**Chapter: 03**

**Multiple Choice**

1. Which of the following is not a type of quality discussed in the chapter?

A) Control

B) Improvement

C) Assurance

D) Council

Ans: D

Complexity: Easy

Ahead: Defining Quality

Subject: Chapter 3, page 1

2. What are standard universal precautions?

A) A series of tests that every adult should have at the age of 65

B) Practices that help workers avoid contact with patients’ bodily fluids

C) Trainings required for all hospitals, such as fire drills

D) Routine handwashing for all doctors

Ans: B

Complexity: Moderate

Ahead: Defining Quality

Subject: Chapter 3, page 2

3. What does HEDIS measure?

A) Patient reported outcomes

B) Clinical performance

C) Patient satisfaction

D) Hospital infection control practices

Ans: B

Complexity: Difficult

Ahead: National Committee of Quality Assurance (NCQA)

Subject: Chapter 3, page 13

4. What is a difference between licensure and certification?

A) Licensure is for individuals and certification is for institutions

B) Certification is for individuals and licensure is for institutions

C) Certification is a voluntary process

D) Licensure survey results must be posted in a public place

Ans: C

Complexity: Moderate

Ahead: National Regulatory Agencies

Subject: Chapter 3, page 8

5. Which of the following is not one of the most widely used consumer surveys?

A) Health Plan Survey

B) Massage Therapy Survey

C) Clinician and Group Survey

D) Hospital Survey

Ans: B

Complexity: Easy

Ahead: National Committee of Quality Assurance (NCQA)

Subject: Chapter 3, page 14

6. What is the most common type of malpractice?

A) Practicing medicine without a license

B) Overbilling

C) Operating on the wrong body part

D) Negligence

Ans: D

Complexity: Moderate

Ahead: National and State Insurance Commissioner’s Office

Subject: Chapter 3, page 16

7. In risk management, what is an organization’s highest priority?

A) Patient safety

B) Financial performance

C) Protecting the CEO

D) Keeping doctors happy

Ans: A

Complexity: Easy

Ahead: Health Care Organization Committees Related to Quality

Subject: Chapter 3, page 17

**True/False**

8. True or False? The primary role of the Institutional Review Board (IRB) Committee is to protect the rights and welfare of human research subjects.

Ans: True

Complexity: Easy

Ahead: Institutional Review Board (IRB) Committee

Subject: Chapter 3, page 18

9. True or False? Bioethics committees are recommended, but not required for hospitals to have.

Ans: False

Complexity: Moderate

Ahead: Institutional Review Board (IRB) Committee

Subject: Chapter 3, page 20

10. True or False? The Joint Commission was created in 1965 to provide accreditation for Medicare participation.

Ans: False

Complexity: Difficult

Ahead: The Joint Commission

Subject: Chapter 3, pages 8–9