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*International Board for Quality in Healthcare*



**QUESTION: 289**

The written document that is considered the teams license to operate as it defines the task, scope, time frames and boundaries the team will work in, is called:

- A. Team charter.
- B. Team plan.
- C. Team strategy.
- D. Team declaration.

**Answer: A**

**QUESTION: 290**

In well-functioning teams, all the following is observed except:

- A. Every member has an identity.
- B. Members compete one another to reach excellence.
- C. Members support one another.
- D. All members enjoy each other's interaction in meetings.

**Answer: B**

**QUESTION: 291**

In poorly functioning teams you can find all the following except:

- A. Members don't have an identity within the team.
- B. Members compete one another.
- C. Members interactions are defensive.
- D. Conflicts are resolved.

**Answer: D**

**QUESTION: 292**

During the first meeting of the team some members are shy, what should the leader do to manage this?

- A. Having a private discussion with them.

- B. Encouraging them to be more positive.
- C. Direct the conversation to them or arrange small groups to encourage more interaction and participation.
- D. Advise them to improve their communication skills.

**Answer:** C

**QUESTION:** 293

Which of the following team types usually select their own leader?

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

**Answer:** D

**QUESTION:** 294

A team should not include more than 8 members because:

- A. Conflicts may arise between team members.
- B. Active participation of team members may be lost.
- C. The team would be difficult to control.
- D. It would lead to communication problems.

**Answer:** B

**QUESTION:** 295

Which of the following teams has members from different departments or specialties?

- A. Cross-functional teams.
- B. Performance Improvement teams.
- C. Self-leading teams.
- D. Project management team.

**Answer:** A

**QUESTION: 296**

Put in order the stages of performance improvement team:

- I- Norming.
- II- Performing.
- III- Storming.
- IV- Forming.

- A. VI, III, I and II.
- B. I, III, IV and II.
- C. I, II, IV and III.
- D. IV, I, III and II.

**Answer: A**

**QUESTION: 297**

A Prospective review may be beneficial in all the following except:

- A. A patient that will have an elective total hip replacement.
- B. A patient that will be readmitted for a bypass surgery.
- C. A patient which was admitted to the ER with a fractured hip.
- D. A patient who has a health insurance.

**Answer: C**

**QUESTION: 298**

With advances in medical technology, we can apply managed care through:

- A. Increasing care in outpatient settings.
- B. Lowering preventive care.
- C. Increasing in patient care.
- D. Increasing length of LOS.

**Answer: A**

**QUESTION: 299**

The greatest benefit of concurrent clinical review is:

- A. Ability to focus on patient outcomes.

- B. Ability of discovering overutilization..
- C. Timely assessment of the healthcare provider to check if he is following clinical pathways.
- D. Timely intervention to reduce the risk of adverse outcomes.

**Answer:** D

**QUESTION:** 300

The family of a patient admitted to a hospital is considered to be

- A. End users
- B. Intermediate customer
- C. Other affected parties
- D. Internal customers

**Answer:** C



# SAMPLE QUESTIONS

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