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**Exam** : **IBQH001**

**Title** : International Board for Quality  
in Healthcare

**Vendor** : IBQH

**Version** : DEMO

**NO.1** A leukemic patient came to the hospital to receive his weekly intravenous dose at the oncology unit. Which of the following practices should be carried out during the preparation of the dose?

- A. Clean field, sterile gloves, surgical mask , clean gown and aseptic hand hygiene.
- B. Clean field, sterile gloves, surgical mask , sterile gown and surgical hand hygiene.
- C. Sterile field, sterile gloves, surgical mask , clean gown and aseptic hand hygiene.
- D. Sterile field, sterile gloves, surgical mask and routine hand hygiene of the Health Care Worker.

**Answer:** C

**NO.2** Project success depends on a number of interrelated factors including time, cost, and scope control. The success of any project depends primarily on

- A. Customer compromise in defining his needs
- B. Customer satisfaction
- C. Customer-supplier relationship
- D. Exceeding customer requirements through gold plating.

**Answer:** B

**NO.3** The concept behind PDCA is:

- A. Process flow improvement.
- B. Continual improvement.
- C. The Shewhart cycle.
- D. Eliminating waste.

**Answer:** B

**NO.4** All of the following are considered a medical error except

- A. Inaccurate diagnosis
- B. Drug allergy
- C. Incomplete diagnosis
- D. Inaccurate treatment of a disease

**Answer:** B

**NO.5** All the following are organizations that accredit healthcare facilities except:

- A. JCAHO.
- B. HFAP.
- C. COLA.
- D. OSHA.

**Answer:** D

**NO.6** Which of the following team types usually select their own leader?

- A. Performance improvement.
- B. Cross-functional.
- C. Virtual.
- D. Self-directed.

**Answer:** D

**NO.7** Customers are very important in any business because

- A. Any organization must have customers to survive including non-profit organizations
- B. Generating profits is more important than customers
- C. The main purpose of any business is to generate profits
- D. A customer pays money to the organization, so he/she should receive more attention

**Answer:** A

**NO.8** The nurse in charge at the ICU prepared her equipment for insertion of a urinary catheter for a patient. To prepare the perineal area for insertion of urinary catheter she should:

- A. Clean skin by plain soap and water.
- B. Clean the skin and disinfect it by ethyl alcohol 70%.
- C. Clean the skin antiseptic soap and water.
- D. Clean the skin and disinfect by iodophores certified product.

**Answer:** D

**NO.9** Which of the following is the least important factor during solving customers complains in large organization?

- A. Brainstorming.
- B. Collecting facts about a problem.
- C. Getting the CEO's opinion about a certain detail.
- D. Using the Ishikawa method.

**Answer:** C

**NO.10** One of the following is a type of concurrent review

- A. Examine record keeping
- B. Comparison of medical information to necessity
- C. Review of updated clinical data
- D. Assure accuracy of records

**Answer:** B

**NO.11** Both small and large organizations can undertake scale change. What would be a major disadvantage or draw-back that large organizations have that their smaller counterparts do not?

- A. Human resource concerns.
- B. Communication concerns.
- C. Time concerns.
- D. Money concerns.

**Answer:** C

**NO.12** An injury caused by medical management rather than by the underlying disease or condition of the patient is called:

- A. Potential compensable event.
- B. Side effect.

C. Sentinel event.

D. Medical error.

**Answer:** B

**NO.13** The balanced score card is best developed by:

A. CEO.

B. Risk manager.

C. Quality manager.

D. Quality team.

**Answer:** D

**NO.14** All of the following is correct about material safety data sheets (MSDS), except

A. It should be in a specific format provided by OSHA

B. It should include at least 12 categories of information

C. It should be accessible by all employees

D. It should be available for all hazardous chemicals in the workplace

**Answer:** A

**NO.15** The most unlikely approach to overcome employee resistance to change is

A. Involvement with the change project

B. Negotiating the conditions of the change

C. Mandating the change

D. Providing training on the change

**Answer:** C

**NO.16** During the infection control committee meeting, the infection control physician proposed to purchase a gas plasma sterilizer. Which of the following statement is an advantage of this sterilizer?

A. Long dead ended instruments are penetrated by gas plasma

B. Low cost

C. Linen or paper is suitable for wrapping the items to be sterilized by gas plasma

D. Gas plasma is best used for endoscopes sterilization

**Answer:** D

**NO.17** You are a hospital manager and you want to assign a project manager for a service improvement project. When should the project manager be assigned?

A. When the project is initiated.

B. When the project is chartered.

C. When the program is launched.

D. When the program manager deems it necessary.

**Answer:** B

**NO.18** A Prospective review may be beneficial in all the following except

A. A patient who has a health insurance

- B. A patient is having an elective total hip replacement
- C. A patient will be readmitted for a bypass surgery
- D. A patient was admitted to the ER with a fractured hip

**Answer:** D

**NO.19** Company procedures require the creation of a lessons learned document. Which of the following is the best use of this document?

- A. Informing the team about the project management plan
- B. Planning record for the current project
- C. Planning for future projects
- D. Informing the team about what the project manager has done

**Answer:** C

**NO.20** A project is defined as

- A. An objective based effort of temporary nature
- B. A temporary endeavor undertaken to create a unique product or service
- C. An endeavor, which is planned, executed, and controlled, performed by people, and constrained by limited resources
- D. A process of considerable scope that implements a plan

**Answer:** B

**NO.21** Which of the following is true regarding Pareto Charts?

- A. Have no application outside the area of quality.
- B. They display special cause.
- C. They reflect observation of fact.
- D. They have no validity for discrete data.

**Answer:** C

**NO.22** Regarding cultural change, Daniels & Mathers suggest that significant results can be experienced in 6-9 months but complete transformation usually takes:

- A. 4-5 years.
- B. 2-3 years.
- C. 6-9 years.
- D. 10 years.

**Answer:** B

**NO.23** Which of the following respirators are considered supplied-air respirators?

- A. Full mask respirators.
- B. Emergency escape breathing apparatus.
- C. Disposable particulate masks
- D. Powered respirators.

**Answer:** B

**NO.24** The Hospital's largest insurance company has just completed an audit of your quality system. Three major deficiencies were identified, and you risk losing this insurance company if the problems are not corrected. As quality manager the best plan of action is

- A.** Reprimanding the employees that cause the deficiencies
- B.** Waiting until another insurance company finds the same deficiencies, and then form a team to investigate the problems
- C.** Identifying and correcting the root cause of deficiencies and implementing changes to improve the quality system
- D.** Promising the insurance company that the problems will be corrected

**Answer:** C

**NO.25** In the matrix management organization, which of the following is true?

- A.** The functional manager is responsible for improvement of employees' skills
- B.** The employee is responsible for his or her own skills improvement
- C.** The project manager is responsible for the employees' annual appraisal
- D.** The project manager is responsible for employees' skills improvement

**Answer:** A