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**QUESTION 1**

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 2

An organization may develop performance measure internally or adopt them from a multitude of external resources. However, regardless of the source of performance measure each measure should be evaluated against certain characteristics to ensure a credible and beneficial measurement effort.

Which of the following characteristics is/are critical to performance measures? (Choose three.)

- A. Reliability
- B. Validity
- C. Cost-effectiveness
- D. Interpretability

Correct Answer: ABC

QUESTION 3

When formulating medical standards, a critical decision that must be made is the _____ at which the standard should be set.

- A. Depth
- B. Clarity
- C. Level
- D. utility of measurement



Correct Answer: C

QUESTION 4

Which of the following are hardware components that would be included in a computerized management information system?

- A. Binary and decimal coding
- B. Flow chart and program
- C. Instructions and data
- D. Printer and random access memory

Correct Answer: D

QUESTION 5

Ordering the correct diagnostic procedure for a patient is a measure of _____. When evaluating the process of care, however, appropriateness is only half the story. The other half is in how well and how promptly (i.e. skill-fully) the procedure was carried out.

- A. Consciousness
- B. Appropriateness
- C. Care assessment
- D. Equity

Correct Answer: B

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