CE Post Test

Three Tips on How to Flourish and Grow as a Quality Leader

Objective: The reader will be able to identify the framework in development of a Healthcare Quality Professional and apply the model from an entry-level base up through an advanced level through establishing advanced level competencies.

1. The author describes the impact of shrinking dollars as;
    a. Reduction in workforce
    b. Urgent requests for additional workload projects
    c. Budgetary restrictions
    d. All of the above

2. Networking and the sharing of best practices was defined to mean;
    a. An opportunity to learn from one another
    b. A waste of time
    c. An offering of useful concepts, approaches and practical tools
    d. A and C
    e. A and B

3. What are the three tips described in this article of supporting, mentoring and inspiring one another along our respective journey? (Circle all that apply)
    a. Select entry level quality staff who are driven by consumer advocacy
    b. Identify, prioritize and address cross-cutting themes
    c. Align talking points with your organization's priorities

4. A recommendation for readers considering a career in healthcare quality is to;
    a. Not do it!
    b. Read the descriptions in the NAHQ Leadership Model
    c. Embrace the opportunity you are ready

5. Performance Improvement engages analytical thinking and knowledge-based decision making;
    a. True   b. False

6. The author describes effective performance improvement to be dependent on analytical thinking and knowledge-based decision making inclusive to;
    a. Accurate and complete data
    b. A completed description of information outcomes
    c. Lack of systematically disseminated data results

7. CHOC's quality team advocated for the inclusion of quality and patient safety goals as formal, top priority Organizational Goals, defined as;
    a. People, Excellence, Growth, Financial Stewardship and Infrastructure
    b. People, Safety, Growth, Stewardship and Organizational Matrix
    c. People, Growth, Safety, Consumer Awareness, Transparency

8. CHOC's seven Organizational Board approved goals embrace two quality targets, patient satisfaction and reduction of serious patient harm event per 1000 patient days;
    a. True   b. False

9. The author describes key drivers of improvement and alignment with organizational goals are identified through an analysis and reporting systems that is cascaded throughout the management team and beyond.
    a. True   b. False

10. CHOC categorizes every event that reaches the patient as to the;
    a. Degree of harm
    b. ISMP
    c. NCC MERP
    d. All of the above