

Psych CE

The Psychological Impacts of Medical Errors in Healthcare

1. Which of the following is not a common example of a medical error?

- A. Undertreating patients
 - B. Overtreating patients
 - C. Giving correct medications
 - D. Pressure ulcers
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2. What is an error of omission?

- A. these errors are a result of behavior or action not taken
 - B. these errors are a result of behavior or action taken that is wrong.
 - C. these errors are a result of behavior or action taken at the wrong time
 - D. these errors are a result of behavior or action taken at the wrong location
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3. What is an active error?

- A. an error that is caused by the medical team and not by the underlying conditions of patients.
 - B. errors take place by individuals who are on the front line.
 - C. errors that are in the system and processes.
 - D. when an action plan has not been completed the outcome is different than anticipated.
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4. Medical errors are the ____ leading cause of death in the United States

- A. 1st
 - B. 2nd
 - C. 3rd
 - D. 4th
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5. All of the following but one are commonly misdiagnosed conditions. Which does not belong?

- A. Cancer-related issues
 - B. Neurological-related issues
 - C. Cardiac-related issues
 - D. Mental health related issues
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6. How many errors occur in surgery in the United States each year?

- A. 4000
 - B. 5000
 - C. 6000
 - D. 7000
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7. What percentage of medical bills have an error in them?

- A. 60%
 - B. 70%
 - C. 80%
 - D. 90%
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8. How many patients die every year from medical errors?

- A. 1000-3000
 - B. 4000-6000
 - C. 7000-9000
 - D. 10000-12000
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9. All of the following but one are common reasons why medication errors occur in psychiatric hospitals. Which does not belong?

- A. Patients refuse to accept their medications
 - B. Lack of supervision
 - C. Stressful environment
 - D. Communication issues
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10. All of the following but one diagnosis is commonly associated with protective physical restraints in psychiatric facilities. Which does not belong?

- A. Schizophrenia
 - B. Schizoaffective disorder
 - C. Bipolar disorder
 - D. Depression
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11. What percentage of professionals report sorrow after they are the provider involved in a medical error?

- A. 25%
 - B. 45%
 - C. 70%
 - D. 85%
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12. Which of the following is not a question patients should be sure to ask their doctor when they accept a new medication?

- A. How long should I take this for?
 - B. Is there anything else I can take instead?
 - C. Is this medication safe with my lifestyle?
 - D. What is this medication for?
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13. Which of the following is a way to confirm a patient's identity?

- A. Ask for their name
 - B. Ask for their date of birth
 - C. Ask for their name and date of birth?
 - D. There is no need to confirm identity
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14. What does a CRP stand for?

- A. Communication and Resolution Program
 - B. Crisis and Resolution Program
 - C. Compatability and Response Plan
 - D. Communication and Reliability Plan
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15. How quickly should an error be reported after it occurs according to a CRP?

- A. 20 minutes
 - B. 30 minutes
 - C. 40 minutes
 - D. 60 minutes
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16. All of the following but one are a commonly used tool for analyzing healthcare errors

- A. Root Cause Analysis
 - B. Sharp and Blunt End Evaluation
 - C. Communication and Response Plan
 - D. Failure Mode and Effects Analysis
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17. What percentage of patients report being hesitant to voice their concerns with medical professionals?

- A. 20-40%
 - B. 40-60%
 - C. 50-70%
 - D. 70-90%
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18. Which of the following is a way to notice that a patient feels uncomfortable in a medical situation

- A. They are looking for the door
 - B. They said they are fine
 - C. They say "I feel different"
 - D. They appear cheerful
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19. All of the following but one is a way to notice that a medical professional may not be establishing a strong patient-provider relationship. Which does not belong?

- A. They ignore the gender pronouns given
 - B. They fail to identify a working diagnosis or set of symptoms
 - C. They say "you look okay to me"
 - D. They really listen to the patient and spend time with the patient understanding their struggle
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20. SBAR is a handoff tool that professionals should be trained to. It is an acronym. What does it stand for?

- A. Situation: Background; Assessment; and Refer
 - B. Situation: Background; Assessment; and Recommend
 - C. Situation: Background; Analysis; and Refer
 - D. Scenario; Background; Assessment; and Refer
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