

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 measureable 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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