Score for this attempt: **85** out of 100

Submitted 20 Apr at 11:48

This attempt took 8 minutes.

**IncorrectQuestion 1**

**0 / 5 pts**

A quantitative measure best refers to a value representing some aspect of:

Leadership linked to corporate profit.

Data management for making inferences.

Analytics used to develop dashboards.

Patient care linked to quality improvement.

**Question 2**

**5 / 5 pts**

Which of the following does not illustrate a healthcare quality process metric?

Number of suggested computer generated triage scores overridden by the nurse.

Number of copies made by the unit medical assistant in the past week.

Number of medication errors identified by the pharmacist for the past month.

Number of patients seen by the physician each shift.

**Question 3**

**5 / 5 pts**

Performance dashboards should be populated with indicators to:

identify whether current performance is good or bad.

determine how far performance is from goal.

know what corrective action is needed.

keep focus on measures that matter.

**Question 4**

**5 / 5 pts**

The purpose of having key performance indicators is to:

Ensure organizational success.

Focus on critical aspects of the organization.

Increase staff productivity.

Communicate interdepartmental disciplinary policy.

**Question 5**

**5 / 5 pts**

Which of the following represents an aspect of the SMART acronym used to develop indicators?

System.

Safe.

Successful.

Specific.

**Question 6**

**5 / 5 pts**

Why must analytic teams stay in close proximity to business and those involved in business processes?

Front line decision making is necessary to align relevant indicators at the strategic level.

Funding for data analytics depends on social networking with executives.

Changes in processes may violate assumptions of indicator calculations.

Promptly notification is needed after changes in processes are tried and tested.

**Question 7**

**5 / 5 pts**

The creation of too many dashboards indicators promotes a:

system of Information overload.

risk of legal liability.

greater efficiency in function.

comprehensive organizational focus.

**IncorrectQuestion 8**

**0 / 5 pts**

How many phases are there to quality improvement?

Eight.

Five.

Four.

Seven.

**Question 9**

**5 / 5 pts**

Which of the following is not a basis for ranking issues faced by health care organization?

Specialization.

Clinical.

Regulatory.

Financial.

**Question 10**

**5 / 5 pts**

Baseline performance data \_\_\_\_\_\_\_\_\_\_\_\_\_\_.

highlights the strategic mission of the organization.

supplies a qualitative description of some process for performance.

measures a specifically defined outcome.

represents a quantitative description of some performance.

**Question 11**

**5 / 5 pts**

To ensure baseline data is an accurate measure of quality performance it should be:

Collected over a concise period of time.

Analyzed and reported using same indicators developed for the project.

Obtained from multiple sources.

Quality controlled and limited to electronic records.

**Question 12**

**5 / 5 pts**

For data to be considered reliable it should be:

collected over time.

captured electronically.

a true measure of performance.

obtained manually.

**Question 13**

**5 / 5 pts**

Which of the following is considered a step towards improvement?

reduction in variation.

Increased standard deviation.

increased average or mean.

reduction in frequency.

**Question 14**

**5 / 5 pts**

Identify the step that is least likely to be used for selecting a quality improvement activity.

Establishing efforts to achieve goals.

Determining root cause of problem.

Productivity of the analytics team.

Estimating countermeasures impact.

**Question 15**

**5 / 5 pts**

Determining why errors, defects and waste occur is referred to as \_\_\_\_\_ analysis.

strategic.

root cause.

benchmark.

quality.

**Question 16**

**5 / 5 pts**

A illustration depicting all possible causes under various categories is called a:

Pareto chart.

Frequency Histogram.

Scatterplot.

Fishbone diagram.

**IncorrectQuestion 17**

**0 / 5 pts**

A graphic illustration used to determine important contributing factors to quality problems is called a:

Scatterplot.

Fishbone diagram.

Pareto chart.

Frequency Histogram.

**Question 18**

**5 / 5 pts**

A graphic designed to map projects according to estimated performance change or benefit is called a:

Box and whisper plot.

Scatterplot.

Pie chart.

impact/effort grid.

**Question 19**

**5 / 5 pts**

Using indicators monitored at the departmental or corporate level may not be sufficient to detect:

direction of quarterly profit margins.

strategic risk management outcomes.

radiology technology software needs.

localized change over time.

**Question 20**

**5 / 5 pts**

The final stage and most challenging of any quality improvement project is considered:

Measurement.

Sustainability.

Assessment.

Reflection.