PREMIER
NURSING SERVICE

# PERFORMANCE/ QUALITY IMPROVEMENT

*Choose the correct answer.*

1. How do staff participate in Performance Improvement?
   a. Performance Improvement Committee
   b. Quality Action Teams
   c. Quality Compass Teams
   d. Significant Adverse Event/Root Cause Analysis processes
   e. All of the above

2. The purpose of Performance Improvement activities, including the reporting of Significant Adverse Events (SAE's) and participating in Root Cause Analysis meetings, are to:
   a. Improve patient care and safety
   b. Improve processes for delivery of care
   c. Improve patient satisfaction
   d. Decrease cost and increase efficiency
   e. All of the above

3. To report an event you would?
   a. Immediately notify your Charge Nurse, Nurse Manager, Supervisor or Manager of the event
   b. Complete a MIDAS Risk Report
   c. Both A and B

4. A Root Cause Analysis (RCA) is?
   a. A confidential meeting attended by those closest to the event
   b. A meeting held to look at what happened
   c. A meeting to look at the processes involved in the event
   d. A meeting to identify opportunities to improve and decrease the chance of the same event occurring again.
   e. All of the above

5. Significant Adverse Event (SAE) is any unexpected occurrence involving death or serious injury?
   T. True F. False

***End***