

Papp: Quality Management in the Imaging Sciences, 4th Edition

Chapter 1: Introduction to Quality Management

Test Bank

MULTIPLE CHOICE

1. The measurement of the level of quality at some point in time with no effort to change or improve the level of care is known as quality
 - a. management.
 - b. assurance.
 - c. assessment.
 - d. control.

ANS: D

2. Under the Safe Medical Devices Act of 1990, voluntary reporting of unsafe medical devices will require the use of form
 - a. 3419.
 - b. 3500.
 - c. 3500A.
 - d. MSDS.

ANS: B

3. Customers who come from outside the healthcare organization are generally referred to as
 - a. external customers.
 - b. internal customers.
 - c. Both of the above are correct.
 - d. None of the above is correct.

ANS: A

4. When did the Mammography Quality Standards Act become final?
 - a. April, 1992
 - b. April, 1994
 - c. April, 1997
 - d. April, 1999

ANS: D

5. W. Edwards Deming's management approach can be summarized by his _____ points.
 - a. 5
 - b. 7
 - c. 10

d. 14

ANS: D

6. How many levels of quality control testing and monitoring are there?

- a. One
- b. Two
- c. Three
- d. Four

ANS: C

7. Which of the following statements are correct about the 80/20 rule?

- a. Twenty percent of the causes result in 80% of the problems.
- b. Twenty percent of the problems are the result of 80% of the causes.
- c. Both of the above are correct.
- d. None of the above is correct.

ANS: A

8. How many different methods of disease transmission are stated to be minimized by tier 2 precautions?

- a. One
- b. Two
- c. Three
- d. Four

ANS: C

9. Invasive quality control equipment testing is considered to be

- a. simple.
- b. complex.
- c. Both of the above are correct.
- d. None of the above is correct.

ANS: B

10. Which of the following are normally considered external customers?

- a. Nurses
- b. Referring physicians
- c. Inpatients
- d. Intensive care wards

ANS: B