CE Post Test
Effectively Driving Quality
February 2011

CIRCLE THE BEST ANSWER:

1. According to the investigational study conducted by Hines and Joshi, what is NOT one of the four "Best Practice" strategies associated with high performing, multi-hospital systems?
   a. Establish a system-wide strategic plan with measurable goals.
   b. Create alignment across the health system with goals and incentives.
   c. Leverage data and measurement across the organization.
   d. Individualize best practices across the health system.

2. What is NOT one of the seven Malcolm Baldrige criteria for performance excellence?
   a. Leadership
   b. Strategic Planning
   c. Supplier Focus
   d. Workforce Focus

3. What is the overarching stated mission of Adventist Health/West (AH)?
   a. To serve the sick and the poor.
   b. To share God's love through physical, mental and spiritual healing.
   c. To extend the healing ministry of Jesus by continually improving the health and quality of life of people in the communities we serve.
   d. To provide compassionate care without exception.

4. What did AH create that assists to develop the long and short-term quality goals, set both threshold and stretch targets, share best practices and establish standardizations in all the hospitals in the system?
   a. System Quality Council (SQC)
   b. Quality Improvement Committee (QIC)
   c. Quality and Patient Safety Committee (QPSC)
   d. Quality Assurance and Improvement Council (QAIC)

5. Although hard to measure and difficult to explain scientifically, what is the one unifying characteristic vital to both stand alone hospital and multi-hospital systems who seek to drive quality to high performance levels?
   a. Fear       b. Hope       c. Faith       d. Love

Name: ____________________________

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