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**QUESTION 1**

One of the difficult things about quality is explaining how _____ is different from a process or system.

- A. Tools
- B. Methods
- C. Control
- D. A and B are same

Correct Answer: D

QUESTION 2

The best way a healthcare organization can measure whether it is meeting its goals and targets is to compare its performance:

- A. With other healthcare organizations of its status
- B. Benchmarking
- C. With the world's top healthcare organizations
- D. Against itself over time

Correct Answer: B

QUESTION 3

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

QUESTION 4

When continuing unique events, one uses a p-chart. The number plotted on a chart would be either a proportion or a



percentage. When counting total events (e.g., the number of falls per patient day each month), one plots a ratio on a u-chart.

Examples of attributes data plotted as percentage on p-charts include figures such as: (Choose two.)

- A. Percentage of patients who died
- B. Percentage of visits by every patient
- C. Percentage of scripts that had one or more medication errors
- D. Percentage of patients discharged

Correct Answer: AC

QUESTION 5

He used his understanding of statistics to design tools to respond to variation. Following his arrival at Western Electric Co. in 1924, Shewhart introduced the concepts of common cause, special cause variation and statistical control. He designed these concepts to assist Bell Telephone of repairs within its transmission systems. Who is he?

- A. W. Edwards Deming
- B. Joseph M. Juran
- C. Walter Shewhart
- D. Armand Shewhart

Correct Answer: C

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