

1- After the team action the plan and implement it ,and made recommendation ,what next step on PDCA cycle is now should follow?

- a. Plan
- b. Do
- c. Check
- d. Act

الراجل بيقول انا عملت ال action فى مرحلة ال plan و نفذتها فى ال implementation و عملت analysis للداتا فى ال checking لقيتني متجحتش ايه الخطوة الجاية
هى خطوة اتخاذ القرار و دي بتحصل فى ال act
11:05 AM ✓

محمد الديب كاتب مسؤول
اتفقنا ان PDCA دة systematic process لازم يتعمل كل خطوة فيها نمط همشى عليه من الاول للاخر
مرحلة ال ACT هى مرحلة اتخاذ القرار المشروع نجح يبقى قرارى انى هعمم على المستشفى كلها / مشروعى فشل يبقل قرارى انى أرجع من الأول تاتنى اعمل PDCA re
علشان كدة الاجابة D
أعجبنى رد

2-Which of the following is the best way to determine if a quality improvement initiative is successful?

- A. Present findings to the Quality Council.
- B. Conduct a retrospective review.
- C. Compare outcomes with pre-established goals .
- D. Survey patients and customers.

محمد الديب كاتب مسؤول
اتفقنا ان اى مشروع تحسين علشان اعرف هو ناجح و لا لازم يكون عندى objective, target
reference point ارجع لها علشان اقرن نفسى بيها لان لغة الأرقام هى الى هتوضلى انا وصلت
لفين
علشان كدة الاجابة C

3-Which of the following is the best way to determine if a quality improvement initiative is successful?

- A. Present findings to the Quality Council.
- B. Conduct a retrospective review.
- C. Compare outcomes with pre-established goals .
- D. Survey patients and customers.

محمد الديب كاتب مسؤول
اتفقنا ان اى مشروع تحسين علشان اعرف هو ناجح و لا لال لازم يكون عندى objective, target
reference point ارجع لها علشان اكارن نفسى بيها لان لغة الأرقام هى الى هتوضحلى انا وصلت
لفين
علشان كدة الاجابة C

4-Which of the following is the main concept of lean management:

- A. Create an organizational culture that is receptive to lean thinking.
- B. Distinguish between value-added steps from non-value-added steps in any given process.
- C. waste elimination
- D. Identify key processes for kaizen projects

محمد الديب كاتب مسؤول
علشان فى B بيقولك انك هتفرق بين الخطوات ذوات القيمة من غيرها لكن مقالش انى
هتخلص منها
أعجبنى رد 5
ليه مش b
أعجبنى رد 5

5-project having a six sigma and lean in the same time. Who is responsible for evaluating it or who best one to Review it:

- 1- quality specialist
- 2- black belt
- 3- project manager
- 4- quality improvement professional

محمد الديب كاتب مسؤول
قولا واحدا B و هو ال black belt و دة من ضمن الدرجات بتاع LSS و اعلاها و من له القدرة على التقييم

أعجبني رد 4

1

6-Quality improvement initiative progress is best evaluated by which of the following?

- A. team leader
- B. senior leadership
- C. PDCA process
- D. nominal group technique

محمد الديب كاتب مسؤول
ال leader من غير systematic process ميقدرش يقيم بيها انما لو بروسس واضحة للتقييم زي pdca اى حد هيقرأ ال steps الى حصلت يقدر فى الاخر يوصل لنتيجة يقيم بيها البروجيكت ها وصل للتارجيت و لا لأ علشان كدة الاجابة C

أعجبني رد 6

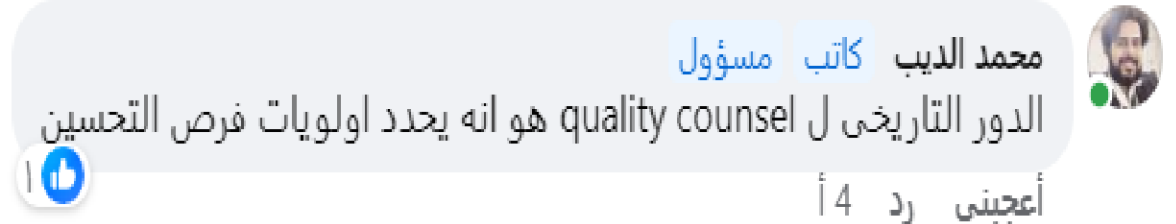
7-what is the best approach for performance improvement:

- A. PDCA and Lean
- B. Lean and Flow chart
- C. PDCA and Flow chart



8-New quality council in new organization , after formation of the council what should quality professional do ?

1. identify quality priorities or quality indicators.
2. education about guidelines process.
3. Form a team.
4. Make improvement plan.



9-Balance score card for an organization is best described as:

- A. an integrated report showing the best performing teams.
- B. a tool to reflect the priorities of the organization's customers.
- C. a representation of key performance indicators.
- D. a graphic display of departmental performance

محمد الديب كاتب مسؤول



ال BSC بتشتغل على ال organisation wide
عاوز يشوف اداء المستشفى خصوصا فى الناحية ال financial و ما يؤثر عليها مستغلا فى
كدة ال initiative للتحسين و ال kpi للمتابعة و التقييم

أعجبنى رد 5 أ

10-After the team action the plan and implement it ,and analyze data shows not reaching the target ,what is the next step on PDCA cycle is now should follow:

- A- plan
- B- do
- C- Check
- D- act

محمد الديب كاتب مسؤول



احنا اتفقنا ان ال pdca دي road map طالما بدأتها لازم اوصل للآخر و مرحلة ال Act هى مرحلة
اتخاذ القرار سواء انى اعيد المشروع كامل او ابدأ اشتغل على large scale
علشان كدة الاجابة D



أعجبنى رد 4 أ

11-A healthcare organization was recently reviewed by an outside agency. The most effective way to communicate the findings to senior leadership is:

- A. A detailed report of finding.**
- B. An explanation of findings that include data labels.**
- C. An analysis of findings with graphs.**
- D. A memo highlighting the main findings**

محمد الديب كاتب مسؤول

لما يسيبها عامة من غير ما يحدد findings قولوا واحدا اختارى ال graph لانها high level information report
انما انتى طلعتى مريتى طول الشهر و قلتى مثلا ان ال compliance rate of hand hygien على جراف فى الشهور الى فانت بيثب من 70%-80%-85%
يقولك ليه عاوز اشوف ال findings او ال comment طبيقى اننا هنكتب تقرير و نعلم فيه او نوضح المستخرجات الى شوفناها الى هى ال findings
علشان كدة الاجابة D
أعجبنى رد 5

12-hospital, developing (Continuous Education Programs) is usually a function of which of the following departments?

- a) Human Resources department.**
- b) Quality Management department.**
- c) Risk Management department.**
- d) Nursing department**

محمد الديب كاتب مسؤول

قولوا واحدا من غير تفكير education need assessment الى بيتبنى عليها ال continus education
مسئولية ال HR
الأقسام بتحدد احتياجاتها و بعدين ال HR ياخذها يشتغل على ال training need
أعجبنى رد 25

13-The strategic plan established a patient safety team to implement the patient safety initiatives. For oversight to which of the following will the patient safety team probably report ?

- A. Strategic planning committee
- B. The board of directors
- C. Medical executive committee
- D.. quality steering council

محمد الديب كاتب مسؤول



Quality council (steering council) role :

- 1)Provide the organizational direction for the quality improvement initiatives in the light of the strategic goals of the organization. It oversees and coordinated all of the quality improvement activities.
- 2)Its role includes the identification and prioritization of improvement opportunities This function is extremely dependent on communication throughout the organization.
- 3)It develops the annual quality improvement plan.
- 4)Select quality improvement team.
- 5)Support teams' activities.
- 6)Review aggregated data.
- 7)Review periodic outcome summaries.
- 8)Determine the training and educational needs the organization.
- 9)Determine budget needs for performance improvement.
- 10)Evaluate the effectiveness of QI initiatives.

أعجبتني رد 5 أ

14-In your capacity as the Director of Quality and Patient Safety at a 1600-bed tertiary referral center, you are consulted to assist in the development of a balanced scorecard .In selecting measures for the scorecard, the "perspectives" commonly used include all of the following EXCEPT:

- A. Financial.
- B. External Business Processes
- C. Customer.
- D. Learning and Growth.

15-Who has the responsibility of determining improvement priorities in a healthcare organization?

- A. The Quality Council
- B. The Governing Body
- C. The Chief Executive Officer
- D. The Quality director

16-Defects in 6 sigma?

- 1- Looks for perfection of 100%²
- 2- Not exceed 3.4 defects per million
- 3- Less than 3.4 defects per 1004
- 4- Perfection of 80

17-Which of the following is essential to an effective Quality Council?

- A. involvement of leadership
- B. consultation of the legal advisor
- C. participation of the strategic planning committee
- D. direction from the organization's quality department

محمد الديب كاتب مسؤول

مش هفكر هختار على طول leadership هو بيقول ايه هو الأساسى عندك يخلى ال quality council دوره فعال احتا قلنا قبل كدة مش هلعب من غير الادارة علشان كدة الاجابة A منتساش ابدا

- Leadership involvment
- Leadership engagment
- Leadership commitment
- Leadership support

18-Based on the critical success factors, which of the following perspectives might be considered most important in prioritizing performance measures?

- a. Financial, community, customer, internal
- b. Financial, internal, community, innovation and growth
- c. Financial, quality, research and teaching, customer
- d. Financial, innovation and growth, customer, quality

محمد الديب كاتب مسؤول

سؤال هيتحل بالاستبعاد هو بيتكلم عن BSC و ال 4 prospective
احنا هنستبعد الى فيهم quality فى C,D
فى A,B انا هختار الى فيها ال customer لالا غنى عنه هو اساس البيزنس بتاعى
علشان كدة الاجابة A

أعجبنى رد 4



19-Complicated medication process Complicated process, over processing ,long waiting time , waste in dispensing:

- A- Six sigma
- b- Poke yoke
- c- PDCA
- d- lean

20-Based on the critical success factors, which of the following perspectives might be considered most important in prioritizing performance measures?

- a. Financial, community, customer, internal
- b. Financial, internal, community, innovation and growth
- c. Financial, quality, research and teaching, customer
- d. Financial, innovation and growth, customer, quality

21-Which of the following key healthcare issues is more problematic for ambulatory care than for inpatient care?

- A- Reimbursement for care
- B- Access to specialty care.
- C- Appropriateness of treatment setting.
- D- Quality of care provided.

محمد الدير كاتب مسؤول

المراكز الصحية المشكله التاريخيه فيها ان مش كل الخدمات الصحيه متاحه وقت ما تحتاجها علشان كده هي قائمه بشكل اساسي على التحويل للمستشفيات التخصصيه و بالتالي دايمه الخدمه مش متوفره بشكل كبير و ده الى ماشى مع Accessibility

علشان كده الاجابه B

أعجبنى رد 4



22-Which of the following is an essential component in a performance improvement report?

- A. governing body approval
- B. data analysis and display
- C. individual performance review
- D. team composition and attendance

محمد الديب كاتب مسؤول
١- البروجيك قائم و بالتالى واخذ approval
٢- الداتا و تحليل البيانات هى الى هتبيين لى وضع قبل و بعد تطبيق الحلول المقترحة و يقارن
وضعى بالtarget او الgoal يعنى هعرف ال outcome بتاعى وضعه ايه
الأصل فى total quality management اننا مش بنعمل tracking ل individual performance
قلنا اننا بنركز على البروسس او system بالتالى هنا ضرب لمبدأ الجودة من أساسه
٤- التيم و مسئولياته بتتحدد فى ال project charter قبل ما نبدأ شغل
علشان كدة الاجابة B

23-In the Balanced Scorecard, the Perspective that measures human, informational, and operational capital is:

- a. Operations/Internal.
- b. Financial.
- c. Innovation and Growth
- d. Customer

محمد الديب كاتب مسؤول
ال prospective الى من خلاله بشوف learning و growth هو innovations
أعجبنى رد 4

24-Role of quality council in performance improvements:

- A. Support of organization
- B. Monitoring team performance
- C. Establish duties and responsibilities
- D. Minutes

محمد الديب كاتب مسؤول
الراجل بيسأل عن دور ال quality counsel
فى A احتا كجودة بنحتاج الدعم من الادارة مش العكس
فى C الى بيحط الواجبات و المسئوليات فى فرق التحسين هو ال team leader
فى D مش هو طبعا المسئول عن كتابة محاضر الجلسات
انما فى B متابعة اداء الفريق كل فترة و يشوف وصلوا لفين و ايه العقبات دة دور أساسى من
أدوار اللجنة علشان كدة بتجتمع كل فترة
الاجابة B

أعجبنى رد 4

25-The primary focus of six sigma methodology is:

- A. Eliminating waste.
- B. Complying with standard.
- C. Improving patient safety.
- D. Reducing variation.

26-After Identifying membership of quality council, the next step to.

- A. Develop quality indicator.
- B. Charter project improvement teams.
- C. Identify improvement priorities.
- D. Educate members on regulatory processes.

27-Complicated medication process Complicated process, over processing ,long waiting time , waste in dispensing.

- A- Six sigma
- b- Poke yoke
- c- PDCA
- d- lean

1. D
2. C
3. C
4. C
5. B
6. C
7. A
8. A
9. C
10. D
11. D
12. A
13. D
14. B
15. A
16. B
17. A

18. A
19. D
20. A
21. B
22. B
23. C
24. B
25. D
26. C
27. D

Thank You!

