

WHO Quality Assurance Workshop Male Circumcision Quality Pre and Post-Test

Mark the answer that is most correct:

1. Patients are most likely to be concerned about:
 - a. Being treated with respect
 - b. Laboratory machines are calibrated
 - c. Timely treatment
 - d. Health care workers are paid on time
 - e. a & c
 - f. all but d

2. Healthcare workers determine quality by:
 - a. Availability of services to the community
 - b. Having sufficient supplies to do their work
 - c. Amount of documentation that they are required to do
 - d. Receiving training to do their job well
 - e. a & c
 - f. b & d

3. Which of the following are reasons that working in teams is a key principle of quality improvement?
 - a. More understanding of the process
 - b. More blaming of others for problems
 - c. A greater number of ideas
 - d. Greater acceptance the solutions
 - e. a, c & d
 - f. b, c & d

4. Quality can be defined by:
 - a. Collecting data
 - b. Analyzing data
 - c. Developing standards
 - d. Making a graph
 - e. All the above

5. Tools that can be used to analyze a problem include:
 - a. Cause and effect diagram
 - b. Patient satisfaction survey
 - c. Spreadsheet
 - d. Inventory list
 - e. All the above

6. Standards are defined as:
 - a. Statements of expectations
 - b. Based on current evidence (research)

- c. Unnecessary paperwork
 - d. Developed for inputs, processes and outcomes
 - e. all the above
7. Which of the following are common processes at a hospital?
- a. Surgical instruments
 - b. Giving medications
 - c. Performing surgery
 - d. Disinfectant solutions
 - e. b & c
8. Variation in practices can occur because of:
- a. Healthcare workers
 - b. Equipment
 - c. Supplies
 - d. Patients
 - e. All the above
9. An effective management system would include:
- a. Clarifying staff roles and responsibilities
 - b. Implementing health rights policies
 - c. Increasing barriers to accessing care
 - d. a & b
 - e. all of the above
10. The minimum package of male circumcision services should include:
- a. HIV testing and counseling
 - b. Syndromic management of STIs
 - c. Individual risk reduction and safer sex counseling
 - d. Male and female condoms
 - e. All of the above
11. Efficiency of services can be gauged by:
- a. Number of cancelled surgeries
 - b. Number of men on the MC surgical waiting list
 - c. Ratio of number of staff to patients
 - d. All of the above
 - e. a & c
12. Ways to improve efficiency might include:
- a. Community mobilization
 - b. Scheduling appointments
 - c. Scheduling operating room use
 - d. a & b
 - e. b & c
13. Ways to decrease barriers to accessing care might include:
- a. Charging a reasonable fee
 - b. Overcoming misconceptions regarding circumcision

- c. Scheduling convenient service hours
- d. All of the above
- e. a & b

14. Ways to determine that clients are routinely offered HIV testing might include:

- a. Observing clinical practice
- b. Interviewing clients
- c. Reviewing medical records
- d. All of the above
- e. a & b

15. Laboratory quality control processes should include:

- a. Site officer
- b. Standing operating procedures
- c. Staff trained/certified to perform HIV tests
- d. Standard register for recording lot numbers of test kits
- e. All of the above
- f. All but a

16. Some ways to ensure adequate supplies and medications are available are:

- a. Use of stock cards
- b. Inventory lists
- c. Proper storage according to manufacturer
- d. a & c
- e. All of the above

17. Hand hygiene may be accomplished by:

- a. Use of hand rubs
- b. Use of soap and water
- c. Drying with shared towels
- d. a & b
- e. All of the above

18. Sharps containers must be:

- a. Emptied on a regular basis
- b. No more than 2/3 full
- c. Penetrable
- d. a & b
- e. All of the above

19. Staff members that need their competence verified include:

- a. Sterilization technician
- b. Physicians
- c. Lab technicians
- d. All the above
- e. a & c

20. Clients should receive information regarding the following:

- a. Partially protective nature of circumcision

- b. Abstinence period of at least 1 week
- c. Surgery is beneficial for HIV+ persons
- d. Risks and benefits of circumcision
- e. a & d
- f. all the above

21. Post operative instructions should include:

- a. Wound management
- b. Abstaining from social intercourse
- c. Returning to activities/work
- d. Warning signs
- e. a, c & d
- f. all the above

22. Adverse events should be reported in order to:

- a. Punish the person responsible
- b. Make a record for court
- c. Find ways to prevent recurrence
- d. b & c
- e. a & b

23. Referrals are more likely to be effective when there is:

- a. A referral protocol
- b. Contact information for referral facilities
- c. Referral records
- d. Referral facility receives written information
- e. All the above

24. In minor operating procedure rooms, ways to decrease the potential for infections are:

- a. Minimize flow of people in OR
- b. Routine monitoring of sterilization procedures
- c. Use of shoe covers
- d. a & b
- e. b & c

25. Patient rights that should be honored include:

- a. Right to information
- b. Right to privacy
- c. Right to informed consent
- d. Right to free services
- e. a, b & c

26. What is “evidence-based” mean?

- a. Use of research
- b. Common knowledge
- c. Expert consensus
- d. a & c
- e. All the above

27. A team approach to problem solving is most useful when
- a. The organization's goals are unclear
 - b. Diverse areas of expertise are required
 - c. Communication challenges exist
 - d. a & c
 - e. All the above
28. In evaluating long wait times, which method best demonstrates components of people, materials, machines and methods?
- a. Run chart
 - b. Histogram
 - c. Cause/effect diagram
 - d. Control chart
29. In order for a quality improvement team to deal effectively with conflict, it is important to appoint which of the following to its membership:
- a. facilitator
 - b. human resource representative
 - c. risk manager
 - d. senior leader
30. A team has formed to consider options for improving male circumcision services. Activities that would be helpful to begin their process include:
- a. Team building activities
 - b. Benchmarking
 - c. Fishbone analysis
 - d. Root cause analysis
31. The use of clinical guidelines or protocols should do which of the following:
- a. Reduce waiting times
 - b. Improve patient satisfaction
 - c. Identify errors in practice
 - d. Minimize variation in patient care
32. In developing a quality improvement action plan for a process needing improvement, which of the following should be used first?
- a. Control chart
 - b. Run chart
 - c. Cause and effect diagram
 - d. Spreadsheet
33. An effective facilitator should be skilled in process management and must:
- a. Have a full time position
 - b. Be a senior manager
 - c. Remain neutral during decision-making

- d. Function as the team leader
34. Quality improvement teams are beneficial because they:
- a. Promote competition
 - b. Maximize perspectives
 - c. Creates ownership
 - d. Give authority for decisions
 - e. b & c
 - f. All of the above
35. Taking an inventory of supplies for male circumcision is which following aspects of care?
- a. Inputs
 - b. Process
 - c. Outcome
 - d. Structure
36. The surgery department's monthly case review revealed 10 medical records that meet the criteria and 6 that did not. In calculating the rate of compliance, the denominator is:
- a. 4
 - b. 6
 - c. 10
 - d. 16
37. Cause and effect analysis should be done by:
- a. Gathering opinions from staff
 - b. Using a team of people involved in the process
 - c. Department heads
 - d. An expert in quality improvement
38. Which of the following is the best way to determine if a quality improvement intervention is successful?
- a. Conduct a client satisfaction survey
 - b. Prepare a report of the findings
 - c. Compare results over time
 - d. Obtain feedback from a quality expert
39. Benchmarking is based on identifying which of the following?
- a. Experiences of clients
 - b. Results of quality improvement efforts
 - c. Best practices
 - d. b & c
 - e. All of the above
40. Deming 85/15 rule indicates that:
- a. 85% of quality problems are related to the system

- b. Focus on who caused the problem
- c. Ask why did a problem occur
- d. a & c
- e. All the above

41. Active listening involves the following behaviours:

- a. Being quiet
- b. Restating person's words
- c. Maintaining eye contact
- d. Using open-ended questions
- e. b & d
- f. All of the above

42. When a new quality team is organized, a typical response by the members is:

- a. Excitement and anticipation
- b. Anxiety regarding job ahead
- c. Pride about being chosen
- d. Tentative attachment to the team
- e. All of the above

43. When a team is in the "storming" mode, the facilitator will need to:

- a. Use conflict management skills
- b. Clarify quality concepts
- c. Reconsider team membership
- d. Ask for management assistance
- e. a & b
- f. All of the above

44. When debriefing the staff about the findings of an assessment, it is important to:

- a. Avoid personal opinions
- b. Relate comments to the specific standard
- c. Describe standard intent and how the facility meets or does not meet it
- d. b & c
- e. all of the above

45. When delivering difficult news regarding the assessment findings, it is important to:

- a. Be calm and directive
- b. Explain carefully with examples
- c. Express confidence that the group can meet the challenge
- d. Not talk too much
- e. All of the above

46. When conducting a brainstorming activity, the facilitator should:

- a. Remind group not to judge ideas

- b. Assign a time keeper
- c. Write down the words as the person spoke them
- d. Record the ideas on a flip chart
- e. a & d
- f. All the above

47. The following steps should be taken when conducting benchmarking:

- a. Define objectives for benchmarking
- b. Identify premier examples of a process
- c. Choose elements of a process that fits your context
- d. Replicate another institutions successful process
- e. a, b & c
- f. All of the above

48. During the assessment of male circumcision services, the team identified that the surgical consent form did not include sufficient information regarding potential risks. An appropriate quality approach would be:

- a. Conduct a cause/effect analysis
- b. Assign someone to fix the problem
- c. Measure the impact of using the current form
- d. Conduct a client interview regarding their understanding of risks

49. A quality team decided to measure the number of patients that developed a wound infection. In order to collect the data consistently, the team needs to:

- a. Develop a monitoring plan
- b. Operationally define “wound infection”
- c. Train staff to collect the data
- d. a & c
- e. All of the above

50. Methods that have proven most effective in implementing standards include:

- a. Distributing copies of the standards
- b. Providing a lecture regarding the standards
- c. Learning linked to clinical practice
- d. Feedback from instructors, supervisors and peers
- e. c & d
- f. All of the above