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**QUESTION 1**

Familiarity with terms describing the psychometric properties of survey instruments and methods for data collection can help an organization choose a survey that will provide it with credible information for quality improvement. There are two different and complementary approaches to assessing the reliability and validity of a questionnaire.

Which of the following are out of those approaches?

- A. Cognitive testing
- B. Technical excellence testing
- C. Psychometric testing
- D. Both A and C

Correct Answer: D

QUESTION 2

_____ accounts for the different types of patients in institutions.

Adjustments should be considered when hospital survey results are being released to the public.

- A. Proxy response
- B. Case-mixed adjustment
- C. Recall base
- D. Bias or mode effects

Correct Answer: B

QUESTION 3

In order to perform a task for which one is held accountable, there must be an equal balance between responsibility and:

- A. Authority
- B. Education
- C. Delegation
- D. Specialization

Correct Answer: A

**QUESTION 4**

Joseph Juran defined quality as consisting of two different but related concepts. The first form of quality is income oriented and includes features of the product that meet customer needs and thereby produce income (i.e., higher quality costs more).

The second form of quality is cost oriented and emphasizes:

- A. Freedom from failures
- B. Freedom from deficiencies
- C. Knowledge about variation
- D. Both A and B

Correct Answer: D

QUESTION 5

The weight of scoring system is based on an emphasis Baldrige places on _____ and an organization's ability to demonstrate performance and improvement in the following areas:

Product and service outcomes Customer-focused outcomes Financial and market outcomes Workforce-focused outcomes Process effectiveness outcomes Leadership outcomes

- A. Results
- B. Output
- C. System perspective
- D. Values

Correct Answer: A

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