

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

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

1 point

Mark only one oval.

- A. Comply with licensure and accreditation standards as required by state and federal legislation
- B. Monitor medical staff practices in order to control the increases in malpractice rates
- C. Identify potential problems that will keep the hospital from becoming a party to litigation
- D. Monitor, control, and direct the institution's efforts towards achieving delivery of the optimal level of care

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

1 point

Mark only one oval.

- A. The data collection processes should be consistent with those of the JCAHO's "10-step method" for quality assessment.
- B. The data should identify opportunities for possible improvement of existing processes
- C. The organization must collect data about the appropriateness of admissions and hospital stays
- D. The organization must collect data on patient care processes that are high risk, high volume, and problem prone.

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?

1 point

Mark only one oval.

- 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:

1 point

Mark only one oval.

- 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 focusing on variance.
- D. Focusing on employees' roles to focusing on process outcomes.

5. Continuous quality improvement assumes that:

1 point

Mark only one oval.

- 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:

1 point

Mark only one oval.

- 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:

1 point

Mark only one oval.

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

8. Which is the Shewhart process for performance improvement:

1 point

Mark only one oval.

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

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

1 point

Mark only one oval.

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

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

1 point

Mark only one oval.

- A. A document that focuses on efficiency and describes a standard set of activities to be performed for a defined category of patients.
- B. A set of guidelines that focus on identifying those decision points which should lead to the consistent provision of appropriate clinical practice.
- C. Any attempt to standardize clinical activities based upon diagnostic categories and projected outcomes.
- 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? 1 point

Mark only one oval.

- 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:

1 point

Mark only one oval.

- 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:

1 point

Mark only one oval.

- 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? 1 point

Mark only one oval.

- 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 utilization review coordinator
- D. Develop an in-house program using trained key personnel for presenting and discussing assurance and its implication for the organization.

15. Current JCAHO guidelines regarding the design of new patient care processes include all of the following except: 1 point

Mark only one oval.

- 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: 1 point

Mark only one oval.

- 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 to their needs
- D. Rapidly introducing the system changes to allow the staff to see the cost savings

17. Under HIPAA, Congress required the Secretary of HHS to adopt standards to: 1 point

Mark only one oval.

- 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: 1 point

Mark only one oval.

- 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 practices.
- D. Improve portability and continuity of health insurance, combat fraud.

19. One of the major elements of an information system strategic plan includes the: 1 point

Mark only one oval.

- 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:

1 point

Mark only one oval.

- A. Meeting with several information systems vendors to determine the scope of available technology.
- B. Hiring an information systems consultant to determine the organization's strategic needs.
- C. Development of an information systems plan that supports the organization's existing strategic objectives.
- D. Evaluation of available hardware and software to best determine what meets the organization's needs.

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

1 point

Mark only one oval.

- 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 developed.
- D. Always buy the newest system available to avoid technical obsolescence.

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

1 point

Mark only one oval.

- 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 patient account numbers.
- D. A longitudinal record of all patient encounters for a fixed period of time.

23. A typical use of the Internet by healthcare organizations is to:

1 point

Mark only one oval.

- 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:

1 point

Mark only one oval.

- 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? 1 point

Mark only one oval.

- 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: 1 point

Mark only one oval.

- 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? 1 point

Mark only one oval.

- 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? 1 point

Mark only one oval.

- 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: 1 point

Mark only one oval.

- A. the chief executive officer, chief information officer, selected major user departments and chair of the governing board.
- B. representatives of administration, physician leadership, information systems management and major user departments.
- 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: : 1 point

Mark only one oval.

- 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.

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