

Risk Management: Patient Safety and Patient-Centered Care

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📁 Nursing

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Examination

1. **Safety reports point out that the majority of errors, between _____, occur as a result of system failures, not staff incompetence.**
 - a. 10% and 20%
 - b. 20% and 40%
 - c. 40% and 50%
 - d. 50% and 70%
 - e. 70% and 90%

2. **Regarding safety and error reduction, the make-up of interdisciplinary teams should consist of all of the following EXCEPT**
 - a. physicians
 - b. discharge planners
 - c. nurses
 - d. patients
 - e. case managers

3. **Regarding safety and error reduction, all of the following statements are true EXCEPT**
 - a. Interdisciplinary team meetings can improve compliance with core measures and improve staff and patient satisfaction.
 - b. Set and discuss goals with the patient.
 - c. Post goals in the room as a reminder to patients, family members, and healthcare providers and identify the patient by name with the diagnosis.
 - d. Interdisciplinary team meetings can decrease length of stay.
 - e. Discussing a patient's predicted hospital course helps ensure that all departments are planning together around the anticipated discharge date.

4. **Regarding staff competence and knowledge, all of the following statements are true EXCEPT**
 - a. Allow time for the adapting of such knowledge prior to performance measures.
 - b. Learning from outside the organization but not within is advisable because it provides for unbiased input.
 - c. Become involved in at least one national, state, or regional learning activity.
 - d. A flexible staff education program should be considered when there are multiple shifts in the healthcare environment.
 - e. Employ evidence based medicine and "best practice" research for optimum patient care.

5. **Regarding safety support systems, which of the following statements is true?**
 - a. Departments that behave as single units will advance.
 - b. Improvements should not go beyond basic compliance with regulations and standards.
 - c. Collaborative relationships with regulators, suppliers, customers, and contractors provide safety support resources, but these add additional costs.
 - d. Management needs to provide the support, recognition, and the resources necessary for collaborative work.
 - e. The use of bar coding in the administration of medications has not helped with safety.

6. **Regarding the design of the environment to improve efficiency and effectiveness, all of the following statements are true EXCEPT**
 - a. Place charts near patient rooms for an effective and efficient redesign.

- b. Consider single-bed rooms, which provide enhanced infection control, privacy, and reduction in stress.
 - c. Consider adding additional sinks to promote hand washing, which is better than alcohol based hand-rubs kept next to the patient's bedside.
 - d. Place computers near patient rooms for an effective and efficient redesign.
 - e. Implement treatment carts.
7. **Estimates from work-studies and surveys of nurses within hospitals demonstrate that the amount of time spent in actual hands-on patient care ranges from**
- a. 5% to 12%
 - b. 13% to 28%
 - c. 30% to 43%
 - d. 50% to 61%
 - e. 63% to 78%
8. **Regarding patient-centered care, all of the following are true EXCEPT**
- a. It should be technology or disease centered.
 - b. A major challenge in changing from a system-focused care environment to a patient-centered one is the inclusion of ethics and morals.
 - c. Some clinicians may argue against the practice of full disclosure when an error occurs.
 - d. Patients are vulnerable, especially when a near miss has occurred.
 - e. When an error occurs, there is a moral obligation to support patients and their family members in a timely manner, openly, and honestly.
9. **A patient-centered care environment needs to include, at a minimum, all of the following qualities EXCEPT**
- a. Patient participation
 - b. Collaboration with patients and families
 - c. Dignity
 - d. Communication with the patient
 - e. System needs
10. **Regarding patient dignity, all of the following are true EXCEPT**
- a. maintaining confidentiality
 - b. providing the patient privacy
 - c. respecting the patient
 - d. providing the family control
 - e. providing a choice for the patient
11. **If a medical error has occurred, communication is of paramount importance. All of the following are recommended steps EXCEPT**
- a. Tell the patient what happened
 - b. Explain what will be done to prevent future events
 - c. Don't apologize, just explain the facts
 - d. Take responsibility
 - e. Tell the family what happened
12. **Regarding patient participation, which of the following statements is true?**
- a. Patients actively involved in care decisions are engaged in behaviors that will not improve their health.
 - b. Most patients do not want any control and therefore, will need to be encouraged to get involved.
 - c. Informed consent should contain the exact medical terminology so that there is no confusion over what will occur.
 - d. Patient participation should be determined by the system.
 - e. For some patients, participation in care results in a greater sense of self-control in environments in which they may have minimal control.

13. Regarding collaboration, all of the following are true EXCEPT
- Design an environment that is comforting to the primary culture of the patients that are treated in your system.
 - Minimize the separation of patients from their families.
 - Create a website and or develop radio and TV public service announcements.
 - Enhance patient and family access to information and support.
 - Design a healing environment that fosters patient and family choices.
14. In the United States, medication errors cost hospitals nearly _____ annually.
- \$2 million
 - \$20 million
 - \$200 million
 - \$2 billion
 - \$20 billion
15. Research indicates that between _____ of unexpected hospital deaths occur on medical/surgical units.
- 15% and 20%
 - 25% and 30%
 - 35% and 40%
 - 45% and 50%
 - 55% and 60%
16. An error that does not cause harm or have the potential to do so is a
- Near Miss
 - Mild Error
 - Moderate Error
 - Serious Error
 - No Error
17. An error by the attending physician is a _____ preventable adverse event.
- Type I
 - Type II
 - Type III
 - Type IV
 - Type V
18. MEDMARX® and the USP Medication Errors Reporting (MER) Program conducted a study and found that _____ of medication errors in the home, resulted in harm to the patient.
- 6%
 - 11%
 - 16%
 - 21%
 - 26%
19. The USP MEDMARX® medication error-reporting program found that _____ was the most frequent drug product associated with errors from July 2002 to June 2003.
- Heparin
 - Albuterol
 - Meperidine
 - Warfarin
 - Insulin
20. Regarding Principle One - Care Must be Safe, all of the following statements are true EXCEPT

- a. Safe patient care must be viewed primarily as a result of the individual, not the system.
- b. Creating a safe environment for care requires defining the action from the "top down".
- c. A safety design must do more than just meet regulatory requirements.
- d. In order for a safe patient care initiative to be mobilized, management must be the catalyst for the staff.
- e. Senior management must identify the organization's safety goals and develop the action plan.



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