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Test Questions

Test Starts from Part B

Topic B-1

1. A postmortem examination of Caroline revealed that she had _____ infection.
 - A. tonsil
 - B. lung
 - C. methicillin-resistant Staphylococcus aureus (MRSA)
 - D. sinus

2. Which of the following conclusion applies to Caroline's story?
 - A. Caroline's abscess could and should have been diagnosed earlier
 - B. She should be discharged earlier
 - C. She should be put on medication earlier
 - D. none of the above

3. Which of the following were responsible for Caroline's death?
 - A. failure to keep adequate notes with provisional/differential diagnoses
 - B. failure to investigate and provide discharge summaries
 - C. delay in the diagnosis of a life-threatening abscess
 - D. all of the above

4. There is now overwhelming evidence that significant numbers of patients are harmed from health care that could result in which of the following?
 - A. permanent injury and hospital admissions
 - B. increased lengths of stay in hospital
 - C. death
 - D. all of the above

5. Patients are not only harmed by the misuse of technology but also be harmed by poor communication between different health-care providers, or delays in receiving treatment.
 - A. TRUE
 - B. FALSE

6. Individual health-care providers can improve patient safety by doing what?
 - A. engaging with patients and their families
 - B. checking procedures and learning from errors
 - C. communicating effectively with other members of the health-care team
 - D. all of the above

7. According to the studies, in the United States, health-care errors result in **at least** _____ unnecessary deaths each year, as well as one million excess injuries.
 - A. 44,000
 - B. 4,000
 - C. 400
 - D. 1,400

8. Studies show that additional hospitalization, litigation costs, infections acquired in hospitals, lost income, disability and medical expenses have cost some countries between _____ billion US dollars a year.
 - A. 1 to 2
 - B. 2 to 3
 - C. 6 to 29
 - D. 35 to 50

9. An analysis of the Chernobyl catastrophe showed that organizational errors and violations of operating procedures that were typically viewed as evidence of a "poor safety culture" at the Chernobyl plant were really organizational characteristics that contributed to the incident.
- A. TRUE
 - B. FALSE
10. According to the Swiss cheese model, which of the following are error-producing factors?
- A. Environmental – busy ward, interruptions & Patient – complex, communication difficulties
 - B. Team – lack of supervision and Individual – limited knowledge
 - C. Task – repetitious, poor medication chart design
 - D. all of the above
11. Errors have which of the following causes?
- A. personal
 - B. task-related
 - C. situational and organizational
 - D. all of the above
12. Professionals who fail to practice hand hygiene between patients because they feel they are too busy are an example of a _____.
- A. optimizing violations
 - B. routine violation
 - C. necessary violations
 - D. none of the above
13. Senior professionals who let students perform a procedure without proper supervision because they are busy with their private patients are an example of an _____.
- A. optimizing violation
 - B. routine violation
 - C. necessary violation
 - D. none of the above
14. Safe and effective care depends on patients by disclosing which of the following experiences?
- A. their illnesses and social circumstances
 - B. their attitudes to the risks involved
 - C. their values and preferences for how they wish to be treated
 - D. all of the above

Topic B-2

15. The study of **human factors** examines the relationship between human beings and the systems with which they interact by focusing on improving which of the following?
- A. efficiency, creativity and productivity
 - B. job satisfaction
 - C. goal of minimizing errors
 - D. all of the above
16. Human factors apply wherever humans work.
- A. TRUE
 - B. FALSE
17. _____ is a good example of an industry that has embraced the study of human factors as an approach to improving safety.
- A. Theater
 - B. Restaurant
 - C. Aviation
 - D. Education
18. _____ issues are major contributors to adverse events in health care.
- A. Patients background
 - B. Human factors

- C. Patients insurance coverage
 - D. Patients family
19. The terms human factors and ergonomics are used to describe which of the following?
- A. interactions between individuals at work
 - B. task at hand
 - C. the workplace itself
 - D. all of the above
20. Which of the following affects healthcare professionals abilities to patient safety?
- A. fatigue and stress
 - B. poor communication
 - C. disruption and inadequate knowledge and skill
 - D. all of the above
21. The use of _____ is now **common** in many health-care activities.
- A. memory
 - B. camera
 - C. checklists
 - D. none of the above

Topic B-3

22. Safe and effective patient care is dependent not only on the knowledge, skills and behaviors of front-line workers, but also on how those workers cooperate and communicate in the work environment.
- A. TRUE
 - B. FALSE
23. Healthcare is a _____ system.
- A. simple
 - B. complex
 - C. easy
 - D. straightforward
24. When something does go wrong, the traditional approach is to do what?
- A. solve the problem
 - B. do nothing
 - C. blame the health-care worker
 - D. none of the above
25. All health professionals have _____ responsibilities for which they are accountable.
- A. ethical
 - B. legal
 - C. civic
 - D. A and B only
26. Failure to exercise the skill, care and learning expected of a reasonably prudent health-care provider is called _____.
- A. negligence
 - B. professional misconduct
 - C. mistakes
 - D. none of the above
27. _____ usually refers to a significant departure from the standard of care expected of a health professional.
- A. negligence
 - B. professional misconduct
 - C. mistakes
 - D. verbal order

28. Which of the following is an action that may follow exactly to the plan, but the plan is inadequate to achieve its intended outcome?
- A. negligence
 - B. professional misconduct
 - C. mistakes
 - D. verbal order
29. _____ is a professional obligation and no one thinks that individuals should not be held responsible.
- A. Accountability
 - B. Professional misconduct
 - C. Mistakes
 - D. Verbal order
30. _____ put up with unsatisfactory care because they often understand the pressures on the health-care workers and do not want to offend them.
- A. Patients
 - B. Radiologists
 - C. Managers
 - D. Hospital

Topic B-4

31. Effective _____ in health-care delivery can have an immediate and positive impact on patient safety.
- A. individual
 - B. technologist
 - C. teamwork
 - D. staff member
32. Which of the following team is consist of team leaders and members who are **directly** involved in caring for the patient?
- A. Support services
 - B. Core teams
 - C. Coordinating teams
 - D. Contingency teams
33. Contingency teams are formed for emergent or which of the following specific events?
- A. cardiac arrest teams
 - B. disaster and rapid response teams
 - C. obstetric emergency teams
 - D. all of the above
34. Which of the following are some of the measurable outcomes of effective teamwork?
- A. enhanced patients satisfaction
 - B. reduced hospitalization time and costs
 - C. enhanced team member job satisfaction
 - D. all of the above
35. There are how many stages of team development?
- A. 4
 - B. 7
 - C. 9
 - D. 10
36. The team focuses all of its attention on achieving the goals during ____ stage.
- A. Performing
 - B. Norming
 - C. Storming
 - D. Forming

37. Effective teams have members who **do not** respect each others talents and beliefs, in addition to their professional contributions.
A. TRUE
B. FALSE
38. _____ is a technique for communicating critical information about a patient’s concern that requires immediate attention and action.
A. ALARA
B. DICOM
C. ISBAR
D. PACS
39. _____ is a strategy to communicate important or critical information to inform all team members simultaneously during **emergent** situations.
A. Support services
B. Call-out
C. E-mails
D. Shout-out
40. CUS is shorthand for a three-step process for assisting people in stopping a problematic activity that includes which of the following?
A. I am Concerned
B. I am Uncomfortable
C. This is a Safety issue
D. all of the above

Topic B-5

41. _____ are errors caused by **deliberate** deviation by an individual from an accepted protocol or standard of care.
A. Violations
B. Mistakes
C. Storming
D. Forming
42. The challenging reality for health-care workers is that the same mental processes that lead us to make “silly mistakes” outside the workplace are also in play when we are at work.
A. TRUE
B. FALSE
43. A failure that happens because the intended action is actually incorrect is called a _____.
A. violations
B. negligence
C. malpractice
D. mistake
44. Accidentally pushing the wrong button on a piece of equipment is an example of a _____.
A. violations
B. slip
C. malpractice
D. negligence
45. Slips, lapses and mistakes are all serious and can potentially harm patients.
A. TRUE
B. FALSE
46. Continuous quality health care and treatment depends on each health-care professional recording the patient details accurately in which of the following?
A. medical record
B. drug chart

- C. other methods used for storing patient information
- D. all of the above

47. An _____ system is a fundamental component of an organization's ability to learn from error.
- A. complaining
 - B. transportation
 - C. incident-reporting
 - D. PACS

Topic B-6

48. _____ is a routine in **most** industries and has traditionally been associated with limiting litigation costs.

- A. Complaining
- B. Incident-reporting
- C. Risk management
- D. Quality control

49. The health services are focusing on all aspects of clinical care in an effort to reduce risks to _____.

- A. healthcare professionals
- B. patients
- C. administrative staff
- D. physicians

50. Unfortunately, even though a clinic or hospital may have policies for reporting incidents, such as medication errors and falls, the actual reporting of these incidents is often infrequent.

- A. TRUE
- B. FALSE

51. Which of the following issue is a high percentage of reports among patients identified by incident monitoring?

- A. falls
- B. equipment problems
- C. infusion problems
- D. infrastructure problems

52. The medication errors are what percentage of the reports by incident monitoring?

- A. 30
- B. 25
- C. 20
- D. 13

53. A _____ is an "adverse event that should never be allowed to happen" that includes an **unexpected** patient death or serious physical or psychological injury to a patient.

- A. incident-reporting
- B. risk management
- C. sentinel event
- D. cardiac event

54. A _____ is defined as an expression of dissatisfaction by a patient, family member or care-taker with the provided health care.

- A. suggestion
- B. compliments
- C. complaint
- D. survey

55. _____ is a formal process to ensure delivery of safe, high-quality health care based on standards and processes devised and developed by health-care professionals for health-care services.

- A. Accreditation
- B. Contracts
- C. Treaty
- D. none of the above

Topic B-7

56. _____ includes any process or tool aimed at reducing a quality gap in systemic or organizational functions.
- A. Training
 - B. Risk management
 - C. Quality improvement
 - D. Contracts
57. Which of the following are some of the basic principles of quality improvement?
- A. patient/customer focus
 - B. strong leadership and involvement of all team members
 - C. continual improvement
 - D. all of the above
58. The PDSA cycle for quality improvement includes which of the following?
- A. Plan
 - B. Do
 - C. Study and Act
 - D. all of the above
59. Which of the following types of measurements can be used to improve healthcare quality and patient safety?
- A. outcome measures
 - B. process measures
 - C. balancing measures
 - D. all of the above
60. _____ does detailed examination of the processes and outcomes in clinical care to improve quality and safety of health-care.
- A. Training
 - B. Surveys
 - C. CPI methodology
 - D. Contracts
61. _____ allow the team to understand the steps involved in the various health-care delivery services to patients.
- A. Flowcharts
 - B. Patient's history
 - C. Physician's order
 - D. Medication

Topic B-8

62. _____ refers to a person's right to make choices and act according to their own values and belief system.
- A. Medical history
 - B. Respect for autonomy
 - C. Consent
 - D. Treatment
63. It is _____ for a health professional to interfere with the choices patients make unless the person is unconscious or in a life-threatening situation.
- A. legal
 - B. unethical
 - C. wise
 - D. a right
64. Which of the following language should be used while communicating with the patients?
- A. language patients can understand
 - B. medical terminology
 - C. abbreviated language

D. none of the above

65. The SEGUE framework for good communication includes which of the following?

- A. Set the stage and Elicit information
- B. Give information and Understand the patient's perspective
- C. End the encounter
- D. all of the above

66. Culture is a broad term that includes language and customs, as well as which of the following through people communicate?

- A. values and beliefs
- B. behaviors and practices
- C. institutions
- D. all of the above

67. According to a study, 85% patients were comfortable asking about a medication's purpose, but _____ were very uncomfortable asking health-care workers whether they had washed their hands.

- A. 5%
- B. 10%
- C. 17%
- D. 46%

68. _____ is honest communication with patients and/or their families after an adverse event.

- A. Informed consent
- B. Consultation
- C. Open disclosure
- D. Grieving process

69. Which of the following can be helpful to assist health professionals to communicate bad news in situations where the patients are at the end of their life?

- A. Setting (S) and perception (P)
- B. Information (I) and Knowledge (K)
- C. Empathy (E), Strategy and Summary (S)
- D. all of the above

Topic B-9

70. A set of universal precautions or universal blood and body fluid precautions were published by the _____ to protect health-care workers from occupational exposure to HIV.

- A. CDC
- B. FDA
- C. EPA
- D. ARRT

71. Health care-associated infections (HCAI) are caused by which of the following?

- A. bacteria
- B. viruses
- C. fungi
- D. all of the above

72. _____ are intended to be applied to the care of all patients in all health-care settings, regardless of the suspected or confirmed presence of an infectious agent.

- A. Healthcare steps
- B. Standard precautions
- C. Universal precautions
- D. none of the above

73. Microorganisms can be transmitted in which of the following ways in health-care settings?

- A. Transmission through direct and indirect contact
- B. Droplet and Airborne transmission
- C. Percutaneous exposure

D. all of the above

74. Personal protective equipment (PPE) includes which of the following?

- A. gowns, gloves and aprons
- B. eye protection and shoe covers
- C. face masks
- D. all of the above

75. _____ means the use of a physical or chemical procedure to destroy all microbial life, including highly-resistant bacterial endospores.

- A. Washing
- B. Rubbing
- C. Sterilization
- D. Disinfecting

Topic B-10

76. Over 230 million major operations are carried out worldwide every year and evidence suggests that in _____ of these cases, people die as a direct consequence of the surgical procedure.

- A. 0.4–0.8%
- B. 4–8%
- C. 3–5%
- D. 2–3%

77. _____ is one of the **biggest** problems in the operating environment and has been responsible for the wrong patients having surgery, patients having operations on the wrong side or site, and the wrong procedure being performed.

- A. Surgical instruments
- B. Miscommunication
- C. Universal precautions
- D. C-arms

78. Safe surgery requires that every member of the surgical team know the main _____ or protocol(s) used in an area of practice.

- A. checklist(s)
- B. surgeon
- C. anesthesiologist
- D. nursing staff

Topic B-11

79. A _____ is a known effect, other than that primarily intended, relating to the pharmacological properties of a medication.

- A. therapeutic effect
- B. curing effect
- C. side-effect
- D. none of the above

80. A medication error may result in which of the following?

- A. an adverse event, in which a patient is harmed
- B. a near miss, in which a patient is nearly harmed
- C. neither harm nor potential for harm
- D. all of the above

81. Following are the 5 Rs of administering a medication **EXCEPT:**

- A. right drug and right route
- B. right pharmacy
- C. right time and right dose
- D. right patient

82. **Never** administer a medication unless you are _____ sure you know what it is.
- A. 10%
 - B. 50%
 - C. 77%
 - D. 100%
83. Which of the following routes can be used for medication administration?
- A. oral, sublingual, buccal and intrathecal
 - B. inhaled, nebulized, transdermal and per rectum
 - C. subcutaneous, intramuscular, intravenous and per vagina
 - D. all of the above
84. Remember that the use of medication is a _____ activity.
- A. therapeutic
 - B. individual
 - C. team
 - D. patient only