



FuNCMeS - Finger Lakes, North Country, CNYEMS, Midstate, Monroe-Livingston, Susquehanna

QA/QI Rollout – Test Questions

Name: _____ Agency: _____

Region: _____ Date: _____

- Three types of CQI review are?
 - Concurrent, Retrospective, Prospective
 - Concurrent, introspective, Prospective
 - Detailed, Abstract, Future
 - Helpful, Somewhat Helpful, Useless
- The title of the QA/QI presentation is
 - Old Requirements - What's changed?
 - Old Requirements - New Direction
 - QA/QI – What you need to know
 - So you think you don't need a QA program?
- What is the overall goal of an EMS system?
 - reduce death and disability from injury and medical emergencies
 - have really cool lights on our vehicles, enabling us to get to an emergency fast
 - meet the requirements of NYS DOH
- Concurrent methods of QA include all of the following except:
 - PCR audits
 - Comparison of ED diagnosis with EMS findings
 - Field Observations
 - Online medical control
- Which of the following is not part of strategic planning?
 - Development of effective strategies to cope with changing circumstances
 - Set of concepts, procedures and tools designed to assist leaders and managers with a variety of tasks
 - Disciplined effort to produce fundamental decisions and actions that guide what an organization is, what it does, and how it does it
 - Changes that are planned for the immediate future based upon a reactionary thought process
- CQI for EMS is a voluntary process to better serve our patients?
 - True
 - False
- In what year did EMS become part of Public Health Law?
 - 1964
 - 1972
 - 1975

8. Give four examples of who our customers are:

9. QA committees must remove all HIPPA identifiers from cases before reviewing them as a group.

- a) True
- b) False

10. You and your partner are caring for an elderly gentleman in respiratory distress. As you fill the NRB with O2 your partner notices the O2 cylinder is not O2 but helium. She advises you before you place the NRB on the patient. This would be called?

- a) Good luck
- b) An untoward event
- c) A near miss
- d) Retrospective review

11. Quality Improvement is a _____ process

- a) not-needed
- b) continuous
- c) c one-time

12. One way CQI is not to be used is?

- a) A tool to measure quality
- b) A process for identifying weaknesses
- c) A measure for placing blame
- d) Identifying training needs

13. Of the following, which are actual components of an EMS system and thereby contribute to the QI process?

- a) Communications
- b) Public Safety Agencies
- c) Disaster Management
- d) All of the above
- e) None of the above

14. The principal activity of a QI program is?

- a) Getting bad providers off the streets
- b) Meeting the DOH requirements
- c) Guiding Change
- d) Audit and Review

15. Name a prospective method of QI

- a) Development and use of protocols
- b) PCR Audits
- c) reacting to a red flag event

16. Benchmarking tools are all of the following except:
- a) PCRs- Patient care reports
 - b) Surveys
 - c) EPCRs – Electronic Patient care reports
 - d) Verbal Reports
17. What are the advantages of QI programs
- a) ID areas of excellence
 - b) Basis for CME
 - c) Both a and b
18. The duties of a QI Coordinator should include all of the following *except*?
- a) Review of PCRs
 - b) Review of existing protocols and standards
 - c) Review of consumer (customer / patient) communications
 - d) Review of proposed disciplinary actions of field providers
19. Duties of a QI Coordinator include all of the following except:
- a) Build a QI team
 - b) Reprimand offenders
 - c) Communicate with hospital EMS Coordinators
 - d) Review existing protocols and standards
20. List three questions to ask when benchmarking:
- _____
- _____
- _____
21. Concurrent methods of QI include a review of activities that are on site and on-going.
- a) True
 - b) False
22. Which of the following is the **best** example of a sentinel event which would require an immediate QI review?
- a) Deviation of the Standard of Care
 - b) Equipment failure
 - c) Ambulance downtime
 - d) Hospital diversion
23. What does the “S” in EMS stand for?
- _____
24. NAME three types of audits:
- _____
- _____
- _____
25. Concurrent methods of QI include a review of activities that are on site and on-going.
- a) True
 - b) False