

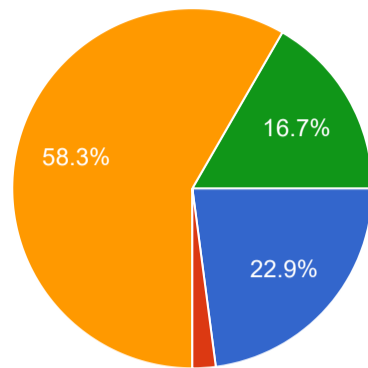
# 2026 BOG prep Week 1 Quiz – Governance and Quality and Performance

48 responses

1. The governing body of a healthcare institution meets its responsibility for the quality of patient care by:

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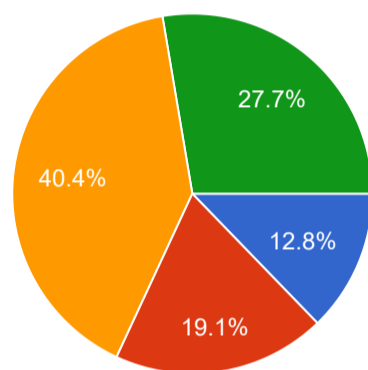
- A. Delegating accountability for patient care to the committee appointed by the governing b...
- B. Delegating to the chief executive officer the responsibility for developing c...
- C. Establishing, maintaining, and supporting through medic...
- D. Establishing an effective system for utilization review,...

Correct Answer: C

2. Before submission of the annual business plan to the governing authority, the plan should be developed by:

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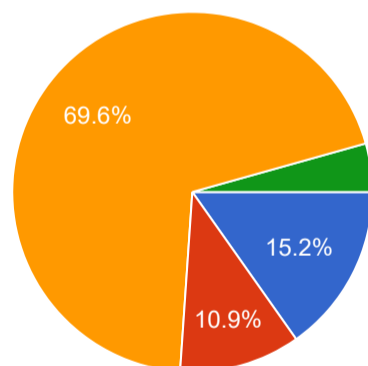
- A. Recommendations from the finance committee, on the basis of its estimate of income for t...
- B. The heads of the profit centers, considering each center's anticipated revenues...
- C. Key executives, after receiving recommendations fr...
- D. The heads of the operating divisions, with the CEO collati...

Correct Answer: C

3. The governing authority assures itself about the quality of care by:

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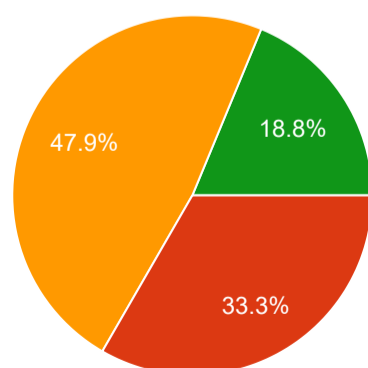
- A. Holding the CEO of the health facility accountable.
- B. Making the president of the medical/professional staff an ex officio member of the governi...
- C. Approving the process and then following up regularly and continuously to see that it is b...
- D. Reviewing tabulated results of incidence reports

Correct Answer: C

4. The establishment of an appropriate credentialing procedure for members of the medical/professional staff should ultimately be a decision of the:

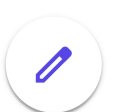
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- A. Entire medical/professional staff
- B. Credentialing committee
- C. Governing authority
- D. Medical/professional executive committee

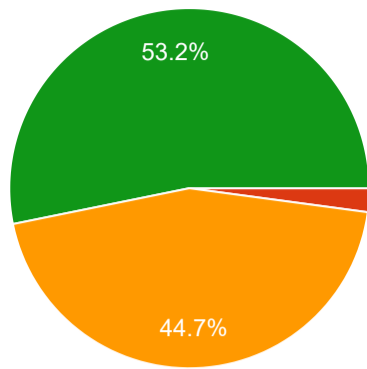
Correct Answer: C



5. CEO compensation should be based on:

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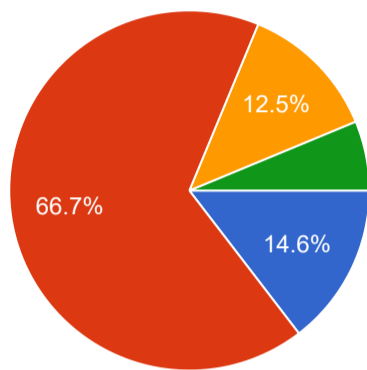
- A. The compensation arrangements with the prior CEO.
- B. Present salary plus cost-of-living adjustment.
- C. Executive compensation in local corporations with similar gross revenues.
- D. What the institution would have to pay for a similarly pre...

**Correct Answer: D**

6. In a healthcare organization, who has ultimate fiduciary responsibility?

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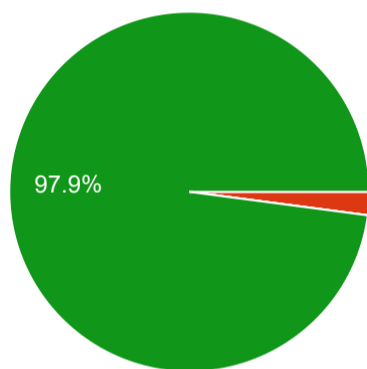
- A. Chief Financial officer.
- B. Board of Trustees
- C. Chief Executive Officer
- D. Finance Committee of the Board

**Correct Answer: B**

7. Mission statements:

[Copy chart](#)

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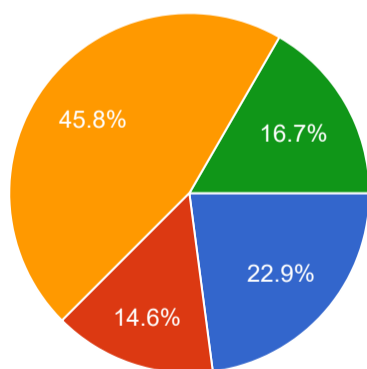
- A. Are frequently changed in response to environmental issues and marketing trends.
- B. Never Change.
- C. Do not require formal board action when revised.
- D. Identify in broad terms the purposes for which an organization exists.

**Correct Answer: D**

8. The chief executive officer:

[Copy chart](#)

48 responses



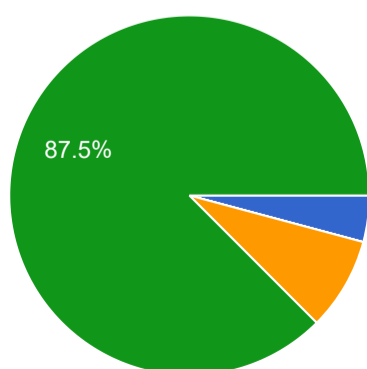
- A. Is a member of the board.
- B. Is not a member of the board.
- C. Represents the board internally and externally.
- D. Has a contract with the board.

**Correct Answer: C**

9. Regarding the budget, the board:

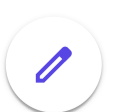
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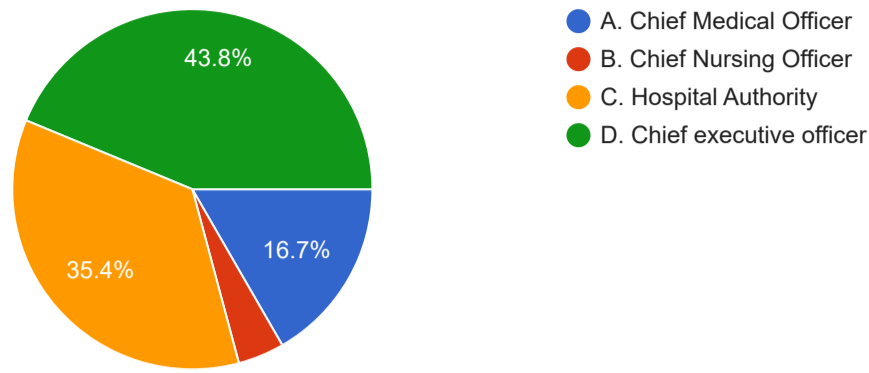
- A. Does not use the budget exercise as a way to improve quality and productivity.
- B. Gets involved in preparing budgets for all operational units.
- C. Decides which personnel are needed in top management.
- D. Establishes guidelines and makes final choices among competing opportunities.

**Correct Answer: D**



10. The individual or group responsible for establishing policy, maintaining quality of care, and providing for institutional management planning is the: [Copy chart](#)

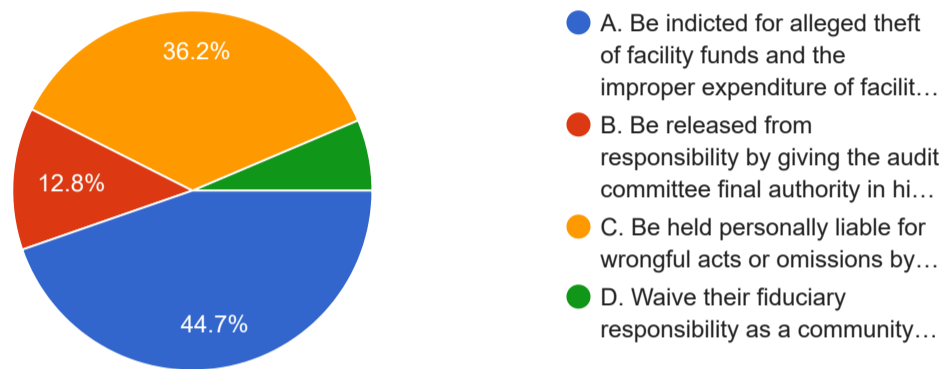
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Correct Answer: C

11. A correct statement regarding trustees serving as fiduciaries is that they can: [Copy chart](#)

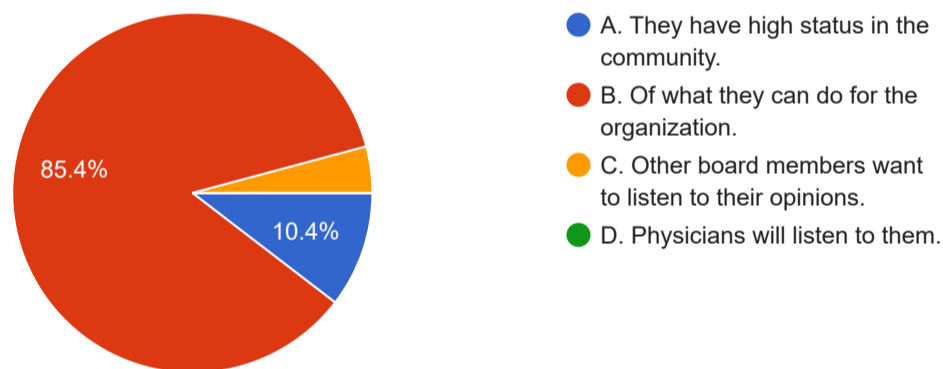
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Correct Answer: A

12. A key reason for choosing board members is because: [Copy chart](#)

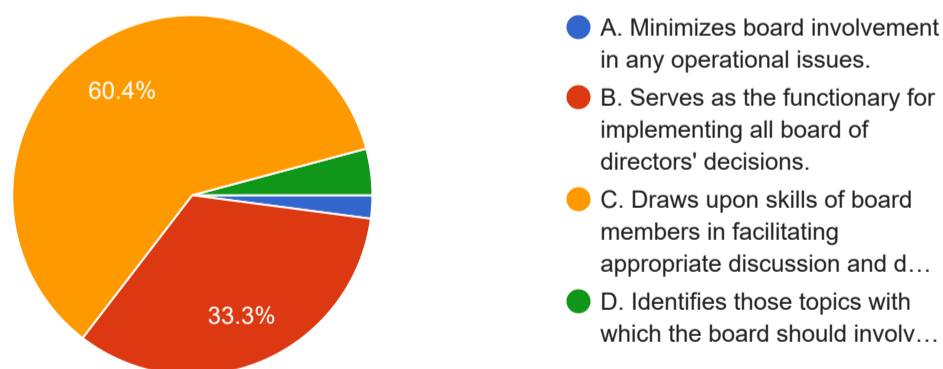
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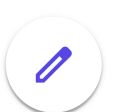
Correct Answer: B

13. The administrator's relationship with the board of directors should be one in which the administrator: [Copy chart](#)

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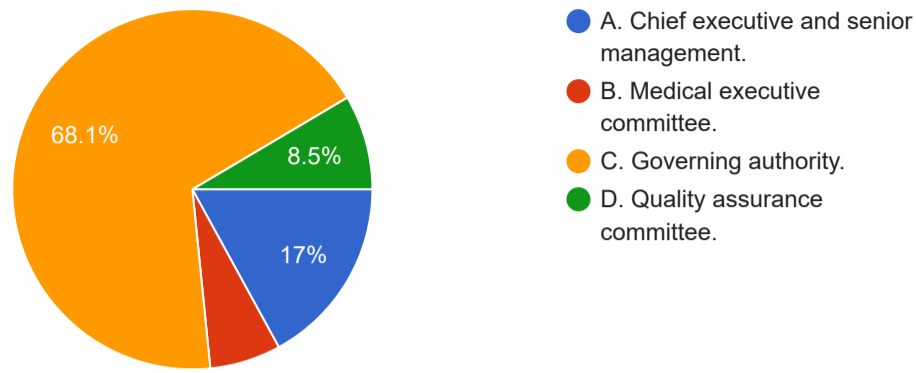


Correct Answer: C



14. Which of the following bodies has the final accountability for the formulation of policies and procedures concerning professional responsibilities within the healthcare organization? [Copy chart](#)

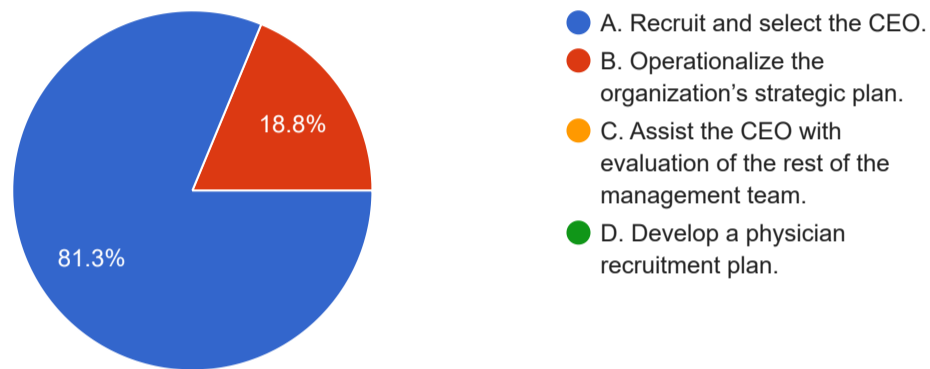
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Correct Answer: C

15. Which of the following is a key responsibility of a governing board? [Copy chart](#)

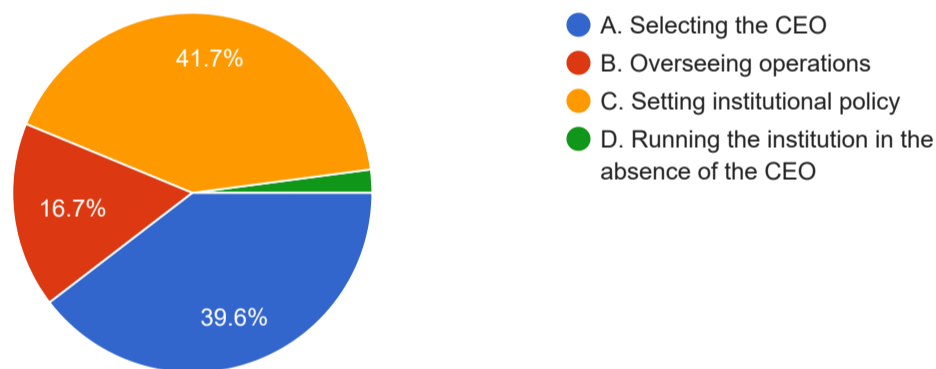
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Correct Answer: A

16. The main role of the board is: [Copy chart](#)

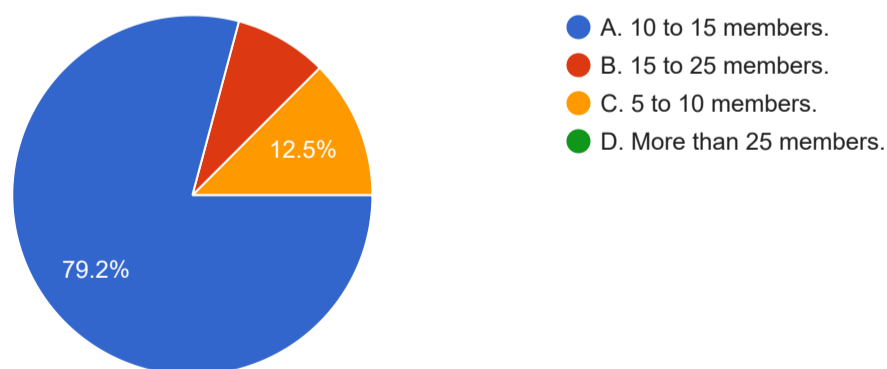
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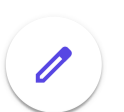
Correct Answer: C

17. Governing boards are typically more effective at what size? [Copy chart](#)

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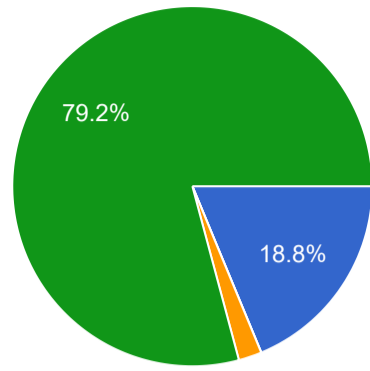


Correct Answer: A



18. The primary purpose of the quality assurance/risk management program is to: [Copy chart](#)

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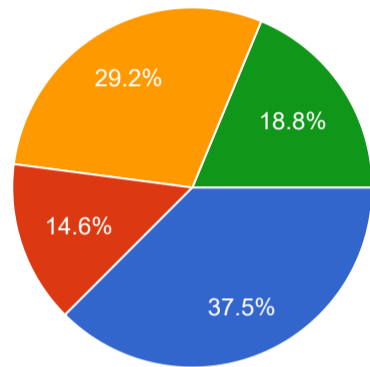


- A. Comply with licensure and accreditation standards as required by state and federal I...
- B. Monitor medical staff practices in order to control the increases in malpractice rates
- C. Identify potential problems that will keep the hospital fro...
- D. Monitor, control, and direct the institution's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

Correct Answer: D

19. Current JCAHO guidelines regarding measurement (the collection of data) include all of the following except: [Copy chart](#)

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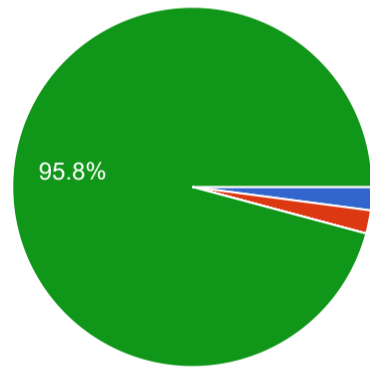


- A. The data collection processes should be consistent with those of the JCAHO's "1...
- B. The data should identify opportunities for possible improvement of existing proc...
- C. The organization must collect data about the appropriatene...
- D. The organization must collect data on patient care processe...

Correct Answer: A

20. 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 chart](#)

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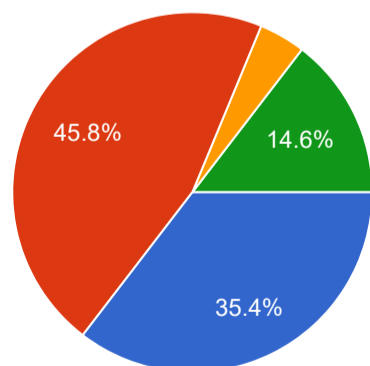


- A. The energy plant
- B. Highly used public areas
- C. Areas under construction
- D. Patient care areas

Correct Answer: D

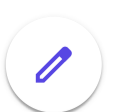
21. The principles of quality improvement require that healthcare executives change their philosophy from: [Copy chart](#)

48 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...

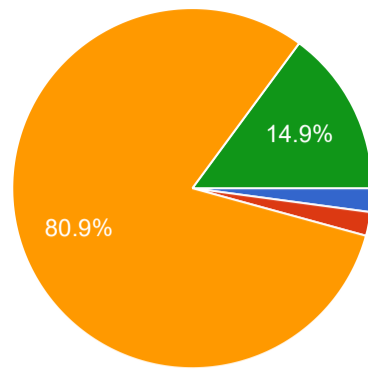
Correct Answer: A



22. Continuous quality improvement assumes that:

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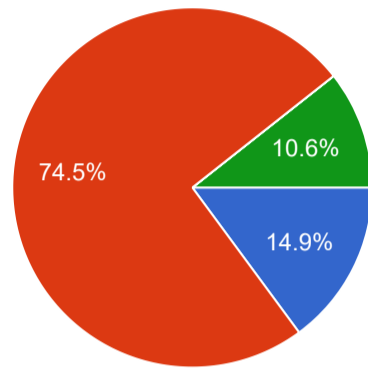
- A. Achievement will be rewarded.
- B. There is direction from top management.
- C. There is no upper limit to excellence.
- D. Interconnected work teams are in place.

Correct Answer: C

23. Performance improvement teams should consist of:

[Copy chart](#)

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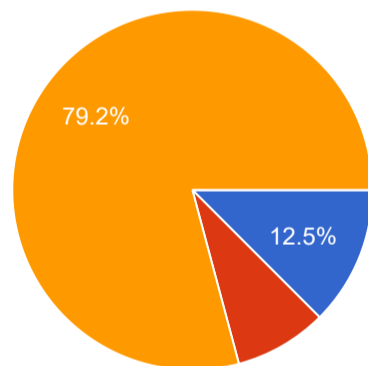
- A. Experts in process management.
- B. Members from the involved Microsystems.
- C. Middle managers with experience.
- D. Physicians and other users.

Correct Answer: B

24. 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 chart](#)

48 responses



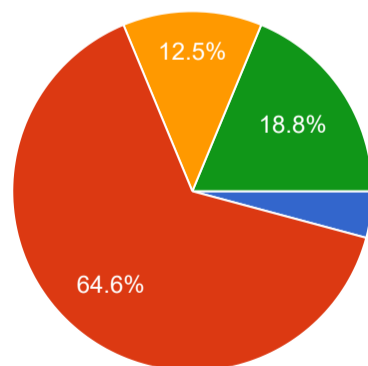
- A. A run chart.
- B. A frequency table.
- C. Pareto analysis.
- D. Deming cycle.

Correct Answer: C

25. Which is the Shewhart process for performance improvement:

[Copy chart](#)

48 responses



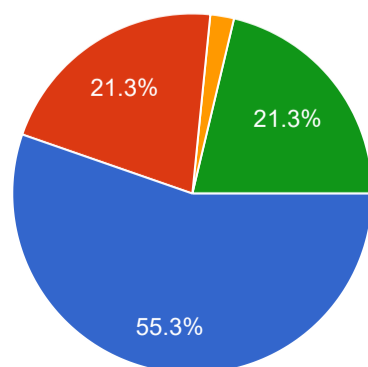
- Plan, check, do, act.
- Plan, do, check, act.
- Analyze, formulate, implement, evaluate.
- Define, Measure, Analyze, Implement, and Control.

Correct Answer: B

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

[Copy chart](#)

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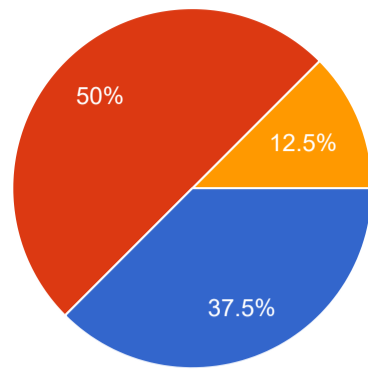
- A. Gender.
- B. Weight.
- C. Height.
- D. Temperature.

Correct Answer: A



27. In a hospital setting, a critical pathway is best described as: [Copy chart](#)

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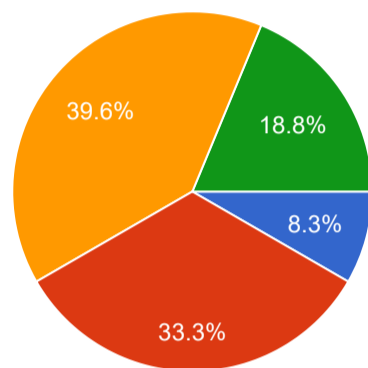


- A. A document that focuses on efficiency and describes a standard set of activities to be...
- B. A set of guidelines that focus on identifying those decision points which should lead to th...
- C. Any attempt to standardize clinical activities based upon...
- D. Decision tree that focuses on physician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

Correct Answer: A

28. 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 chart](#)

48 responses

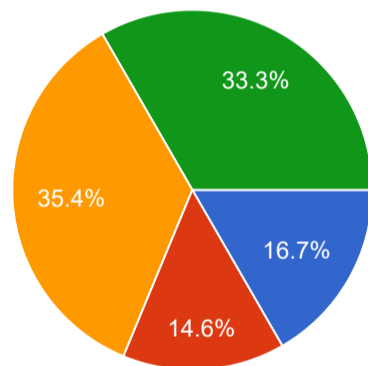


- A. Pert Charting
- B. Gant Charting.
- C. Stochastic Modeling.
- D. Monte Carlo Simulation.

Correct Answer: C

29. One approach for measuring technical quality of clinical support services is: [Copy chart](#)

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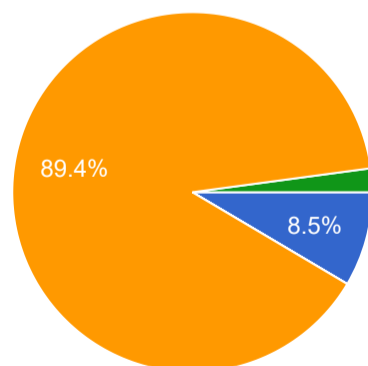


- A. Patient satisfaction scores.
- B. Degree of continuity of care.
- C. Appropriateness testing.
- D. Process review.

Correct Answer: D

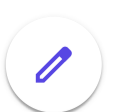
30. The applicability of continuous improvement in healthcare organizations assumes: [Copy chart](#)

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

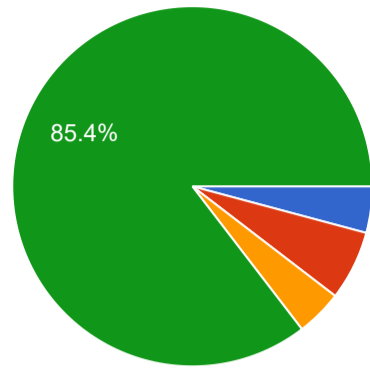
Correct Answer: C



31. 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?

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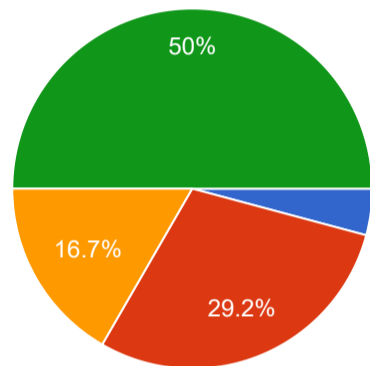
- A. Send all key management personnel to quality assessment workshops over the next year
- B. Delegate quality assessment function in question to the medical records committee
- C. Delegate quality assessment education functions to the utili...
- D. Develop an in-house program using trained key per...

**Correct Answer: D**

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

[Copy chart](#)

48 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

**Correct Answer: D**

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