

Culture of Safety Physician Education Quiz

1. Why did the Medical Executive Council decide that this training should be required for all members of our medical staff?
 - a. A recognition of increasing rates of safety events of harm in the Community Health Network.
 - b. Proven results with this program in other hospital systems around the country.
 - c. Increased awareness of hospital safety concerns by the general public.
 - d. All of the above.
2. What is the goal of a transformation to a Culture of Safety project in the Community Health Network.
 - a. A decrease in the rate of significant events of harm by **20%** over the next 1 to 2 years
 - b. A decrease in the rate of significant events of harm by **40%** over the next 1 to 2 years
 - c. A decrease in the rate of significant events of harm by **60%** over the next 1 to 2 years
 - d. A decrease in the rate of significant events of harm by **80%** over the next 1 to 2 years
3. Regarding the safety behavioral technique of “Speaking up using ARCC”, the term ARCC stands for:
 - a. Ask, Require, Complain, Call
 - b. Ask, Request, Concern, Chain of Command
 - c. Argue, Require, Call, Comment
 - d. Arrive, Relent, Contain, Collect
4. Slip, Lapse, Fumble – these are all which type of errors?
 - a. Skill based errors
 - b. Rules based errors
 - c. Knowledge based errors
 - d. Lack of knowledge based errors
5. Regarding rules based errors in medicine; non-compliance with rules is the most common type of error.
 - a. True
 - b. False

6. Which of the following is NOT correct?
- a. A Red Rule applies to a situation that requires 100% compliance.
 - b. To avoid a knowledge based error; in a situation when the necessary knowledge is not present, an expert resource should be accessed.
 - c. HCAHPS measures and reports safety events and mortality rates.
 - d. Physician safety behavior should serve as a role modeling for the other members of the health care team.
7. Disruptive physician behavior can significantly increase the risk of safety errors by the health care team.
- a. True
 - b. False
8. Safety behavior techniques to improve communication include all of the following except:
- a. Use of 3 way repeat back and verify.
 - b. Use of phonetic and numeric clarifications to avoid confusion with sound alike words and numbers.
 - c. Use of the SBAR format to improve communication organization and efficiency.
 - d. Reliance on improved technology to prevent all errors.
9. Most events of harm result from a single human error rather than a series of errors or process deficiencies
- a. True
 - b. False
10. STAR stands for:
- a. Stop, Try, Alert, Respond
 - b. Stop, Think, Act, Review
 - c. Stay, Trial, Art, React
 - d. Speak, Think, Assess, Request

Name: (Please Print):_____

Date:_____