

M_PTQ_NursingProfDev (200+ Questions) - Quiz

Questions with Answers

1.

Bloom's taxonomy outlines behaviors necessary for learning. Which three kinds of learning does the theory describe?

Auditory, visual, and kinesthetic

Formal and informal

Attitudes, subjective norms, and behavioral intention

Cognitive, affective, and psychomotor

Explanation:

Bloom's taxonomy describes three types of learning:

- *Cognitive: learning intellectual skills and mastering categories of effective learning (e.g., knowledge, comprehension, application, analysis, synthesis, evaluation)*
- *Affective: recognizing categories of feelings and values from simple to complex (e.g., receiving and responding to phenomena, valuing, organizing and internalizing values)*
- *Psychomotor: mastering motor skills necessary for independence, following a progression from simple to complex (e.g., perception, set, guided response, mechanism, complex overt response, adaptation, origination).*

2.

When evaluating a program, using a survey, which of the following types of questions are the easiest to quantify?

Descriptive/informational questions (i.e., who, what, when, where, how, how much, why)

Yes–no questions

Multiple-choice questions

Rating scales

Explanation:

Yes–no questions are the easiest questions to quantify; surveys using this type of question require only the simple addition of two categories; however, they provide limited information. Descriptive/informational questions often provide the most information, but results are difficult to quantify because students often answer questions differently. Multiple-choice questions must be designed carefully or students may not find choices that reflect their opinions. These questions are also easy to quantify. Rating scales are used primarily to rate satisfaction or to indicate the level of agreement with a statement and, like multiple-choice questions, are easy to quantify.

3.

When writing measurable course objectives, which of the following items should be identified first?

Time frame

Outcomes

Measures and assessment tools

To whom the objectives apply

Explanation:

Those who need to change in some way must be identified first. These may include the educator, the students, patients, teams, or the class as a whole.

- *Outcomes: The desired outcomes must be clearly outlined.*
- *Measure: The method of assessing outcomes, including tools, surveys, and data demonstrations, must be clear.*
- *Level of proficiency: Criteria determining success or failure should be delineated.*
- *Time frame: The time needed to achieve objectives should be stated.*

4.

Examination questions that best focus on the production of knowledge are

fill-in-the-blank.

multiple-choice.

essay.

true–false.

Explanation:

Essay questions best focus on the production of knowledge but are the most difficult to evaluate because answers may vary widely and grading may be subjective. Multiple-choice questions focus on recognition rather than production of knowledge and must be carefully written so that all answers are plausible. True–false questions allow for a 50% guess factor and are weak questions. Fill-in-the-blank questions must be carefully written because if they are ambiguous, they may elicit a wide range of answers

5.

When teaching staff about ethical principles as part of a discussion about the side effects of chemotherapy, the nursing professional development specialist points out that a good effect must have more benefit than a bad effect has harm. This relates to which of the following ethical principles?

Beneficence

Nonmaleficence

Autonomy

Justice

Explanation:

Nonmaleficence is an ethical principle that means health care workers should provide care in a manner that does not cause direct intentional harm to the patient:

- *The actual act must be good or morally neutral.*
- *The intent must be only for a good effect.*
- *A bad effect cannot serve as the means to get to a good effect.*
- *A good effect must have more benefit than a bad effect has harm.*

Although some medical treatments, such as chemotherapy, have clear adverse effects, they do not cause "direct intentional harm" and are ethically acceptable.

6.

According to systems theory (Ludwig von Bertalanffy), the element of a system that comprises actions that take place to transform input is

throughput.

output.

evaluation.

feedback.

Explanation:

The five elements in a system include:

- *Input: This is what goes into a system in terms of energy or materials.*
- *Throughput: These are the actions that take place in order to transform input.*
- *Output: This is the result of the interrelationship between input and processes.*
- *Evaluation: This is the monitoring of success or failure.*
- *Feedback: This is information that results from the process and can be used to evaluate the end result.*

Ludwig von Bertalanffy believed that all of the elements of a system interact to achieve goals, and change in any one element will impact the other elements and alter outcomes.

7.

A computer program that integrates a variety of performance measures or key indicators into one display to provide an overview of an organization is referred to as a

scattergram.

dashboard.

balanced scorecard.

histogram.

Explanation:

A dashboard (also called a digital dashboard), like the dashboard in a car, is an easy to access and read computer program that integrates a variety of performance measures or key indicators into one display (usually with graphs or charts) to provide an overview of an organization. It might include data regarding patient satisfaction, infection rates, financial status, or any other measurement that is important to assess performance. The dashboard provides a running picture of the status of the department or organization at any point in time and may be updated as desired—daily, weekly, or monthly.

8.

Documentation that is currently on the Joint Commission's "Do Not Use" list includes which of the following?

5 mg

0.5 mg

15 U

@

Explanation:

The abbreviation of U for units is on the "Do Not Use" list. Other prohibited abbreviations or symbols include IU, QD, QOD, MS, MSO, and MgSO₄ for morphine or magnesium sulfate, trailing zeros (4.0 mg), and a lack of leading zeros (0.4 mg). Additional abbreviations or symbols are allowed but are under consideration for future prohibition. These include <, >, @, cc, µg, and abbreviations of drug names (e.g., TCN for tetracycline). Using the correct word or term is always better than using an abbreviation, which may be misunderstood, especially if the writing is not clear.

9.

Which of the following is a team-based prospective analysis method that attempts to identify and correct failures in a process before use?

Failure mode and effects analysis

Root-cause analysis

Plan-do-check-act

Find, organize, clarify, uncover, and start

Explanation:

Failure mode and effects analysis (FMEA) is a team-based prospective analysis method that attempts to identify and correct failures in a process before utilization to ensure positive outcomes. FMEA attempts to identify all steps in processes and possible failures. Root-cause analysis provides information about the causes of adverse or sentinel events after they have occurred. Plan-do-check-act (Shewhart cycle, designed by Walter A. Shewhart) is a method of planning and acting for continuous quality improvement. Find, organize, clarify, uncover, and start is a performance improvement model.

10.

Which of the following generations tends to be independent in thought and lifestyle, creative, and adaptive but may overlook ethical concerns in the quest for achievement?

Silent generation

Baby boomers

Generation X

Millennial (Y) generation

Explanation:

Generation X individuals (born in the 1960s and 1970s) tend to be independent in thought and lifestyle, creative, and adaptive but may overlook ethical concerns in their quest for achievement. Silent generation individuals (born before WW II) tend to be rule-oriented and cautious and value trustworthiness and keeping their word. Baby boomers (born 1943–1960) tend to be self-centered, proactive, and committed to ideas and causes but are resistant to compromise with others. Millennial (Y) generation individuals (born 1980–2000) tend to believe they can be successful, are hardworking and confident in their abilities, but may overlook the feelings and skills of others.

11.

When instructing staff members on the method of accessing data in a new computerized system, which of the following presentation methods is most effective?

Just-in-time presentation immediately before staff needs to access data

Classroom presentation a week before the new computerized system is installed

Literature presentation with handouts and posters explaining use when the new computer system is installed

Computer-module presentation available for 2 weeks before the new computerized system is installed

Explanation:

Just-in-time presentations are used when learners need to use the information. For example, if teaching learners to access data in a new computerized system, a supportive overview of the system and its purpose may be given right before hands-on practice along with basic instructions about use. However, only when the learners need to access data is the presentation about data access provided, allowing learners to draw on what they are learning immediately without the typical memory loss that occurs when people are trying to retrieve information they learned at an earlier time.

12.

A nurse-sensitive indicator related to structure would include

staffing ratio.

rate of urinary tract infections.

routine infection control measures.

staff satisfaction.

Explanation:

Nurse-sensitive indicators are the elements of care—structures, outcomes, and processes—related specifically to nursing:

- *Structures: staffing ratios (e.g., registered nurses to licensed vocational nurses to certified nursing assistants), total hours of nursing care for each patient each day, nurse turnover, and nursing education and certification. An improvement in structure often requires an increased financial or time investment and evidence of cost effectiveness.*
- *Patient-focused outcomes: measurable outcomes, such as rate of urinary tract infections, pressure ulcers, falls, patient injuries, patient satisfaction with care (e.g., pain control, nursing response, education).*
- *Processes of care: methods used to provide care (e.g., routine infection control measures) and staff satisfaction.*

13.

Which of the following is an accurate statement about the delivery of sensitive information?

Avoid discussions of follow-ups and referrals until a later time.

Give bad news, such as death or severe illness, slowly.

Give bad news, such as death or severe illness, quickly.

Defer questions until people have time to digest information.

Explanation:

Steps to sharing sensitive information include the following:

- *Give bad news (e.g., death, severe illness) slowly rather than abruptly.*
- *Deliver information in appropriate language, avoiding excessive technological jargon.*
- *Consider and discuss psychosocial implications.*
- *Allow people time to digest and react to news, and be patient.*
- *Respond to feelings expressed by the person or family.*
- *Discuss follow-up, such as options, referrals, and support systems.*
- *Ask if the person or family has questions.*
- *Provide additional information as appropriate with booklets, pamphlets, or handouts.*
- *Adjust strategies to account for cultural differences.*

14.

If the nursing professional development specialist needs to disseminate information routinely to a large group of staff members, the most efficient social networking tool is

individual e-mail.

Listserv.

blog.

Twitter.

Explanation:

Listserv is software that allows a person to write one e-mail that is forwarded to all those on a list, so it is much more efficient than sending individual e-mails. Listserv can also be used to manage various types of mailing lists, including newsletters. Weblogs/blogs are essentially online diaries or documents that are laid out in reverse chronological order (last entry viewed first) to which a blogger can add information as desired. Twitter allows only short messages of 140 characters.

15.

Which of the following databases is a primary resource in the development of evidence-based practice?

PubMed

Medscape Reference

Cumulated Index of Nursing and Allied Health Literature

Cochrane Database

Explanation:

Cochrane Database is a primary resource in the development of evidence-based practice.

Cochrane databases include the following:

- *Cochrane Database of Systemic Reviews*
- *Cochrane Methodology Register*
- *Health Technology Assessment Database*
- *Database of Abstracts of Reviews of Effects*
- *Cochrane Central Register of Controlled Trials*
- *National Health Service Economic Evaluation Database*

Cochrane also provides reviews of research and meta-analysis to synthesize the research findings of various research studies. Researchers for Cochrane conduct statistical analysis when comparing data from a variety of studies or trials. PubMed provides abstracts; Cumulated Index of Nursing and Allied Health Literature provides for databases; and Medscape Reference provides articles on many health topics.

16.

The nursing professional development specialist uses which type of nursing decision-making to decide how services will be delivered?

Experiential

Interventional

Organizational

Targeted

Explanation:

Organizational decision-making is the correct answer.

Types of Nursing Decision-Making

Assessing When and how to conduct an assessment

Communicative How information will be transmitted and received

Diagnostic Based on clinical signs, symptoms, and nursing evaluation

Experiential Based on integration of knowledge, evaluation, and experience

Informative To seek information to further knowledge

Interventional Selecting one intervention from options

Preventive Based on which intervention will prevent a negative outcome

Referring To which professional health care provider or services to refer

Targeted Regarding the patient most likely to benefit from a particular intervention

Timing Regarding the best time for an intervention

Organizational How services will be delivered

17.

Which of the following questions or statements is an example of therapeutic interpersonal communication?

“Why are you so upset?”

“Is there anything you would like to discuss?”

“You should pay closer attention.”

"Do not worry. Everything will work out all right."

Explanation:

"Is there anything you would like to discuss?" is an open-ended initial question that encourages patients to express feelings and opinions, which is an example of therapeutic communication. The nursing professional development specialist should avoid asking for explanations of behavior, such as "Why are you so upset?" unless it directly relates to care and should avoid stating meaningless clichés, such as "Don't worry. Everything will be all right." Statements that provide advice, such as "You should" or "You must" should be avoided, as it is more professional to encourage others to make their own decisions.

18.

The nursing professional development specialist posts a message on a bulletin board about a critical issue, but only 20% of staff members respond. The primary error in the sender/receiver feedback loop probably occurred in the

channel.

encoding.

decoding.

feedback.

Explanation:

The primary error in the sender/receiver feedback loop probably occurred in the channel of communication because messages on bulletin boards are not directed at individuals and are often overlooked. Direct e-mails or verbal communications are better channels for critical messages. Encoding involves the content of the message, and decoding, the interpretation of

that message. Feedback is the response to the encoded message. Misinterpretation and errors in communication can occur at any point in the process.

19.

When preparing podcasts to be accessed by staff members on hand-held devices, such as smart phones, the nursing professional development specialist should limit the content of the individual podcasts to

5 minutes.

10 minutes.

30 minutes.

60 minutes.

Explanation:

Podcasts of 10 minutes are ideal, as people tend to lose focus after about 10–15 minutes. Podcasts were first developed to dispense educational audio files, although some podcasts now have video files as well. Podcasts can be developed for specific educational purposes. These podcasts can be accessed by hand-held devices or computers. Podcasts can be replayed and accessed at the learner's convenience. One advantage is that learners can listen to the podcasts during travel to and from work. When preparing a podcast, the educator should prepare a script and then make an audio recording.

20.

According to Patricia Benner's five stages of clinical competence, ranging from novice to expert, the stage in which the nurse has 2–3 years of experience and some mastery of new situations and goals is the

novice stage.

advanced beginner stage.

competent stage.

proficient stage.

Explanation:

The competent stage is the correct answer.

- *Novice: A novice has little experience. He or she depends on rules and learned behavior and does not adapt easily.*
- *Advanced beginner: An advanced beginner has some experience coping with new situations and is able to formulate some principles of action.*
- *Competent: A competent individual has 2–3 years experience and some mastery of new situations and goals. He or she may require time for planning and may lack flexibility.*
- *Proficient: A proficient individual looks at situations holistically and relies on experience. He or she can adapt plans to changing needs and make decisions based on understanding.*
- *Expert: An expert has a wealth of experience from which to draw and can provide care intuitively. He or she can understand a patient's needs and determine quickly the most effective focus for providing care.*

21.

When gathering qualitative data, which of the following methods is most appropriate?

Interview

Questionnaire

Data mining

Survey

Explanation:

Qualitative data are described verbally or graphically, and the results are subjective. Interviews may be used as a tool to gather information, and the researcher's interpretation of data is important. Gathering this type of data can be time-intensive, and it usually cannot be generalized to a larger population. Quantitative data are described in terms of numbers within a statistical format. This type of information is gathered after the design of data collection is outlined, usually in later stages. Tools may include surveys, questionnaires, or other methods of obtaining numerical data. The researcher's role is objective.

22.

When the nursing professional development specialist is training preceptors, which of the following examples of feedback is most appropriate for use with preceptees?

"You did very well with that procedure."

"I want to give you some feedback that I think will be helpful."

"You neglected to follow standard precautions during that procedure."

"I would like to give you feedback about the procedure you completed. Is this a good time?"

Explanation:

The preceptor should state his or her intent and ask the preceptee's permission to provide feedback: "I would like to give you feedback about the procedure you completed. Is this a good time?" This is true whether feedback is positive or negative. In the event, however, that the preceptee does something that may affect the safety of the patient, such as neglecting

standard precautions, then the preceptor should intervene to ensure that the preceptee uses the proper procedures rather than delaying feedback.

23.

One of the primary requirements for the Magnet Recognition Program is

evidence of meeting a goal of 10% professional certification of nurses.

patient outcome data equal to the mean of selected national databases.

evidence of competent health care.

75% of nurse managers having a Bachelor of Science degree or higher in nursing.

Explanation:

Criteria for the Magnet Recognition Program include:

- *Educational requirements: Chief nursing officers must have a Master of Science or doctorate in nursing; 75% of nurse managers must have a degree in nursing (Bachelor of Science or higher) and 100% by 2013.*
- *Evidence of innovative health care*
- *Evidence of striving to meet the goal of 26% professional certification of nurses*
- *Patient outcome data (e.g., falls, pressure ulcers, bloodstream infection, urinary tract infection, ventilator-associated pneumonia, restraint use, pediatric intravenous infiltrations, other nationally benchmarked indicators of specific specialties) should outperform the mean of the selected national database.*
- *Patient satisfaction surveys and data (e.g., pain management, education, nursing courtesy, respect, listening, response time).*

24.

When considering the types of intellectual property, industrial property includes

trademarks.

articles.

books.

photographs.

Explanation:

Intellectual property includes industrial property and copyrighted material.

Industrial property includes inventions, trademarks, and designs (industrial). These belong to the owner and cannot be used without permission or, in the case of most inventions, purchase, or contractual agreement. Copyrighted material includes literary and artistic works, such as books, articles, paintings, drawings, and photographs. Copyrighted materials are often used by others in research or articles and can be used with permission of the author or artist. Some exceptions allow "fair use" of materials without prior permission for research, educational purposes, critical review, or journalism.

25.

When a staff person is found copying another person's exam, the first step for the nursing professional development specialist is to

report the offense to the administration.

recommend dismissal.

confront the person immediately in the classroom.

confront the person immediately in private.

Explanation:

When cheating is identified, it should be dealt with immediately in private, but the person confronting the person cheating should be prepared with proof because when people are caught cheating they often deny it. In a professional setting, cheating can take many forms: falsifying records (e.g., time, academic, patient care), plagiarizing, copying exams, and taking credit for others' achievements. The best way to deal with cheating is to put safeguards in place to make cheating more difficult, including outlining potential consequences. In some cases, cheating is a dismissible offense, but in other cases, milder consequences may apply.

26.

In which of the following approaches to negotiation does one party concede to the other with little benefit to the losing side?

Accommodation

Competition

Compromise

Collaboration

Explanation:

In accommodation, one party concedes to the other with little benefit to the loser. In competition, one party wins, and the other loses. To prevail, one party must remain firm, but this can result in conflict. In compromise, both parties make concessions in order to reach consensus, but this can result in decisions that suit no one. In collaboration, both parties receive what they want, often through creative solutions. In avoidance, both parties may dislike conflict, put off negotiation, and resolve nothing.

27.

When recommending purchase of specific equipment, which of the following information must the nursing professional development specialist disclose to avoid the appearance of commercial bias?

Survey results showing staff preference for the equipment

Survey results showing staff preference for other equipment

Personal history showing use of the equipment in employment

Close family member serving as sales representative for the equipment

Explanation:

Commercial bias is showing preference for one commercial product or company over another because of personal feelings or personal benefit rather than evidence of quality. Commercial bias may also be an issue if a close family member has an interest in a company. The nurse should avoid promoting a particular product or service and should make full disclosure if a conflict of interest, such as a financial interest in a company, occurs. Disclosure should include any financial incentive/payment, the name of the company, and the person's relationship to the company. Recommendations should be based on evidence-based research, quality, and cost-effectiveness.

28.

When designing an orientation program for a specific department, the nursing professional development specialist should first

conduct literature research.

complete a survey of needs.

meet with the department administrator.

review similar orientation programs.

Explanation:

The nursing professional development specialist should first meet with the department administrator to gain valuable insight and information, to show respect for the person's position and experience, and to gain cooperation. The nurse, however, cannot depend solely on the administrator's suggestions but should follow up with various types of needs assessments, including literature research, observation, interviews, surveys, and reviews of similar orientation programs. Expected outcomes should be identified in the process.

29.

If an organizational goal is a 30% reduction in surgical site infections, an appropriate objective would be

to promote health and safety.

to provide care to improve the physical and mental health of the community members.

for the internal medicine committee to establish an antibiotic prophylaxis protocol within 6 months.

to increase compliance with hand washing.

Explanation:

A measurable step taken to achieve goals would be for an internal medicine committee to establish an antibiotic prophylaxis protocol within 6 months. Objectives should include a timeline and identification of responsibility for achieving the objective. Goals and objectives are developed in support of the mission and vision statements; these statements should be

completed at the same time to determine if they can be realized and to explain how that will happen. Goals should be achievable aims, essentially end results, developed for specific units of the organization or the organization in general, focusing on improving performance.

30.

When instituting Lean Six Sigma, process improvement focuses on

strategic goals.

individual units.

short-term goals.

individual projects.

Explanation:

Lean Six Sigma, a method that combines Six Sigma with concepts of "lean" thinking, focuses process improvement on strategic goals rather than on a project-by-project basis. The basis of this program is to reduce error and waste within the organization through continuous learning and rapid change. There are four characteristics:

- *Long-term goals with strategies in place for 1–3-year periods*
- *Performance improvement as the underlying belief system*
- *Cost reduction through quality increase, supported by statistics evaluating the cost of inefficiency*
- *Incorporation of improvement methodology, such as DMAIC (define, measure, analyze, improve, control), PDCA (plan-do-check-act), or other methods*

31.

When evaluating literature and information to determine the level of evidence, the category that indicates that information has supporting evidence from some studies, has a good theoretical basis,

and is strongly recommended for implementation is

category Ia.

category IB

category II.

category III.

Explanation:

Category IB is the correct answer. Category descriptions include the following:

- *Category IA: well supported by evidence from experimental, clinical, or epidemiologic studies and strongly recommended for implementation*
- *Category IB: supporting evidence from some studies, good theoretical basis, and strongly recommended for implementation*
- *Category IC: required by state or federal regulations or an industry standard.*
- *Category II: supported by suggestive clinical or epidemiologic studies, has a theoretical basis, and is suggested for implementation*
- *Category III: supported by descriptive studies and may be useful*
- *Category IV: obtained from expert opinion or authorities only*
- *Unresolved: no recommendation because of a lack of consensus or evidence*

32.

An example of an informal power structure is best described by which of the following statements?

The team leader reports to the unit supervisor at the end of each shift.

The nurse administrator circulates a memo regarding new policies.

A licensed vocational nurse reports to the team leader that a patient has fallen.

A staff nurse discusses with other nurses reasons for disagreeing with a new policy.

Explanation:

Informal power structures are essentially horizontal, as when staff nurses discuss new policies, but this informal power can be significant because it may affect staff acceptance, cooperation, and participation. Formal power structures are linear with power starting at the top and flowing downward; for example, when a nurse administrator circulates a memo and reporting and accountability flow in the opposite direction, such as when a licensed vocational nurse reports to a team leader and a team leader reports to a unit supervisor.

33.

Which of the following statements best describes a human subject who has agreed to participate in research?

The subject may discontinue participation in the project at any time.

Once enrolled, the subject must complete the research project.

The subject must petition the Office of Human Research Protection to withdraw from the project.

The subject must give 2 weeks notice to withdraw from the research project.

Explanation:

Participation is voluntary, and the subject of a research project can discontinue participation at any time without penalty. Risks should be minimal, and the selection of subjects should be equitable. Any researcher who involves patients in research must obtain informed consent, in language understandable to the patient or the patient's agent. The elements of this informed

consent must include an explanation of the research, the purpose, and the expected duration as well as a description of any potential risks. Potential benefits and alternative treatments must be described. Any compensation must be outlined. The extent of confidentiality should be clarified.

34.

As part of educational evaluation, the nursing professional development specialist compares each staff person's performance to the performance of other staff members to arrive at a ranking of staff according to skill level. This type of evaluation is

critterion-referenced.

norm-referenced.

formative.

summative.

Explanation:

Norm-referenced evaluation compares each individual's performance to the performance of other individuals to arrive at a ranking, according to skill level. Criterion-referenced evaluation focuses on a person meeting prescribed criteria, such as demonstrating a particular skill. Formative evaluation provides feedback over the course of clinical experience to help individuals improve their skills. Summative evaluation is usually done at completion of clinical experience or a prescribed period to evaluate progress and to assign grades.

35.

According to risk management, which of the following documentation findings may be construed as evidence of malice and medical negligence?

A nurse documents care 30 minutes after a patient falls.

A nurse alters a previous entry to add an observation about an irregular heartbeat.

The electronic health record timestamp and manual time entered by the documenting nurse are different.

The nurse takes brief notes during care and then documents 90 minutes later.

Explanation:

The medical record cannot be altered in any way by additions or deletions unless these are clearly indicated and done according to protocol. In this case, if the nurse did not note an irregular heartbeat at the time it occurred, and the patient subsequently suffered a heart attack or did not receive adequate treatment, adding the observation later is highly suspect. Charting should be done in a timely manner but usually must wait until after care is given, so some delay is inevitable. Taking brief notes, noting time and actions, may aid in the accuracy of delayed documentation.

36.

Which of the following statements concerning partnership councils is most accurate?

Partnership councils focus primarily on nursing.

Partnership councils include representatives from only one discipline.

There is usually only one partnership council per institution.

Partnership councils have members from all areas within an organization.

Explanation:

Partnership councils represent an evolution of shared governance, which focuses primarily on nursing. Partnership councils have members from all levels and areas within an organization. Thus, a partnership council may include all disciplines, such as nursing, laboratory, and housekeeping, and all departments. Partnership councils usually exist at different levels in an organization; there may be department or unit partnership councils as well as a central partnership council that serves as an advisory board and shares decision-making with the administration.

37.

If a nursing professional development specialist allows staff members to make decisions with little interference, he or she is exhibiting which of the following decision-making styles?

Participatory

Democratic

Laissez-faire

Consultative

Explanation:

A laissez-faire leader exerts little direct control but allows employees or teams to make decisions with little interference. In many cases this type of leadership is the product of poor management skills, and little is accomplished because of this lack of leadership. A participatory leader presents a potential decision and then makes the final decision based on input from staff or teams. A democratic leader presents a problem and asks staff or teams to arrive at a

solution, although the leader usually makes the final decision. A consultative leader presents a decision and welcomes input and questions, although decisions rarely change.

38.

If an institution's goal is to increase staff retention to provide excellent care, which of the following professional development activities should have priority?

Development of Web-based instruction modules

Development of research activities

Participation in state and local organizations

Development of a mentoring program

Explanation:

Establishing a mentoring program is directly tied to the goal and mission statement and should have priority. The nursing professional development specialist should demonstrate ongoing professional development through advanced academic education (e.g., a doctorate degree), continuing education, and professional activities, which can include authoring, giving presentations, and participating in local, state, and national professional organizations. The nursing professional development specialist should participate in a range of career advancement activities, such as establishing a program of mentoring, participating in research, and seeking administrative positions to influence policy and engage in decision-making.

39.

The primary consideration in the digital storage of data is

security.

retrievability.

transferability.

compatibility.

Explanation:

Security is the primary consideration in the digital storage of data. Raw data and reports must be saved and securely stored in such a way that access is limited to authorized personnel only because of regulations related to privacy and confidentiality. Data should be easily retrievable and compatible with an existing computer system. Eventually files may need to be archived to make room for other recordings. This may mean transferring the information to an external hard drive, a recordable device (e.g., CD, DVD), or an optical disk. Data may also be transferred to a large central database or cloud storage.

40.

When coordinating activities that support certification and credentialing, an essential element is

reviewing similar programs for content.

working independently to facilitate activities.

auditing individual records of educational activities, maintaining records, and preparing reports.

conducting surveys of participants to receive feedback.

Explanation:

When coordinating activities that support certification and credentialing, an essential element is auditing individual records of educational activities, maintaining records, and preparing reports; certification and credentialing agencies must be assured that clients have met educational requirements. Coordinating responsibilities include:

- *providing a support system.*
- *developing educational programs, materials, and activities or assisting and supervising others to do so.*
- *collecting data regarding certification/credentialing and maintaining records.*
- *consulting with professionals as needed to facilitate activities.*
- *managing a budget for activities.*
- *initiating programs for quality performance improvement.*
- *communicating with staff personally or via telephone or e-mail to respond to questions*

41.

Which action described below is a violation of a patient's protected health information?

The nurse reports the patient's family history to the patient's physician.

The nurse tells the patient's wife that the patient's condition is deteriorating.

The nurse tells a nurse on another unit about the patient's health history.

The nurse allows the daughter, who has a durable power of attorney, to look at the patient's lab reports.

Explanation:

A patient's protected health information (PHI) can be shared with a spouse, legal guardians, those with durable power of attorney for the patient, and those involved in care of the patient, such as physicians, without a specific release; however, this does not extend to medical personnel not involved in care, such as a nurse on another unit. The nurse must not release any information or documentation about a patient's condition or treatment without consent. A patient's PHI consists of any identifying or personal information about the patient, such as

health history, condition, or treatments in any form, and any documentation, including electronic, verbal, or written.

42.

The manner and effectiveness in which organizations and subsystems work together refer to

homeostasis.

organizational dynamics.

organizational structure.

organizational translation.

Explanation:

The manner and effectiveness in which organizations and subsystems work together refer to organizational dynamics. Homeostasis is a state of balance for which an organization strives through exchange of information, energy, and materials. The dynamic quality of organizations is such that any change in one component of a system has an effect on other components because none are able to function in isolation. Thus, when an organization is not functioning effectively, identifying the component or components that are having a negative effect is critical to quality improvement.

43.

To help managers comply with the Joint Commission's leadership standards regarding safety and quality, the nurse professional development specialist should focus on training sessions related to

performance improvement activities.

leadership and collaboration.

the institution's mission, vision, and goals.

budgetary resources.

Explanation:

Safety and quality of care are directly related to the mission, vision, and goals of an institution with a focus on performance improvement activities. The first step in performance improvement is to choose a model, such as total quality management (TQM) and to identify opportunities for improvement throughout the institution. TQM espouses a commitment to meeting the needs of the customers at all levels within an organization. It promotes not only continuous improvement but also a dedication to quality in all aspects of an organization. Outcomes should include increased customer satisfaction, productivity, and increased profits through efficiency and reduction in costs.

44.

The primary obligation to the patient is

physical and emotional support.

effective communication.

timely treatment.

safe care.

Explanation:

The primary obligation to the patient is safe care, avoiding care that is unnecessary, inadequate, inappropriate, or incorrect. This requires ensuring that all medical personnel have proper licensure and credentials and that care is delivered by coordinated patient care teams who have a clear understanding of goals and a shared plan. Additionally, team members must understand their own roles and the roles of others on the team and be able to communicate effectively, establishing mutual trust and assisting each other to meet patient safety goals.

45.

According to Malcolm S. Knowles' principles of adult learning, adult learners tend to be

insecure.

lacking in self-direction.

practical and goal-oriented.

disorganized.

Explanation:

According to Malcolm S. Knowles, adult learners tend to be practical and goal-oriented; they like to be organized and keep the goal in mind while learning. Other characteristics include the following:

- *Self-directed: Adults like active involvement and responsibility.*
- *Knowledgeable: Adults can relate new material to information with which they are familiar through life experience or education.*
- *Relevancy-oriented: Adults like to know how they will use information.*
- *Motivated: Adults like to see evidence of their own achievement, such as by gaining a certificate.*

46.

The best way for the nursing professional development specialist to deal with resistance to change is to

provide honest information about how changes will affect individuals.

provide a general overview of how changes will affect the organization.

focus on the positive aspects of change.

advise resistant staff that they are impeding progress.

Explanation:

Resistance to change is common, so coordinating requires anticipating resistance and taking steps to achieve cooperation. Resistance often relates to concerns about job loss, increased responsibilities, general denial, or a lack of understanding and frustration. Leaders can prepare others involved in the process of change by taking the following steps:

- *Be honest, informative, and tactful, giving people thorough information about anticipated changes and how the changes will affect them.*
- *Be patient in allowing people the time they need to contemplate changes and express anger or disagreement with these changes.*
- *Be empathetic, listening carefully to the concerns of others.*

47.

Simulations that rely on verbal, print, video, or audio descriptions are classified as

functional.

process.

low fidelity.

high fidelity.

Explanation:

Low-fidelity simulations rely on verbal, print, video, or audio descriptions and often involve discussion of potential actions rather than actual practice. Thus, learners may be presented with a case study or scenario with specific problems and asked to describe the process for dealing with the problems. High-fidelity simulations are those that use real or realistic equipment, such as computers, and materials as part of learning. Functional simulations provide practice in one specific area of function. Process simulations use mathematics and focus on quantitative analysis.

48.

A nursing professional development specialist has prepared a computer module regarding a clinical procedure. Which of the following actions is the most effective method to promote learning?

Provide a written transcript.

Provide interactivity and questions throughout the presentation.

Provide a study guide with questions.

Provide multiple-choice questions at the end of the presentation.

Explanation:

Interactivity is an important component of computer-based instruction, as it keeps students focused on and engaged with the material and can provide immediate feedback regarding their understanding of the material. While written transcripts may be of some value, they are usually not necessary unless the material covered is very complex and needs later review. A study

guide with questions forces the students to split their concentration between the module and the paper, which can be distracting. Multiple-choice questions at the end evaluate rather than facilitate learning.

49.

When a sentinel event, such as an unexpected death, is identified, the first required step is

root-cause analysis.

disciplinary action.

referral to risk management.

process improvement.

Explanation:

Each suspected sentinel event must be dealt with individually; if an event is defined as sentinel, a root-cause analysis—one that defines the problem through gathering evidence to identify what contributed to the problem—must be done. Once a root cause has been determined, an action plan that identifies all the different elements that contributed to the problem is recommended and instituted. The theory is that finding the root cause can eliminate the problem rather than just treating it; for example, finding the source of an infection would be more important than simply treating the infection.

50.

When coaching, the best way to help a person recognize problem areas is to

give positive feedback.

provide demonstrations.

provide resources.

use questioning.

Explanation:

Effective coaching methods include:

- *using questioning to help the student recognize problem areas.*
- *giving positive feedback and stressing what the student is doing right.*
- *providing demonstrations and opportunities for question and answer periods.*
- *providing regular progress reports so students understand areas of concern.*
- *assisting the student to establish personal goals for improvement.*
- *providing resources to help the student master material.*

Coaching can include specific training, providing career information, and confronting issues of concern. While individual safety is the primary consideration, coaching should increase learner confidence and ability to self-monitor. Coaching should not be done in a punitive or critical manner.

51.

During what phase of the traditional project life cycle does the project manager provide an accurate estimate of cost and performance reports to stakeholders?

Concept

Development

Implementation

Close-out

Explanation:

Implementation. Phases of the traditional project life cycle are as follows:

- *Concept: Establishment of needs and work breakdown structure, preliminary estimate of costs.*
- *Development: More accurate estimate of costs, more detailed work breakdown structure.*
- *Implementation: Accurate estimate of costs, provision of performance reports to stakeholders.*
- *Close-out: Work completed, final report/documentation.*

52.

The most effective way to monitor performance is through:

observation

personal interviews

self-assessments

data collection

Explanation:

The most effective way to monitor performance is through data collection. Monitoring begins with identifying performance measures and then determining how to measure the performance, analyzing the data, and comparing to internal and external data and benchmarks. This should lead to identification for improvement opportunities, supported by research and design or redesigns of processes and implementation of changes.

53.

To help ensure effective virtual meetings, the first step should be to:

establish rules/norms for the meetings

send out the agenda in advance

query participants regarding their preferences

allot each participant a set amount of time

Explanation:

To help ensure effective virtual meetings, the first step should be to establish rules/norms for the meetings—for example, if there is a large group, participants may be asked to leave their audio off unless called upon to speak or they may be asked to comment only in chat. Participants may be asked to leave their video on or to display a photo. Sending an agenda in advance or providing it immediately before the meeting can also help members to prepare, depending on the purpose of the meeting.

54.

The elements of nursing care that are reflected by nursing-sensitive indicators include:

input, throughput, and output

assessment, implementation, and evaluation

monitor, treat, and record

structure, process, and outcomes

Explanation:

The elements of nursing care that are reflected by nursing-sensitive indicators include:

- *Structure: Staffing levels/patterns, academic preparation (registered nurse [RN], associate of science [AS], bachelor of science [BS], master of science [MS], and doctor of nursing practice [DNP] degrees), and certifications.*
- *Process: Patient care procedures, assessment interventions, and job satisfaction.*
- *Outcomes: Complications (falls, ulcers, heart failure), readmission, length of stay.*

55.

If the fiscal year (the budgetary year) at an organization coincides with that of the state legislature and the US Congress, the fiscal year would go from:

January 1 to December 31

October 1 to September 30

July 1 to June 30

August 1 to July 31

Explanation:

If the fiscal year (the budgetary year) at an organization coincides with that of the state legislature and the US Congress, it would run from July 1 to June 30. Many public institutions, such as schools and hospitals, that depend on government support use this fiscal year. Other organizations may use the calendar year, January 1 to December 31, and some use October 1 to September 30.

56.

Which one of the following types of data provides the highest level of evidence?

Cohort study

Meta-analysis

Case study

Randomized controlled trial

Explanation:

Meta-analyses and systematic reviews provide the highest level of evidence because they include the results of a number of studies. Systematic reviews summarize literature and findings related to a specific topic, whereas meta-analyses combine data from various research studies. The next highest level of evidence is attained by randomized controlled trials, followed by cohort studies, and then case studies. Expert opinion has the lowest level of evidence and should not be relied on in research because of inherent bias.

57.

After discharge or the last contact with an adult patient, a hospital must keep the patient's health records for:

2 years

5 years

10 years

varying times, depending on the state

Explanation:

After discharge or the last contact with an adult patient, a hospital must keep the patient's health record for varying times, depending on the state. Most states require 5–10 years, but some states have no regulations, and one state (Massachusetts) requires 30 years. Most states require that records for minor patients be kept for a specified number of years after patients reach the age of majority.

58.

When carrying out evidence-based research, which type of sampling has the highest probability of bias?

Purposive

Quota

Convenience

Snowball

Explanation:

Convenience sampling, in which all participants are accepted or participants are chosen in advance, has the highest probability of bias. For quota sampling, participants are chosen according to specific traits, such as participants in different age groups. For purposive sampling, the choice of participants is based on specific criteria. Snowball sampling involves selecting an initial participant who then recommends others.

59.

When developing in-service programs to address deficiencies in care or procedures, the usual place to begin is with:

the nursing supervisors

the accreditation report

a staff survey

the board of directors' recommendations

Explanation:

When developing in-service programs to address deficiencies in care or procedures, the usual place to begin is with the accreditation report because any deficiencies that are noted must be corrected. Other in-service programs may be based on:

- *Required content: Mandated courses (state, federal regulations, organizational).*
- *New developments: Equipment, treatments, best practices.*
- *Local concerns: Issues such as substance abuse, homelessness.*
- *National/Future concerns: Dealing with pandemics, changes in demographics.*

60.

The most critical aspect of time management is:

prioritization

consistency

flexibility

self-assessment

Explanation:

The most critical aspect of time management is prioritization, determining what needs to be taken care of first and what can be delayed. A tool such as a prioritization matrix may be helpful in establishing priorities. When prioritizing, tasks can usually be categorized:

- *Highest priority: Things that are important and urgent.*
- *High priority: Things that are important but not urgent.*
- *Moderate priority: Things that are not important but are urgent.*
- *Low priority: Things that are not important and not urgent.*

61.

The first (doing) stage of role transition usually occurs over a period of about:

1–2 months

2–3 months

3–4 months

4–5 months

Explanation:

The first (doing) stage of role transition usually occurs over a period of about 3–4 months.

Stages of role transition (12 months)

Doing
(3–4 months) *Transition shock with emotional lability and self-doubt as individuals learn new skills and recognize their limitations. Unsure of responsibilities and expectations. Problem-solving skills are limited.*

Being
(4–5 months) *Transition crisis during which knowledge increases along with self-doubt. Continued stress but increased awareness of individual role. May feel unprepared for a clinical position.*

Knowing
(3–4 months) *Acceptance of the new role and recovering from some of the problems and stresses of earlier stages, gaining confidence.*

62.

When using John Kotter's eight-step change model to integrate findings of evidence-based research into practice, the first phase is to:

establish urgency

develop a vision

empower action

create a coalition

Explanation:

When using Kotter's eight-step change model to integrate findings of evidence-based research into practice, the first phase is to establish urgency. One way to do that is to use statistics to show the extent of a problem, such as the number of hospital readmissions and the resulting loss of income. The next phases are to create a coalition, develop a vision, communicate the

vision, empower action, generate short-term wins, consolidate gains/produce momentum, and anchor approaches.

63.

The first step in succession planning is to:

describe the behaviors, skills, and leadership qualities needed for the role

develop a formal written succession plan

develop plans for emergency and planned succession

outline the needs of the organization

Explanation:

The first step in succession planning is to describe the behaviors, skills, and leadership qualities needed for the role. The next steps include outlining the needs of the organization and developing a formal written succession plan. An organization should have plans in place for emergency succession (usually with an internal candidate) and planned succession (with an internal or external candidate). Plans for succession should always be in place so that transitions are not disruptive to the organization. Planned succession may focus on internal and external candidates, depending on the needs of the organization.

64.

If using SWOT analysis as part of action planning, low rates of reimbursement would be classified under:

internal environment: strengths

internal environment: weaknesses

external environment: opportunities

external environment: threats

Explanation:

External environment: Threats. SWOT analysis includes:

Internal environment

External environment

Strengths

Weaknesses

Opportunities

Threats

Financial stability

Increasing costs

Increased population Low reimbursement

Programs and services

Outdated equipment

New programs

Regulations

Staff persons

Ineffective programs

New markets

Competition

Client/Staff satisfaction Marketing

Stakeholders

Political changes

65.

The four primary core criteria for credentialing and privileging are licensure, education, competence, and:

years of experience

performance ability

observation

certifications

Explanation:

The four primary core criteria for credentialing and privileging are:

- 1. Licensure: Must be current through the appropriate state board.*
- 2. Education: Degrees, training, and experience appropriate for the credential.*
- 3. Competence: Evaluations and recommendations by peers regarding clinical competence and judgment provide information about how the person applies knowledge.*
- 4. Performance ability: Demonstrated ability to perform the duties to which the credentialing/privileging applies.*

66.

With smart pumps, the most frequent errors are with:

use of the drug library

secondary infusions

wrong patient

incorrect dosage input

Explanation:

With smart pumps, the most frequent errors are with secondary infusions, which may be delayed because the clamp is not released or may be omitted or administered at the wrong rate or dosage. Other potential errors are associated with dose/rate confusion, mixing up intravenous lines, and entering an incorrect dosage (such as entering a 0 instead of a decimal point or omitting a decimal point). Inclusion of a drug library with alerts can help to reduce errors.

67.

The first step in the educational planning process and assessment is generally to:

collect data from multiple sources

carry out in-person observations

identify expected outcomes

review budgetary concerns

Explanation:

The first step in the educational planning process and assessment is to collect data from multiple sources, including nurses, interdisciplinary teams, consumers, professional organizations, journals, key stakeholders, and regulatory agencies. The NPD practitioner should use current technologies to assess data, use reliable techniques and instruments based on evidence-based techniques, and take note of trends in healthcare. Techniques for data collection may include focus groups, surveys, and literature review.

68.

If the operating budget for the department is reevaluated each budget period to determine if it should be partially or completely funded, this type of budget is referred to as:

fixed

flexible

zero-based

rolling

Explanation:

If the operating budget for the department is reevaluated each budget period to determine if it should be partially or completely funded, it is referred to as a zero-based budget. Other types of budgets include:

- *Fixed/Forecast: Revenue and expenses are forecast for the entire budget period, and budget items are fixed.*
- *Flexible: Estimates are made regarding anticipated changes in revenue and expenses, and fixed and variable costs are identified.*
- *Continuous/Rolling: Periodic updates to the budget, including revenues, costs, volume, are done prior to the next budget cycle.*

69.

During the planning phase, when developing strategies for an education program, it is most important for the NPD practitioner to:

outline the schedule of classes

ensure that the materials used are cost-effective

determine the best classroom environment

individualize the content to the target learners

Explanation:

During the planning phase when developing strategies for an education program, it is most important for the NPD practitioner to individualize the content to the target learners. The presentation of content, for example, may be quite different if the intended learners represent many different positions and disciplines than if the content is aimed solely at one type of

professional. Issues to consider include job responsibilities, educational level, experience, and learning style preferences.

70.

If the NPD practitioner wants to purchase a simulation mannequin for training purposes and the fiscal year starts July 1, the budgetary planning should begin in:

December

February

April

May

Explanation:

If the NPD practitioner wants to purchase a simulation mannequin for training purposes and the fiscal year starts July 1, the budgetary planning should begin in December, providing 6–7 months of lead time for gathering information about the costs of the equipment and the training costs for use of the equipment. This time period for development of the next annual budget is referred to as the formulation stage, the first stage in budget development, followed by the review and enactment stage and the execution stage.

71.

Which type of validity describes the degree to which a researcher can determine that the independent variable produced a change in the dependent variable?

Statistical conclusion validity

Construct validity

External validity

Internal validity

Explanation:

Internal validity describes the degree to which a researcher can determine that the independent variable produced a change in the dependent variable. External validity is the degree to which the results of the research can be generalized. Construct validity is the degree to which the instrument being used actually measures that which is intended. Statistical conclusion validity is the degree to which the results of statistical analysis reflect the true relationship between dependent and independent variables.

72.

During the implementation stage of an education plan, one of the primary roles of the NPD practitioner is to:

consider the needs of adult learners

coordinate various resources and systems

identify expected outcomes

use data to identify needs

Explanation:

During the implementation stage of an education plan, one of the primary roles of the NPD practitioner is to coordinate various resources and system, including technical, educational, financial, informatics, and administrative, so that the rollout goes smoothly. Another responsibility is to collaborate with learners to ensure that the information shared is evidence-based and that the learning environment is positive, thereby encouraging compliance with the program.

73.

Which of the following is a team-based prospective analysis method that attempts to identify and correct failures in a process before its use to ensure positive outcomes?

Five whys

Root cause analysis

Failure mode and effects analysis

Fault tree analysis

Explanation:

Failure mode and effects analysis is a team-based prospective analysis method that attempts to identify and correct failures in a process before its use to ensure positive outcomes. Steps include:

- *Defining: Outline the process in detail.*
- *Creating a team: Assemble an ad hoc team of those involved in the process or those with expertise.*
- *Describing: A numbered flowchart describes each step and substep.*
- *Brainstorming: Each step/substep is analyzed for potential failures.*

74.

According to the NPD Scope and Standards of Practice, for standard 1, "Assessment of practice gaps," one of the roles of the NPD practitioner is to:

identify the desired outcomes

integrate ethics into practice

analyze trends and supporting data

maintain current knowledge

Explanation:

According to the NPD Scope and Standards of Practice, for standard 1, "Assessment of practice gaps," one of the roles of the NPD practitioner is to analyze trends and supporting data. The NPD Scope and Standards of Practice includes standards of practice (which focus on the development of educational programs) and standards of professional performance (which include professional responsibilities, such as mentoring).

75.

When using PDSA (also referred to as the Deming cycle) for process improvement, during which phase is the action plan developed?

P

D

S

A

Explanation:

When using PDSA (also referred to as the Deming cycle) for process improvement, the phase during which the action plan is developed is P (plan). Phases:

- *Plan: Opportunities for improvement are identified and prioritized, current processes are described, data are collected, brainstorming takes place, an action plan is developed.*
- *Do: New processes are tested, and data are collected and analyzed.*
- *Study: Analysis of the data is completed, and the results are summarized.*
- *Act: The plan is implemented, problems are identified, data analysis continues.*

76.

The most important factor in healthcare customer service is:

prompt responses to complaints

good communication skills

excellence in healthcare

accessibility

Explanation:

The most important factor in healthcare customer service is excellence in healthcare; that is, from the first contact to the last, the patient should be shown consideration and respect in all encounters and should be consulted and informed regarding all medications and treatments. Patients tend to remember negative experiences more readily than positive, so patients who feel well cared for are more likely to have a positive reaction to the healthcare organization.

77.

During the evaluation phase of the education design process, it is especially important for which of the following to be engaged in evaluation?

The board of directors

Administrative staff

Consultants

Learners

Explanation:

During the evaluation phase of the education design process, it is especially important for learners and other key stakeholders to be engaged in its evaluation. The program should be evaluated in terms of achievement of the anticipated outcomes, which should be clearly outlined for learners. When learners participate in determining the methods of evaluation, they are more likely to view an evaluation as fair and as a necessary component of learning. Evaluation data should always be shared with learners.

78.

The initial strategy in developing a culture of empowerment is to:

define responsibilities

outline expectations

reward innovations

identify key stakeholders

Explanation:

The initial strategy in developing a culture of empowerment is to outline expectations so the staff knows what is expected of them and they have the tools to handle their new responsibilities. Empowerment means allowing staff members to make decisions about some aspects of their work; for example, the staff on a unit may be empowered to establish their own work schedules, but they need to be knowledgeable about how schedules work, the staffing models, and budgetary constraints.

79.

For the Skills Base competency management model, the three necessary components are:

ability, desire, and knowledge

time, training, and talent

affective, cognitive, and psychomotor

attitude, aptitude, and accomplishment

Explanation:

For the Skills Base competency management model, the three necessary components are:

- 1. Ability: Skills and the ability to use and apply knowledge.*
- 2. Desire: Attitude, interests, and motivation.*
- 3. Knowledge: Educational preparation, degrees, certifications, and training.*

Competency management is a method of evaluating the ability of the members of an organization to meet the organization's objectives. To demonstrate competence, one must have the proper mix of ability, desire, and knowledge.

80.

Which of the following likely indicates a healthy work–life balance?

Working for the salary that allows one to live the life they desire

Feeling that work is at the center of life

Volunteering to work overtime and on holidays

Leaving work on time and refusing overtime assignments

Explanation:

Leaving work on time and refusing overtime assignments likely indicate having a healthy work–life balance. Although working overtime hours may be a necessity with a pandemic, it takes a heavy toll on the worker. It is easy to center life around work, but this can negatively impact other aspects of life, such as social and family relationships. Working in a position in which the person feels no reward other than salary can be mentally and physically exhausting, even if the hours are part time.

81.

The purpose of CMS core measures is to:

ensure compliance with regulations

standardize procedures

produce better patient outcomes for common conditions

reduce the costs of care

Explanation:

The purpose of CMS core measures is to produce better patient outcomes for common conditions and to prevent complications. There are adult and pediatric core measures. Adult core measures include controlling high blood pressure, use of high-risk medications in the elderly, preventive care and screening for tobacco use, use of imaging studies for low back pain, preventive care and screening for clinical depression, documentation of current medication in the medical record, preventive care and screening for body mass index, receipt of the specialist report after referral, and functional status assessment for complex chronic conditions. Pediatric core measures include appropriate testing for children with pharyngitis, weight assessment and counseling for nutrition and physical activity, chlamydia screening for women, use of appropriate medications for asthma, immunization status, treatment for upper respiratory infections, follow-up care for children prescribed attention-deficit/hyperactivity disorder medication, preventive care and screening for clinical depression, and care for dental decay or cavities.

82.

If the NPD practitioner asks learners to work together to develop a patient instruction pamphlet as part of a training series, this teaching model is referred to as:

goal focused

project based

problem based

anchored

Explanation:

If the NPD practitioner asks learners to work together to develop a patient instruction pamphlet as part of a training series, this teaching model is referred to as project based because the learners are tasked with developing materials. Other teaching models include:

- *Goal focused: Learners are presented with a goal and all the materials and activities aimed at achieving that goal.*
- *Problem based: Learners work in teams to solve problems.*
- *Anchored: Activities are based on problem solving in relation to realistic case studies.*

83.

According to the 10-20-30 rule for PowerPoint or other presentation software, the font size for the text should be:

larger than 10 points

10 to 20 points

smaller than 30 points

larger than 30 points

Explanation:

According to the 10-20-30 rule for PowerPoint or other presentation software, the font size for the text should be smaller than 30 points. The rest of the rule limits the number of slides to no more than 10 and presentations to no more than 20 minutes. It is important when preparing slide presentations for a group to consider the size of the audience, the size of the room, and

the size of the projected slides. Slides should be able to be easily read from the back of the room and should contain only the main points of the presentation, not long sentences.

84.

Establishing a culture of safety within an organization requires an initial commitment from:

leadership

staff members

community members

the board of directors

Explanation:

Establishing a culture of safety within an organization requires an initial commitment from leadership, who make clear that safety is the highest priority. Elements that contribute to a culture of safety include encouragement to report errors or mistakes, a supportive rather than punitive approach to mistakes, and ongoing education about the importance of safety and ways in which to improve safety in the environment. A culture of safety means that there is a shared belief among all levels of the organization regarding its importance.

85.

The primary focus in coaching should be on:

pointing out areas of weakness or errors

watching the learner carry out demonstrations

developing goals for the learner

using questioning to help learners recognize problem areas

Explanation:

The primary focus in coaching should be on using questioning to help learners recognize problem areas. Coaching can include specific training, providing career information, and confronting issues of concern. Other effective methods of coaching include:

- *Giving positive feedback, stressing what the learner is doing right.*
- *Providing demonstrations and opportunities for question/answer periods.*
- *Providing regular progress reports so the learner understands areas of concern.*
- *Assisting the learner to establish personal goals for improvement.*
- *Providing resources to help the learner master material.*

86.

To disseminate research findings to the broadest healthcare audience, the best method is generally:

presentation at a professional organization conference

publication in the popular press

presentation in a journal club

publication in a professional journal

Explanation:

To disseminate research findings to the broadest healthcare audience, the best method is generally publication in a professional journal because those who receive the journal will have access to the research and it will then also show up in database searches on the topic of the research. Publication in the popular press may reach a wider general audience, but not necessarily those in healthcare. Conference presentations are viewed by a limited number of professionals, and journal clubs are usually in house with few members.

87.

An impact evaluation is intended to measure:

the appropriateness of the teaching

whether the learners gained the intended knowledge

the program's effects on the organization or the greater community

whether the program attained the stated goals

Explanation:

An impact evaluation is intended to measure the program's effects on the organization or the greater community. For example, an impact evaluation may help to determine whether a mentoring program for newly hired nurses improves retention over time. One of the primary purposes of an impact evaluation is to determine if a program is cost-effective. Other types of evaluations include process (formative), content, outcome (summative), and program.

88.

The five major functional areas in the hospital incident command system include administrative, logistics, planning, finance, and:

hazards

operations

environment

communication

Explanation:

The five major functional areas in the hospital emergency incident command system include administrative, logistics, planning, finance, and operations. Disaster/Emergency response plans should be in place for the facility based on the hospital emergency incident command system, which provides a model for management, responsibilities, and communication. The incident commander is part of the administrative area, which also usually includes a public information officer to disseminate information, a liaison officer, and a safety and security officer.

89.

When conducting a root cause analysis, it is especially important to:

assign specific blame to an individual for an incident

include subjective and objective observations

prospectively analyze for further such events

identify contributing factors as well as the direct cause

Explanation:

When conducting a root cause analysis, which is a retrospective analysis, it is especially important to identify contributing factors as well as the direct cause. For example, if a patient had a severe reaction to an overdose administered by a nurse who failed to check the dosage, this is the direct cause; however, contributing factors may be understaffing and forced overtime that left the nurse exhausted and distracted. Observations should be objective and not subjective or biased.

90.

When preparing a formal report, a table of contents should be included for documents of more than:

5 pages

7 pages

10 pages

12 pages

Explanation:

When preparing a formal report, a table of contents should be included for documents of more than 10 pages so that readers can easily access the information in the report. Reports should also contain an executive summary that outlines all of the main points. The report itself should contain an introduction, the body of the report, a conclusion, a bibliography/works cited list, and an appendix (if needed).

91.

If an analysis of data shows no outliers, the preferred statistic to report is the:

median

mean

mode

range

Explanation:

If an analysis of data shows no outliers, the preferred statistic to report is the mean (the average) because 68% of the data will fall within one standard deviation of the mean. Outliers are those values that lie outside the normal distribution, which may skew the results. Although outliers affect the mean, they have no effect on the mode (the most frequently occurring value) or median (the middle value).

92.

If an employer wants to ask whether a job applicant has a disability that requires accommodation, under the Americans with Disabilities Act, when can the employer do so?

During the initial interview

After the person starts work

After hiring the person but before work starts

At any time

Explanation:

If an employer wants to ask whether a job applicant has a disability that requires accommodation, under the Americans with Disabilities Act, it can be done after the person is hired but before the person starts work; however, the employer must ask all hires in the same job category the same question and cannot single out anyone. If a person has a disability, the law requires that the person disclose it at this point. After the person begins working, the employer can no longer inquire about medical conditions unless the person requests accommodations.

93.

In a just culture, if a nurse who has been caring for a patient for 3 days is observed greeting the patient by name and giving the patient a medication without checking the patient's identification band, an appropriate response would be:

coaching the nurse and reviewing procedures

taking no action because the nurse knows the patient

suspending the nurse until remedial coursework is completed

recommending the release of the nurse for dangerous behavior

Explanation:

In a just culture, if a nurse who has been caring for a patient for 3 days is observed greeting the patient by name and giving the patient a medication without checking the patient's identification band, an appropriate response would be coaching the nurse and reviewing facility procedures. Errors are classified as:

- *Human error: Inadvertent actions, mistakes, or lapses in proper procedure. Management includes consoling the person.*
- *At-risk behavior: Unjustified risk, choice. Management includes providing incentives for correct behavior and coaching the person.*

- *Reckless behavior: Conscious disregard for proper procedures. Management includes remedial action and/or punitive action.*

94.

The primary purpose of a process evaluation is to:

determine if learners acquired the intended knowledge

justify expenditures for the program

determine if the teaching is appropriate

make necessary adjustments to the program

Explanation:

The primary purpose of a process evaluation is to make necessary adjustments to the program while it is ongoing. Process evaluations are usually aimed at one class or one lesson. For example, learners may be asked to fill out an evaluation after a class regarding whether the information presented was clear and if enough time was allotted for questions or practice. Based on the responses, alterations may be made in the plans for subsequent classes.

95.

Which generation is most likely to enjoy small talk as a way to build relationships and reach consensus and values working as part of a team?

Silent generation (born 1927–1945)

Baby boomers (born 1946–1964)

Generation X (born 1960s–1980)

Generation Y/Millennials (born 1981–2000)

Explanation:

Baby boomers are most likely to enjoy small talk as a way to build relationships and reach consensus and value working as part of a team. Members of the earlier silent generation are much more formal, tend to dislike small talk, and prefer to follow the chain of command. Members of the younger generations, X and Y, are more informal and often see little value in the chain of command and may circumvent their immediate supervisors. Younger generations are also more likely to emphasize the need for a positive work–life balance.

96.

Which of the following is a critical element of virtual learning?

Interactivity

Scheduled break times

Detailed outline

Vocabulary list

Explanation:

A critical element of virtual learning is interactivity. Interactivity means that the learner responds in some way to the content, such as by answering a question or making a choice. Interactivity

that requires some action, like making a choice onscreen, is more effective than presenting a question for contemplation. Without interactivity, learners tend to tune out after a time and miss content, especially with asynchronous learning in which there is no opportunity to communicate in real time with the instructor or other learners.

97.

When conducting a literature review in a database using the PICOT format, the C refers to:

correlation

constraints

comparison/control

criteria

Explanation:

Comparison/Control.

*P Patient/
Population*

List important characteristics (e.g., 35-year-old male with low back pain).

*I Intervention/
Indicator*

Explain the desired intervention under consideration (e.g., acupuncture).

*C Comparison/
Control*

List other possible interventions or alternatives (e.g., surgery).

O Outcome

Provide the desired measurable outcomes (e.g., decreased pain levels [from 6–7 to 1–2], and increased mobility).

T Time

Time frame (if appropriate)

98.

The first step in carrying out a needs assessment is to determine the:

available resources

target learners

time frame

outcome goals

Explanation:

The first step in carrying out a needs assessment is to determine the target learners. For example, if the NPD practitioner is planning a program to correct deficiencies identified in an accreditation report, the problem may be organization-wide, restricted to one unit, or applicable to one professional group or even, in some instances, to one individual or to a small group. Developing a program aimed at all staff members may be unnecessary, time-consuming, and costly.

99.

According to TJC, if a sentinel event occurs at a hospital, within how many business days must the hospital prepare a corrective action plan?

20

30

45

60

Explanation:

According to TJC, if a sentinel event occurs at a hospital, the hospital must prepare a corrective action plan within 45 business days. Although the hospital is not required to notify TJC when a sentinel event occurs, TJC can provide resources to assist in the hospital's investigation of the event. Sentinel events include those patient safety events that result in death of the patient, permanent harm, or severe life-threatening temporary harm.

100.

The least effective means of providing health information to a population with low health literacy is with:

audiotapes

pictures and illustrations

videos

printed materials

Explanation:

Printed materials are the least effective means of providing health information to a population with low health literacy. Low health literacy is often the result of low general literacy or illiteracy, so even preparing materials at a low grade level may not be adequate. Despite this, printed

materials are most commonly used to communicate health information. It is important to identify the target population and develop materials suitable for that population.

101.

If using simulations in a lab as part of orientation of newly hired nurses, the learners should be:

provided guidelines about specific objectives

expected to know appropriate interventions

asked to develop objectives as part of the simulation

guided step by step through the simulations

Explanation:

If using simulations in a lab as part of the orientation of newly hired nurses, the learners should be provided guidelines about specific objectives. During the simulation, the NPD practitioner observes and fills out a checklist of the learner's actions during the simulation without interfering or commenting. At the end of the simulation, a debriefing session should be held with the individual learner or a group of learners during which the learners recount their experience and what they have learned or what they need to work on and the NPD professional provides feedback based on the evaluation checklist and observation.

102.

If a researcher chooses a group of patients without disease, assesses risk factors, and then follows the group over time to determine which ones develop disease, this type of study is a:

case control study

cross-sectional study

prospective cohort study

meta-analysis

Explanation:

If a researcher chooses a group of patients without disease, assesses risk factors, and then follows the group over time to determine which ones develop disease, this type of study is a prospective cohort study. For example, this is typical of general surveillance studies for surgical site infections. Cohort studies take more time but are more reliable statistically than case control studies. In another type of cohort study, an exposed group and a nonexposed group may be followed to determine how many develop a particular disease.

103.

If a healthcare organization requires multiple orientation and continuing education courses for a wide range of staff in four different locations, the best method to manage this is likely:

use an LMS

conduct all classes at one site

hire additional staff

conduct all classes via cloud-based video conferencing

Explanation:

If a healthcare organization requires multiple orientation and continuing education courses for a wide range of staff in four different locations, the best management method is likely to use an LMS, such as Relias or HealthStream Learning, specifically designed for healthcare. LMSs are used to create, deliver, track, grade, and report on coursework and can provide all of the necessary materials online. An LMS can be used in lieu of or in support of face-to-face instruction.

104.

When developing a Gantt chart to set a timeline for program management, what type of dependency requires that the predecessor begins before the successor ends?

Finish-to-finish

Start-to-start

Finish-to-start

Start-to-finish

Explanation:

When developing a Gantt chart to set a timeline for program management, start-to-finish dependencies require that the predecessor begins before the successor ends. Dependencies refer to the relationship between different tasks with the predecessor occurring first. Other dependency relationships include finish-to-finish, in which the predecessor ends before the successor ends. With start-to-start dependency, the predecessor must begin before the successor. Finish-to-start dependency requires that the predecessor ends before the successor begins.

105.

If, during a brainstorming session about quality improvement processes, the participants begin judging suggestions as they are contributed, the role of the NPD practitioner is to:

encourage free expression of ideas and judgments

bring participants back to only expressing ideas first

outline the suggestions and the judgments

reprimand participants for being judgmental

Explanation:

If, during a brainstorming session about quality improvement processes, the participants begin judging suggestions as they are contributed, the role of the NPD practitioner is to bring participants back to only expressing ideas first, by saying, for example, "Let's finish making a list of ideas first, and then we'll go through them one at a time and discuss the pros and cons." Judgments presented during the initial brainstorming can impede the flow of ideas and may make some participants feel intimidated.

106.

When carrying out evidence-based research and testing the reliability of instruments, the three important attributes include stability, equivalence, and:

applicability

construct validity

external consistency

internal consistency

Explanation:

When carrying out evidence-based research and testing the reliability of instruments, the three important attributes include:

1. *Stability: Repeated testing under the same circumstances renders the same scores.*
2. *Equivalence: Alternate raters or forms of an instrument are in agreement and achieve the same results.*
3. *Internal consistency (aka homogeneity): All items present in an instrument measure the same concept.*

107.

When developing a promotional strategy, the first step is to determine the:

target audience

organizational goals

marketing channels

costs of different approaches

Explanation:

When developing a promotional strategy, the first step is to determine the organizational goals, which should relate to the vision and mission statements as well. Once it is clear what the organization wants to achieve, then it is important to determine the target audience and what they want or need. Then, the marketing channels should be identified—that is, the methods that will be used for the promotion, such as emails, social media, print advertising, commercials, or other methods, and their costs.

108.

Expenditures for advertising to promote a healthcare program are referred to as:

variable costs

operating costs

sunk costs

direct costs

Explanation:

Expenditures for advertising to promote a healthcare program are referred to as sunk costs because the money is spent and cannot be recovered. Sunk costs are common in organizations and can, for example, include the cost of leasing a building. Variable costs can increase or decrease based on volume, such as food costs that vary according to patient census. Operating costs are those that are necessary for running the organization as a business, such as office staff and supplies.

109.

CMS requires that medical records pertaining to billed services for Medicare Parts A and B be maintained for:

2 years from the date of service

5 years from the date of service

7 years from the date of service

10 years from the date of service

Explanation:

CMS requires that medical records pertaining to billed services for Medicare Parts A and B be maintained for 7 years from the date of service in order to prove medical necessity regarding orders, certifications, referrals, prescriptions, and billing requests for services, items, or prescription drugs. Seven years may be more or fewer years than are required by individual states for record storage. Required documentation may include physician orders, therapy notes, assessment notes, photographs, evaluations (face to face), and correspondence to or from the patient.

110.

Which type of database arranges data in rows and columns?

Hierarchical

Columnar

NoSQL

Relational

Explanation:

The relational database arranges data in rows and columns (tables). Relational databases have been in use for about 50 years and are reliable for structured data. The language that is commonly used with relational databases is Structured Query Language (SQL). SQL is a fourth-generation programming language that uses syntax similar to human language to access, manipulate, and retrieve data from relational database management systems.

111.

If the NPD practitioner presents a potential decision but seeks input from staff or teams before making the final decision based on this input, the leadership style is characterized as:

democratic

participatory

consultative

bureaucratic

Explanation:

If the NPD practitioner presents a potential decision but seeks input from staff or teams before making the final decision based on this input, that leadership style is characterized as participatory. Participatory leadership is time-consuming because the staff needs time to review the decision and provide input, and this approach to leadership may result in compromises that are not wholly satisfactory to management or staff. However, this process is motivating to staff who feel that their expertise and input are valued.

112.

If a hospital experiences a data breach involving 120 patients and was only able to reach 100 patients by mail or email to notify them, what further action must the hospital take?

Telephone the remaining 20 patients.

No further action is required.

Post a notice with a toll-free number on the organization's website.

Notify the Department of Health and Human Services that 20 patients are unreachable.

Explanation:

Notification to individuals must be made by mail (or email if permission has been given to do so) within 60 days. If unable to contact fewer than 10 individuals, alternate notification, such as by telephone, is permitted. However, for 10 or more individuals, notice must be placed on the organization's website for 90 days with a toll-free telephone number or notice provided in print or through broadcast media. Individual breaches of fewer than 500 individuals are reported annually to the Department of Health and Human Services secretary, whereas breaches of 500 or more individuals require that the secretary be notified within 60 days.

113.

If a new type of electronic device is available for healthcare networks, the most important initial consideration for its purchase is:

the life expectancy of the device

device integration

cost-effectiveness

ease of use

Explanation:

If a new type of electronic device is available for healthcare networks, the most important initial consideration for its purchase is device integration—that is, whether the device will connect to and function with existing hardware and software. Although software is usually available that can get a device to function, once it is in place, it can affect the entire network in unforeseen

ways. Any new device needs to go through threat and vulnerability testing to ensure that it is working effectively and safely.

114.

According to Albert Bandura's theory of social learning, learning develops from observation, organizing, and rehearsing behavior that has been:

modeled

inferred

rewarded

socially accepted

Explanation:

According to Bandura's theory of social learning, human behavior is learned through observation and modeling. The four conditions that Bandura proposed for modeling include:

- 1. Attention: The degree of attention paid to modeling can depend on many variables (physical, social, or environmental).*
- 2. Retention: People's ability to retain models depends on symbolic coding, creating mental images, organizing thoughts, and rehearsing (mentally or physically).*
- 3. Reproduction: The ability to reproduce a model depends on physical and mental capabilities.*
- 4. Motivation: Motivation may derive from past performance, rewards, or vicarious modeling.*

115.

Risk management's primary responsibility toward incident reports is to:

initiate the incident report

assign blame for the incident

determine the financial costs of the incident

review incident reports to identify possible failures in the system

Explanation:

Risk management's primary responsibility toward incident reports is to review the reports to identify possible failures in the system. Studies show that errors are grossly underreported; however, increasingly, incident reports are generated by electronic data that indicate an error has occurred, such as in medication administration. Incident report reviews are less comprehensive and time-consuming and more cost-effective than retrospective medical record reviews but can yield valuable information, so providing staff with incentives for reporting incidents and confidentiality is important.

116.

The primary purpose of multifactor authentication is to:

simplify data protection

prevent data breaches

encrypt data

facilitate data sharing

Explanation:

The primary purpose of multifactor authentication is to prevent data breaches. Passwords are fairly easy to uncover, so using multifactor authentication adds another step to data access and gives protection against hackers. After inputting the password, one or more additional authentications are required, such as the use of a token or other identification device and sometimes biometric authentication, such as a fingerprint or iris scan, as well.

117.

The NPD practitioner plans to convene a focus group and knows that focus groups usually comprise:

3–4 individuals

5–7 individuals

8–12 individuals

13–20 individuals

Explanation:

Focus groups usually comprise 8–12 members. A smaller number may lack adequate diversity, whereas a larger number may make it too difficult for the group members to stay focused. The group usually meets for approximately 1.5–2 hours for a focused discussion on a particular topic led by a facilitator or moderator with a recorder present and sometimes behind a one-way mirror. A transcript of the meeting should be prepared for study. Nontraditional focus groups are sometimes conducted by telephone conference calls, internet groups, or videoconferences.

118.

If the schedule performance index of a project is 93% and the cost performance index is 105%, this means that the project is:

ahead of schedule and over budget

ahead of schedule and under budget

behind schedule and over budget

behind schedule and under budget

Explanation:

If the schedule performance index of a project is 93% and the cost performance index is 105%, this means that the project is behind schedule and under budget. For the schedule performance index, less than 100% is behind schedule and more than 100% is ahead of schedule. For the cost performance index, at 100%, planned and actual costs are equal; and, at more than 100%, the project is under budget. At less than 100%, it is over budget.

119.

According to Ludwig von Bertalanffy's general systems theory, the four elements in a system include input, processes, output, and:

feedback

evaluation

remediation

authority

Explanation:

According to von Bertalanffy's general systems theory, the four elements in a system include:

1. *Input: This is what goes into a system in terms of energy or materials.*
2. *Processes: These are the actions that take place in order to transform input.*
3. *Output: This is the result of the interrelationship between input and processes.*
4. *Feedback: This is information that can be used for evaluation and correction of the system.*

According to this theory, a change in any element in a system will impact the other elements and alter the outcomes, so systems must be viewed holistically.

120.

If the NPD practitioner is asked to manage a project that is outside of that person's area of expertise, the best solution is to:

refuse to manage the project

carry out intensive study in preparation

use consultants

hire additional staff

Explanation:

If the NPD practitioner is asked to manage a project that is outside of that person's area of expertise, the best solution is to use consultants. When managing projects, it is common to need outside consultants with expertise in particular areas to ensure that no important details are overlooked and to more accurately identify necessary tasks and ensure the appropriate and desired outcomes. Average hourly wages for consultants vary but are usually less than \$100 per hour, although this depends on the area of expertise.

121.

According to the American Nurses Association (ANA), a healthy work environment has three key elements: empowerment, satisfaction, and

flexibility

safety

service

compensation

Explanation:

According to the ANA, a healthy work environment has three key elements:

- 1. Empowerment: Autonomy commensurate with position and training and participation in decision making through some type of shared governance.*
- 2. Satisfaction: Adequate wages, reasonable workload, good scheduling of work hours, flexible working schedules, and a supportive and nonpunitive environment.*
- 3. Safety: Environmental safety (fire escapes, good air quality, and adequate lighting and heating); physical safety; and freedom from bullying, violence, and physical and emotional abuse.*

122.

Which situation best lends itself to the use of scripting to aid communication?

Providing a painful treatment

Comforting a parent whose child is ill

Participating in a team meeting

Providing a patient with discharge instructions

Explanation:

The situation that best lends itself to the use of scripting to aid in communication is providing a patient with discharge instructions. Scripting does not mean memorizing specific words to say; rather, it means knowing in advance what issues to address, such as wound care, medications, and return visits, and having an idea of how to address those issues (e.g., by stating "Mrs. Smith, let's talk first about your wound care"). It is more difficult to prepare in advance for emotional situations because they vary widely and responses cannot always be anticipated.

123.

The first step in protecting sensitive information is to:

determine where information is to be stored

assess the types of information safeguards that are currently in place

identify which information needs to be protected

develop a plan to safeguard sensitive information

Explanation:

The first step in protecting sensitive information is to identify which information needs to be protected followed by where and how the data are stored and the types of safeguards that are currently in place. Then, a comprehensive plan must be developed to protect sensitive information, to include names and contact information (addresses, telephone numbers), characteristics (age, marital status, religion, gender), personally identifiable information (social security number, ID number, driving license number, mother's maiden name, credit/criminal

history), financial data (credit cards, bank account numbers, personal identification numbers, security codes), health information, insurance information, and employment status.

124.

If the nursing professional development (NPD) practitioner is applying for a grant through the Health Resources and Services Administration (HRSA) or other government agencies, approximately how much time should be allotted to complete the grant application?

10 hours

20 hours

40 hours

100 hours

Explanation:

If the NPD practitioner is applying for a grant through the HRSA or other government agencies, the person should plan at least 40 hours to complete the application. For example, HRSA applications can be up to 80 pages in length and include sections on goals and objectives, needs, response and impact, resources and capabilities, and budget. Once an application is submitted, it can take up to 6 months before a decision is made about funding.

125.

With remote learning, the biggest challenge is typically:

maintaining the motivation to learn

using technology correctly

having an unreliable internet connection

dealing with distracting environments

Explanation:

With remote learning, the biggest challenge is typically maintaining the motivation to learn. Learners often start out enthusiastically but lose focus and become bored, especially if the remote learning is asynchronous and lacks interactivity. Other problems include the instructors' and the learners' inability to use the technology correctly, especially those with little computer literacy. In some places, an unreliable internet connection can interfere with remote learning, and dealing with distracting environments (children, background noise) can interfere with learning.

126.

When developing an operational excellence strategy for a healthcare organization, it is generally best to:

implement changes throughout the organization

focus only on major problem areas

develop champions of the changes

start small and build on successes

Explanation:

When developing an operational excellence strategy for a healthcare organization, it is generally best to start small and build on successes—for example, a unit may institute the use of a checklist for specific procedures or the emergency department may focus on reducing wait times. Once staff members see concrete evidence that changes have a positive effect on outcomes, they are typically more willing to make the necessary changes and to help identify any needed changes.

127.

Educational neuroscience refers to a theory about learning that includes the:

brain and learned responses

mind, brain, and education

teacher, learner, and environment

mind, environment, and opportunities

Explanation:

Educational neuroscience refers to a theory about learning that includes the mind, brain, and education. According to this view of learning, research in the fields of psychology and neuroscience should be used in the field of education in a collaborative effort because it provides insight into the way people learn and integrate knowledge. Brain imaging techniques, such as magnetic resonance imaging, have provided information about how the brain processes information. Educational neuroscience emphasizes the need for transdisciplinary collaboration.

128.

Which type of network is most commonly used by hospitals?

PAN

WAN

LAN

MAN

Explanation:

A local area network (LAN) is most commonly used by hospitals. The LAN connects computers in a relatively small area, such as a building. This allows data to be transmitted quickly and with a high degree of security. A personal area network (PAN) connects devices (usually wirelessly) to a range of about 30 feet. A metropolitan area network (MAN) connects computers in geographic areas, such as a city, through an interconnection of LANs. The wide area network (WAN) connects computer systems over large areas, such as states or even different countries, through various means (satellite links, cables, telephone).

129.

When providing feedback to a team, it is essential to:

address all feedback to the team as a whole

provide individual feedback

avoid all specifics

address only positive observations

Explanation:

When providing feedback to a team, it is essential to address all feedback to the team as a whole rather than providing individual feedback because individual feedback should always be done one-on-one in private—for example, when providing feedback to a group, one can focus on how the group members worked together and divided tasks or how they missed opportunities to collaborate. Feedback should include positive and negative observations. Feedback should be given immediately after an observation, if possible.

130.

C. When developing a strategic plan, the NPD practitioner should look at the future needs of the organization in:

2–4 years

5–9 years

10–15 years

16–20 years

Explanation:

When developing a strategic plan, the NPD practitioner should look at the future needs of the organization in 10–15 years. Although establishing goals for the near future (2–4 years) is also important, strategic planning must look at extended periods. Periods beyond 15 years are difficult to plan for because of unforeseen changes in demographics and technology that may affect the needs of the organization.

131.

When establishing a timeline for a project, the first step is to identify the:

team members

list of tasks

anticipated completion date

dependencies

Explanation:

When establishing a timeline for a project, the first step is to identify the list of tasks that must be completed followed by the duration of each task and the date by which they should be completed. Next, dependencies (something that has a relationship to another action) must be identified along with constraints, such as time, cost, and the scope of the project. The anticipated completion date is identified last because it is dependent on the other elements.

132.

The primary purpose of using barcode scanners in hospitals is to:

save time

save money

provide data

reduce errors

Explanation:

The primary purpose of using barcode scanners in hospitals is to reduce errors. For example, if a patient is given a wristband with a barcode, and all medications and treatments issued for the patient have the same barcode, the nurse must scan the barcode on the medication and the patient to ensure that they match. If they do, then the medication is automatically recorded in the patient's electronic health record. Barcodes and scanners are also commonly used for inventory control.

133.

The primary principle to consider when selecting learning technology is to determine if the technology:

is cost-effective

adds value

is scalable

is customizable

Explanation:

The primary principle to consider when selecting learning technology is to determine if the technology adds value to the learning process; that is, the technology should be better than what is currently available, should contribute in some way to a better learning experience for the learner, and should improve the quality of the education. The added value should be outlined as part of the justification for the purchase of new hardware or software.

134.

According to Rita and Kenneth Dunn's learning styles model, five basic elements that affect learning include environmental, emotional, sociological, physical, and

imaginative

educational

neurological

psychological

Explanation:

According to Dunn and Dunn's learning styles model, five basic elements that affect learning include:

- 1. Environmental: Sound, light, temperature, and design.*
- 2. Emotional: Motivation, persistence, responsibility, and structure.*
- 3. Sociological patterns: Learning alone, the presence of an authority figure, and flexible learners.*
- 4. Physical: Perceptual strengths (aural, visual, read/write, or kinesthetic), intake (food, drinks), time of day (morning learners, afternoon learners, and evening learners), and mobility (preference for sitting or moving around).*
- 5. Psychological: Global (overview) versus analytic (step-by-step), hemispheric preference (right brain versus left brain), and impulsivity versus reflectivity.*

135.

According to Afaf Meleis's transitions theory regarding change, transition conditions include:

facilitators and inhibitors

process indicators and outcome indicators

critical points or marker events

awareness and engagement

Explanation:

According to Meleis's transitions theory regarding change, transition conditions include facilitators and inhibitors; that is, one attaches perceptions about or meanings to health and illness or other experiences, and these perceptions can either facilitate or inhibit the ability of the individual to achieve a transition. Transitions usually involve a critical point or marker event that propels the individual to make a change. Process indicators and outcome indicators are used to assess progress toward the transition.

136.

During the accreditation process for the Joint Commission:

surveyors randomly select patients to follow

the administration chooses patients for the surveyors

no patients are followed or interviewed

only historical, not current, patient records are surveyed

Explanation:

During the TJC accreditation process, surveyors randomly select patients to follow and use their health records to trace their experiences in the healthcare organization. Surveyors make observations and carry out interviews with all levels of staff who interact with the selected

patients. An organization seeking accreditation must first contact TJC about eligibility and must complete a detailed application.

137.

If an individual is noncommittal, contributes little to a conversation, and is unwilling to take sides when a conflict or difference of opinion occurs, the communication style that the individual is using is:

assertive communication

passive communication

aggressive communication

passive-aggressive communication

Explanation:

If an individual is noncommittal, contributes little to a conversation, and is unwilling to take sides when a conflict or difference of opinion occurs, the communication style that the individual is using is passive communication. The person may avoid direct eye contact and appear nervous and fidgety if confronted. The individual may also show signs of anxiety, such as wringing the hands or crossing the arms. The passive communicator may respond inappropriately when angry, such as by laughing, and may believe that disagreeing with another person will be upsetting to that person or result in conflict, which the person wants to avoid.

138.

With respect to hospital electronic health records, the Medicare Promoting Interoperability Program objectives include health information exchange, provider-to-patient exchange, public health and clinical data exchange, and:

risk management

clinical decision support system

multifactor authentication

electronic prescribing

Explanation:

With respect to hospital electronic health records, the Medicare Promoting Interoperability Program objectives include the following with points awarded for achieving each objective:

- *Electronic prescribing: 10 points and 10 bonus points for query of a prescription drug monitoring program.*
- *Health information exchange: Send (20 points) and receive (20 points) health information.*
- *Provider-to-patient exchange: 40 points.*
- *Public health and clinical data exchange: Immunization registry and electronic case reporting (10 points) and public health registry, clinical data registry or syndromic surveillance reporting (5 bonus points).*

139.

The primary purpose of role clarification in a team is to:

prevent conflict

control uncooperative members

improve functioning