

**University of Michigan Hospitals and Health Centers
Patient Safety Competency Quiz**

1. **Which of the following is true of health care system errors?**
 - a) Errors are often the fault of individuals.
 - b) Thousands of deaths per year are attributed to medical error.
 - c) Errors are usually caused by multiple failures in systems.
 - d) Both (b) and (c).

2. **Which of the following act as defense barriers to prevent systems errors?**
 - a) Improved communication.
 - b) Human factors considerations such as avoiding reliance on memory.
 - c) Standardization of work processes.
 - d) All of the above.

3. **Which of the following is true about effective communication?**
 - a) Trust is built when there is effective communication.
 - b) Everyone must continuously assess their ability to receive and give feedback.
 - c) Communication skills are acquired (eg. you're not born with them)
 - d) All of the above.

4. **Which of the following is not true?**
 - a) Even "good people" make errors.
 - b) The impact of errors is minimal for health care professionals, both personally and professionally.
 - c) Working harder for safe care will not resolve most errors.
 - d) Organizations have a responsibility in creating safer systems.

5. **Which of the following is true regarding patient safety at UMHHC?**
 - a) Everyone should speak up and intervene if an error is about to occur, regardless of role or position in the organization.
 - b) Reporting patient care errors, events and safety concerns does not result in disciplinary action.
 - c) All errors provide learning opportunities.
 - d) All of the above.

6. **Which of the following is not true when a culture of safety is present?**
 - a) Patient safety rounds are conducted to encourage discussion about patient safety.
 - b) Patients are informed of unanticipated outcomes.
 - c) Evidence-based practice guidelines are used in the delivery of patient care.
 - d) When an error occurs, it is appropriate to blame the person who made the mistake.

7. Which of the following is true regarding Incident Reports?

- a) They are used to report all incidents, errors, and near-misses.
- b) The report is the first step in the analysis and improvement process.
- c) A report can be filed by any employee.
- d) All of the above.

8. All of the following are true regarding incident reporting except:

- a) The incident report is legally confidential as a Quality Assurance document.
- b) The report should be completed immediately after the incident has occurred.
- c) Risk Management should not be contacted in the event of patient injury.
- d) The purpose of the report is to provide an information base from which corrective and preventive action can be taken to prevent future incidents.

9. If an error occurs:

- a) Make sure that patient and staff are safe.
- b) Do not turn off equipment until data is saved (unless further injury would result) and do not dispose of product and packaging.
- c) Inform your supervisor.
- d) All of the above.

10. All of the following regarding sentinel events are correct except:

- a) The Chief of Staff is charged with the responsibility for determining if an event meets the criteria for a sentinel event review.
- b) The analysis of the event is focused on blaming individuals rather than on systems and processes.
- c) Action plans are developed, implemented, and monitored.
- d) UMHHC has a policy on Sentinel Events that describes the review process.

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