Chapter 02- The Nurse's Role in Healthcare Quality and Patient Safety

1. A nurse is preparing to administer a medication by using the vastus lateralis site and is unfamiliar with the process. A step-by-step reference that shows how to complete the process is called a:

A) Deployment Flowchart

B) Top-down Flowchart

C) Pareto chart

D) Control plot

Ans: B

Feedback:

Correct: A top-down flowchart shows the sequence of steps in a job or process such as medication administration.
Incorrect:
a. A deployment flowchart shows the detailed steps involved in a process and the people or departments that are involved at each step in the process; this is not involved in this scenario.
c. The Pareto chartis used in quality improvement to indicate that 80% of problems usually stem from 20% of causes; it displays data so that a few problems are easily depicted and facilitates improvement that focuses on those few.
d. A control plotis a run chart that has a center-line and added statistical control limits; it helps reveal specific types of change within a process, rather than providing a sequencing of steps.

2.   A nonprofit organization that distributes to governmental agencies, the public,
      business, and health care professionals knowledge related to health care for the
      purpose of improving health is the:

A)   Institute for Safe Medication Practices.

B)   Institute of Medicine.

C)   National Committee for Quality Assurance.

D)   The Joint Commission.

Ans: B

Feedback:

Correct: The Institute of Medicine is a nonprofit organization whose mission is to
advance and disseminate to the government, the corporate sector, the professions,
and the public scientific information that will improve human health.
Incorrect:
a. The Institute for Safe Medication Practices is a nonprofit organization that is an
educational resource only for the prevention of medication errors.
c. The National Committee for Quality Assurance is the accrediting body for health
maintenance organizations.
d. The Joint Commission is a national agency that conducts surveys and certifies
compliance with established standards for inpatient and ambulatory facilities.

3.   A nurse is assisting with the delivery of twins. The first infant is placed on the scale
      to be weighed. The physician requests an instrument stat. The nurse turns to hand the
      instrument to the physician, and the infant falls off the scale. When evaluating the
      incident, the nurse and her manager list contributory factors such as the need for
      two nurses when multiple births are known, and the location of the scale so far from
      the delivery field. These nurses are performing a(n):

A)   standardization of care.

B)   root cause analysis.

C)   process variation.

D)   analysis of a deployment flowchart.

Ans: B

Feedback:

Correct: A root cause analysis is a process by which factors that underlie variation in performance, including the occurrence or possible occurrence of a sentinel event, are identified. The purpose of root cause analysis is to identify improvements that can be implemented to prevent future occurrences.
Incorrect:
a. Standardization of care is the process of developing and adhering to best known methods and repeating key tasks in the same way, thereby creating exceptional service with maximum efficiency.
c. Process variation looks at the steps in a process to determine how variation affects each step but does not identify causal events.
d. A deployment flowchart analysis looks at the steps of a process and determines which department is responsible for each step, but it does not identify causal events.

4.   Each month data on admission assessments that are based on the following standard are entered: "All patients will be assessed by an RN within 2 hours of admission." The target goal for this standard is 97% compliance. Data are displayed on a graph that shows number and time of admission assessments and compliance variation limits. This pictorial representation is a:

A)   Pareto chart.

B)   control chart.

C)   deployment chart.

D)   top-down flowchart.

Ans: B

Feedback:

Correct: The control chart is a run chart that has a center-line and added statistical control limits that help to detect specific types of change needed to improve a process.
Incorrect:
a. The Pareto chart is used in quality improvement to identify that 80% of problems usually stem from 20% of causes; it displays data so that a few problems are easily depicted and facilitates improvement that focuses on those few.
c. A deployment flowchart shows the detailed steps involved in a process and the people or departments that are involved at each step.
d. A top-down flowchart shows the sequence of steps in a job or process such as medication administration at a particular site, but it does not show variation limits.

5.   Regardless of the term used to describe high-quality health care, the focus of quality is:

A)   what the consumer needs and wants.

B)   economical care.

C)   having the greatest technologic advancement.

D)   services equally distributed among populations.

Ans: A

Feedback:

Correct: The customer determines quality on the basis of his or her unique perception of high-quality care.
Incorrect:
b. High-quality health care can be inexpensive, but if it does not meet the criteria established by the consumer, then it is not high-quality health care.
c. Although technologic advancements may indeed facilitate superior diagnostics, unless the patient perceives that the technology was an indicator of quality or that it improved quality, then it is not the focus.
d. The perception of quality is unique among individuals.

6.   In differentiating between early efforts of quality assurance and present-day quality improvement efforts, which statement is correct? Quality assurance:

A)   had a broad focus.

B)   promoted problem-solving by all members of the health care team.

C)   was preventive in nature.

D)   tended to occur as a reaction to a specific problem.

Ans: D

Feedback:

Correct: Early efforts focused on identified problems and were reactive rather than proactive.
Incorrect:
a. Quality assurance focused on specific incidents rather than on broad system improvements.
b. With quality assurance, only a few people such as auditors focused on problems, and administration only later recognized the importance of proactive initiatives involving all members of the health care team.
c. Early efforts of quality assurance focused on identified problems rather than on avoiding future problems.

7. An organization's emergency preparedness task force meets to discuss how it should react in case of a terrorist attack and develops a disaster evacuation plan that details how each department will assist individuals in reaching safety. This type of diagram is referred to as a:

A)   Pareto chart.

B)   control chart.

C)   top-down flowchart.

D)   deployment chart.

Ans: D

Feedback:

Correct: A deployment flowchart would show the detailed steps involved in the process and the people or departments that are to be involved at each step to assist individuals in reaching safety.
Incorrect:
a. The Pareto chart displays data so that a few problems that cause the greatest variance are easily depicted and facilitates improvement that focuses on those few.
b. A control chart distinguishes between common and special cause variations and is basically a run chart with added statistical control limits.
c. The top-down flowchart simply lists the main steps and substeps of a process in a linear fashion and does not detail the departments or people needed.

8. Patients with heart failure have extended lengths of stay and are often readmitted shortly after they have been discharged. To improve quality of care, a type of "road map" that included all elements of care for this disease and that standardized treatment by guiding daily care was implemented. This road map is referred to as a(n):

A) benchmark.

B) critical pathway.

C) algorithm.

D) case management.

Ans: B

Feedback:

Correct: A critical pathway determines the best order and timing of interventions provided by health care team members for a particular diagnosis.

Incorrect:

a. A benchmark is a process used in quality improvement to evaluate different aspects of a process in relation to best practices, with the goal of improving performance.

c. An algorithm represents a decision path that a practitioner might take for a particular condition.

d. Case management is a type of health care delivery that matches the most appropriate services to the patient's care needs in the most efficient, effective manner, often with the use of a critical pathway or a clinical guideline.

9. The staff on a nursing unit notes that patient satisfaction varies from month to month. They plot the degree of patient satisfaction each month for 1 year to determine when the periods of greatest dissatisfaction are occurring. The staff uses which type of graph?

A)   Time plot.

B)   Pareto chart.

C)   Flowchart.

D)   Cause-and-effect diagram.

Ans: A

Feedback:

Correct: A run plot, or time plot, graphs data in time order to identify any changes that occur over time.
Incorrect:
b. A Pareto chart is used in quality improvement to display data so that a few problems that cause the greatest variance are easily depicted and facilitates improvement that focuses on those few.
c. A flowchart provides pictures of the sequence of steps in a process.
d. A cause-and-effect diagram lists potential causes, arranged by categories, to show their potential impact on a problem. It is not arranged by time.

10. The number of IV site infections has more than doubled on a nursing unit. The staff determine common causes include the site is cleaned using inconsistent methods, dressing frequently becomes wet when patient showers, IV tubing is not changed every 48 hours per protocol, and inadequate hand washing of RN prior to insertion. A bar graph demonstrates the frequency in descending order, with 80% of infections being attributed to inadequate hand washing. The quality tool used is a:

A)   cause-and-effect diagram.

B)   run chart.

C)   Pareto chart.

D)   flowchart.

Ans: C

Feedback:

Correct: Pareto charts are bar graphs that show causes contributing to a problem in descending order so the leading cause is easily recognized.

Incorrect:

a. With the cause-and-effect diagram, all causes are listed but not in frequency of occurrence.

b. Run charts show data over time.

d. Flowcharts show steps in a process.