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QUESTION 1

A Japanese tool called 5S (each step starts with letter "S") is a systematic program that helps workers take control of their workspace so that it actually works for them (and their customers) instead of being a neutral or, as is quite common, competing factor.

Which of the following is/are NOT out of these five 5S? (Choose two.)

A. Seiton

B. Seiso

C. Shitsake

D. Seiku

Correct Answer: CD

QUESTION 2

To identify outpatient data sources, the team should consider the following questions EXCEPT: (Choose two.)

A. Is the physician in organized medical groups that have outpatient electronic medical records, which could be a source of data? Will their financial or billing systems be able to identify all patients with diabetes in their practices? If not, can the health plans in the area supply the data by practice site or individual physician?

B. Some of the most important diabetes measures are based on laboratory testing. Do the physicians have their own labs? If so, do they achieve the laboratory data for 12-24-month snapshot? If they do not do their own lab testing, do they use a common reference lab that would be able to supply the data?

C. Do the measures selected by team reflect the aspects of care that have the most influence on patient\\'s outcome?

D. Are the source outpatient data the same as inpatient data?

Correct Answer: CD

QUESTION 3

"A quality improvement team is interested in determining the percentage of medication orders that are delivered to nurses\\' stations within one hour of the order\\'s receipt in the pharmacy. Before collecting data on this question, the team should determine whether it believes that this percentage could differ by floor, time of day, day of week, type of medication ordered, pharmacist on duty, or volume of orders received. If the team believes that one or more of these factors will influence the outcome, it should take steps to ensure that it collects the data relevant to these factors each time the pharmacy receives an order."

This example explains:

A. How stratification could be applied to pharmacy

B. Is there any need to sample the data

C. Targets and goals of measurement

D. Confidentiality issues in measurement

Correct Answer: A

QUESTION 4

Best practice standards in healthcare continue to evolve in response to new medicines and treatment option.

The following list details a number of concerns in the creation of physician profiles EXCEPT:

A. What do you want to measure, and why is this important?

B. Are these the most appropriate measures of quality improvement?

C. How will findings influence change?

D. How and when standards will be marked?

Correct Answer: D

QUESTION 5

Health organizations measure performance to meet multiple internal and external needs and demands.

Internal quality improvement literature identifies some fundamental purposes for conducting performance measurement such as:

A. Assessment of current performance

B. Demonstration and verification of performance improvement activities

C. Control of evaluation

D. Both A and B

Correct Answer: D

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