**LMS Qualitätsmanagement im Gesundheitswesen (DLGQMG\_D)**

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| **Unit/**  **Question Number** | **Section** | **Question** | **Correct answer** | **Incorrect answer** | **Incorrect answer** | **Incorrect answer** |
| 1/1 | 1.1 | What best describes people-centered care? | Approach that respects the patient’s abilities and rights to make individual, informed decisions | Approach in which the healthcare provider determines what is best for the patient | Care that focuses on clinical best practices | Unidimensional approach to healthcare delivery |
| 1/2 | 1.1 | One way to focus on the person is to evaluate patient … | experience. | satisfaction. | complaints. | nonconformances. |
| 1/3 | 1.1 | Morbidity is defined as … | disease, illness, or the effects of an illness. | number of deaths. | an unfavorable occurrence. | infection rates per 10,000 people. |
| 1/4 | 1.2 | What best describes the pacing problem? | Regulation lags behind innovation. | Technology is fast. | Regulation keeps equal pace with technology. | Regulation is not necessary for brand new innovation. |
| 1/5 | 1.2 | Which of the following are effects of climate change? | an increase in infectious disease, low birth weight, and malnutrition | an increase in infectious disease | low birth weight | malnutrition |
| **Unit/**  **Question Number** | **Section** | **Question** | **Correct answer** | **Incorrect answer** | **Incorrect answer** | **Incorrect answer** |
| 2/1 | 2.1 | An example of a quality assurance measure is … | a checklist for the prevention of errors in the operating theatre. | a nonconformance report. | an internal audit schedule. | ignoring trends in operational deficiencies. |
| 2/2 | 2.1 | What are characteristics of a controlled standard operating procedure? | strict version tracking and access control; review and approval by defined individuals; and restricted ability to edit, delete, or print | limited access control and open ability to print and edit | no version tracking and open access | approval of the document is not required |
| 2/3 | 2.1 | The probability that a product, system, or service will perform its intended function adequately for a specified period of time, or will operate in a defined environment withou failure is the definition of: | Reliability | Validity | Reproducibility | Traceability |
| 2/4 | 2.1 | A risk register is: | A listing of all identified risks | A listing of all nonconformances | A listing of all patient complaints | A listing of all opportunities for improvement |
| 2/5 | 2.3 | Sustainable Development Goal \_\_\_\_ is good health and well-being | 3 | 2 | 6 | 14 |
| **Unit/**  **Question Number** | **Section** | **Question** | **Correct answer** | **Incorrect answer** | **Incorrect answer** | **Incorrect answer** |
| 3/1 | 3.1 | PDCA stands for: | Plan, Do, Check, Act | Plan, Design, Check, Act | Plan, Do, Control, Act | Plan, Do, Check, Analyze |
| 3/2 | 3.2 | A quality circle is made up of how many people? | 3-15 | 20 or more | 10-20 | 1-5 |
| 3/3 | 3.3 | SMART stands for: | Specific, Measurable, Achievable, Realistic,  Timebound | Specific, Monitoring, Assessment, Repeatable,  Timebound | Steadfast, Measurable, Actionable, Reliable, Technical | Statistics, Measurement, Analysis, Reliable, Tactical |
| 3/4 | 3.4 | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_contain correspondingly detailed descriptions of the implementation of specific tasks and processes as well as formal information such as responsibilities, objectives, resource requirements and may contain step by step instructions. | Work instructions | Procedures | Quality policies | Quality Manuals |
| 3/5 | 3.5 | **\_\_\_\_\_\_\_\_\_**benchmarkingis a comparison of measures, processes and procedures with companies in a *different* industry in order to benefit from recognized market leaders | Functional | Comparative | Competitive | Internal |
| **Unit/**  **Question Number** | **Section** | **Question** | **Correct answer** | **Incorrect answer** | **Incorrect answer** | **Incorrect answer** |
| 4/1 | 4.1 | Which is **not** one of the 8 principals of QM: | Work in Silos | Continual improvement | Total employee involvement | Costumer focused |
| 4/2 | 4.2 | ISO 9001 is: | A general quality management system standard | A healthcare specific quality management system standard | A medical laboratory standard | Required by all governmental organizations |
| 4/3 | 4.3 | ISO 7101: | Follows the HS for a management system standard | Does not follow the HS | Is required by all notified bodies | Was created in 2015 |
| 4/4 | 4.3 | The ISO healthcare specific quality management system standard is: | ISO 7101 | ISO 9001 | ISO 13485 | ISO 15189 |
| 4/5 | 4.4 | Requirements for medical laboratories are outlined in: | ISO 15189 | ISO 14001 | ISO 9001 | EN 15224 |
| **Unit/**  **Question Number** | **Section** | **Question** | **Correct answer** | **Incorrect answer** | **Incorrect answer** | **Incorrect answer** |
| 5/1 | 5.1 | Which is **not** a benefit of certification? | Reduction of fees paid to the certification body | Evidence of compliance to legal and regulatory requirements | A competitive differentiator in a healthcare market that has a private provider industry | Expert, external auditor feedback provides valuable information for process change and improvement |
| 5/2 | 5.3 | The requirements for accreditation bodies that accredit conformity assessment bodies such as laboratories, inspection and certification bodies are specified in ISO 17011:2017 | ISO 17011: 2017 | ISO 7101: 2023 | ISO 9001: 2015 | EC Regulation 765/2008 |
| 5/3 | 5.3 | To enhance global confidence in accreditation agencies in other countries, the \_\_\_\_\_\_\_\_\_\_\_\_\_\_ was created in 1993. | International Accreditation Forum (IAF) | International Organization for Standardization (ISO) | Joint Commission (JC) | World Health Organization (WHO) |
| 5/4 | 5.3 | Another word for assessor or auditor is: | surveyor | accountant | data analyst | regulator |
| 5/5 | 5.4 | Who draws up proposals for European legislation and implements decisions of the European parliament? | European Commission | United Nations | NATO | IAF |
| **Unit/**  **Question Number** | **Section** | **Question** | **Correct answer** | **Incorrect answer** | **Incorrect answer** | **Incorrect answer** |
| 6/1 | Introduction | An internal audit is also referred to as: | A first party audit | A second party audit | A certification audit | A surveyor audit |
| 6/2 | 6.1 | Which of the following is **not** the purpose of an internal quality audit: | Identification of the guilty party responsible for a nonconformance | Information sharing among and across departments | Provide data to make resource decisions | Identify the need for further employee training |
| 6/3 | 6.2 | The annual audit plan should consider: | All of the above | What shifts must be audited | Number of facilities | Past audit findings |
| 6/4 | 6.4 | The audit checklist is used by the auditor to: | Guide the auditor and provide a place to document objective evidence | Document nonconformances | Guide the opening meeting | Guide the closing meeting |
| 6/5 | 6.5 | Which of these is not part of internal audit documentation: | Failure Modes and Effect Analysis | Nonconformance reports | Specific audit plan | Audit final report |