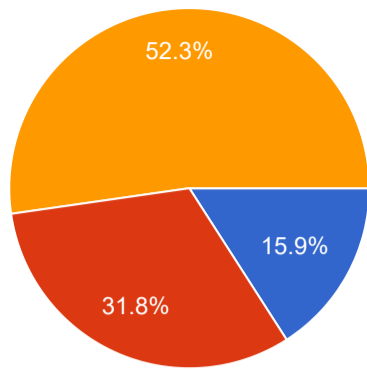


- A. A relational database containing all identification numbers assigned to patients.
- B. A system for converting social security numbers to medical record numbers.
- C. A system for converting medical record numbers to pa...
- D. A longitudinal record of all patient encounters for a fixed...



23. A typical use of the Internet by healthcare organizations is to: [Copy](#)

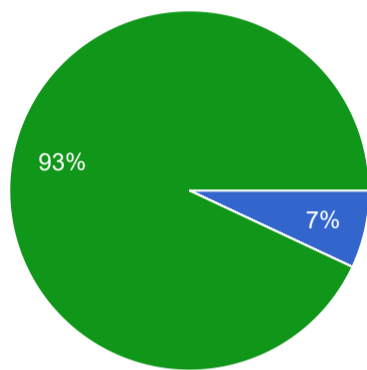
44 responses



- A. Deliver educational programs to employees
- B. Provide the medical staff with electronic access to patient records.
- C. Advertise services available to the community.
- D. Communicate financial information to business units of the organization

24. The best way to facilitate information system integration within a healthcare organization is to: [Copy](#)

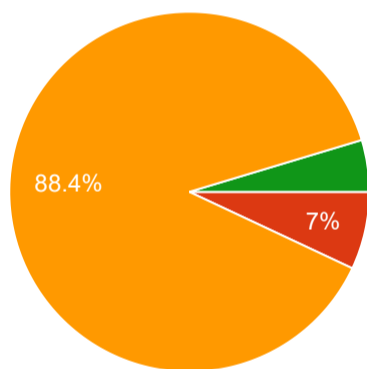
43 responses



- A. Centralize all computer activities.
- B. Use computer equipment from only one manufacturer.
- C. Use computer software from only one vendor.
- D. Standardize data definitions and data structures.

25. Which of the following is a developing technology that will help control unauthorized access to computerized information? [Copy](#)

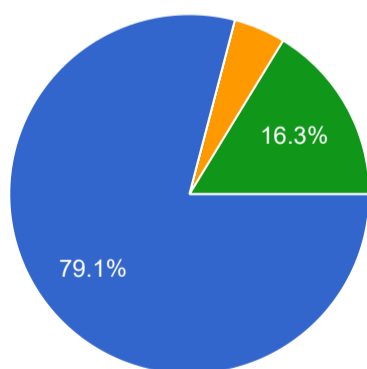
43 responses



- A. High-speed modems.
- B. Optical scanners.
- C. Biometric access control devices.
- D. Wireless terminals.

26. In negotiating a contract for an information system, healthcare organizations should: [Copy](#)

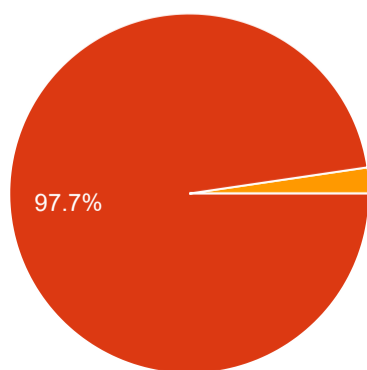
43 responses



- A. Form a negotiating team and utilize legal counsel.
- B. Use the standard contract provided by the system vendor.
- C. Employ a consultant from among a list provided by the vendor.
- D. Use a cost-plus contract to maximize flexibility in system design.

27. Which of the following is the most important factor to consider in evaluating vendor software packages? [Copy](#)

43 responses

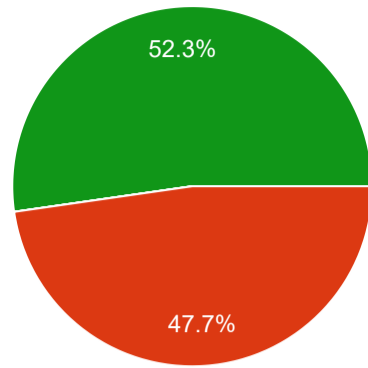


- A. Size of the vendor's marketing staff.
- B. Ability of the software to interface with existing systems.
- C. Programming language used to write the software.
- D. Geographic location of the vendor's corporation office.



28. The CIO for a healthcare organization is typically responsible for which of the following functions? [Copy](#)

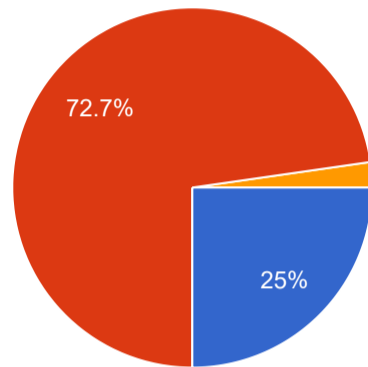
44 responses



- A. Information systems and finance.
- B. Information systems and telecommunications
- C. Medical Records and IT
- D. All of the Above

29. Membership of the healthcare information systems steering committee should comprise: [Copy](#)

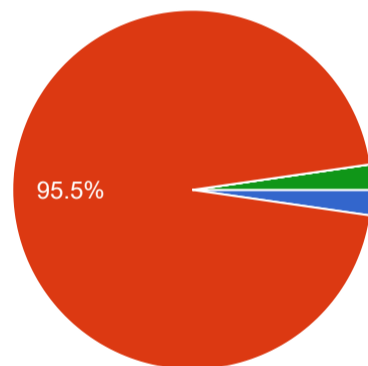
44 responses



- A. the chief executive officer, chief information officer, selected major user departments...
- B. representatives of administration, physician leadership, information systems...
- C. the chief information officer and senior systems analysts
- D. the chief information officer and outside technical consultants

30. As healthcare networks develop, the level of information systems consolidation should be driven by: [Copy](#)

44 responses



- A. the desires and needs of managed care and other payers
- B. the business, clinical and operating requirements of the emerging organization.
- C. the desires of the largest organizations in the network.
- D. plans to use common computer hardware throughout the network.

This content is neither created nor endorsed by Google. - [Contact form owner](#) - [Terms of Service](#) - [Privacy Policy](#).

Does this form look suspicious? [Report](#)

Google Forms

