

Psych CE

Decreasing Medical Errors and Minimizing Clinical Risks

1. Which term is defined by The Institute of Medicine as the failure of a planned action to be completed as intended or the use of a wrong plan to achieve an aim?

- A. Risk management
 - B. Error prevention
 - C. Medical error
 - D. Clinical risk
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2. What is the most important step when working with a client experiencing suicidal ideations?

- A. Complete a safety plan
 - B. Complete a suicide risk assessment
 - C. Refer to a higher level of care
 - D. Create a treatment plan
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3. Research suggests that around 70% of medical errors stem from diagnostic mistakes. These mistakes can occur when healthcare providers' judgments are unconsciously influenced by mental shortcuts or preconceived patterns of thought. What is this source of error known as?

- A. Cognitive bias
 - B. Cognitive reasoning
 - C. Diagnostic uncertainty
 - D. Providers' lack of empathy
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4. Which of the following is not a potential effect of a misdiagnosis on a client?

- A. Mistrust in the provider and/or system
 - B. Confusion
 - C. Worsening condition
 - D. Successful medication results
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5. In which setting are medication errors most likely to occur?

- A. Outpatient Substance Abuse Treatment
 - B. Outpatient Community Mental Health Agency
 - C. Private Practice Setting
 - D. Mental Health Hospital
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6. Which vulnerable populations are not typically included under most states' mandatory reporting laws?

- A. Children
 - B. Elderly
 - C. Disabled
 - D. Immigrants
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7. As a mandated reporter, which of the following best describes "reasonable cause to suspect child abuse or maltreatment"?

- A. Using observations, training, and experience to suspect that a parent or legally responsible person may be harming the child or placing them in imminent danger
 - B. Noticing a bruise on a child and immediately assuming abuse without further context
 - C. Suspecting abuse only after the child verbally reports it
 - D. Reporting any argument or conflict in the household regardless of risk to the child
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8. What is considered unethical, exploitive, and harmful to the client?

- A. Boundary Crossing
 - B. Boundary Violation
 - C. Social Justice
 - D. Conflicts of Interest
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9. How is viewing a client's social media account generally regarded in terms of professional ethics?

- A. Can be entertaining
 - B. Can inform the provider on areas to address in the next session
 - C. May be unethical based on one's professional code of ethics
 - D. Helps verify they are following their treatment plan
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10. What should providers create when using social media in a professional capacity?

- A. Social Media Policy
 - B. Accept friend requests from previous clients
 - C. Solicit testimonials for their business page
 - D. Offer clinical advice to commenters
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11. When responding to unsolicited emails, what should providers be careful not to do?

- A. Ask screening questions to determine persons appropriateness for treatment
- B. Create a provider-client relationship
- C. Encourage to seek help locally

D. Politely share they are unable to help

12. What is a potential risk of texting with a client?

- A. Client Empowerment
 - B. Threats to privacy and confidentiality
 - C. Improved accessibility
 - D. Strengthening therapeutic alliance
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13. As part of informed consent, what must providers assess in their clients?

- A. Capacity to give consent
 - B. Ability to pay for treatment
 - C. Capability to commit to therapy
 - D. Risk of harm to self or others.
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14. Which information should be included on a telehealth informed consent form but is typically not required on an in-person consent form?

- A. Location of client
 - B. Number of pets owned
 - C. Emergency contact person
 - D. Contact Phone Number
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15. Why is a provider no longer bound by confidentiality if a client threatens to kill themselves?

- A. Threats are criminal and should be reported to the police
 - B. The client is in need of documentation to be admitted to hospital.
 - C. Disclosure is necessary to prevent serious, foreseeable, and imminent harm
 - D. The informed consent for said so.
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16. When delivering services across multiple jurisdictions, which of the following is not typically affected by differing state laws?

- A. Age of consent
 - B. HIPAA compliance
 - C. Records retention
 - D. Mandated reporting
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17. What is the most common error encountered in Electronic Health Records?

- A. Inadequate training
- B. Software crashes
- C. Errors can not be corrected once submitted

D. Accidentally documenting information for the wrong patient

18. Which of the following are potential effects of errors on a provider?

- A. Decreased quality of life
 - B. Improved future confidence
 - C. New learning opportunities
 - D. Increased trust with clients
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19. Anger, erosion of trust, decreased respect, or feelings of betrayal are all examples of what?

- A. Effects of error on clinician
 - B. Effects of errors on client
 - C. Effects of errors on the client-clinical relationship
 - D. Effects of errors on institution
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20. What is a part of a provider's effective coping skills after a medical error?

- A. Denying error
 - B. Addressing negative emotions
 - C. Ignoring negative emotions
 - D. Problem solving the error
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21. What is a key aspect of responding to a colleague's error?

- A. Giving them contact information of an attorney
 - B. Asking them to share the details surrounding the error
 - C. Giving them examples of other colleagues' who have made errors
 - D. Not minimizing the importance of the incident
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22. Which type of review aims to identify the underlying cause or causes of an error?

- A. Root Cause Analysis
 - B. Failure Mode Effects Analysis
 - C. Medical Error Review Analysis
 - D. Work Place Design Analysis
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23. What is defined as a psychological syndrome characterized by emotional exhaustion, depersonalization, and a reduced sense of personal accomplishment?

- A. Compassion Fatigue
 - B. Secondary Victim
 - C. Burnout
 - D. PTSD
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24. Which factor is equal to, if not greater than, unsafe medical workplace conditions in contributing to medical errors?

- A. Burnout
 - B. Insufficient training
 - C. Institutional culture of blame
 - D. Sleep deprivation
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25. What is one way to increase error reporting?

- A. computer monitoring for adverse events
 - B. anonymous adverse event reporting
 - C. increased supervision
 - D. reconciling client medication
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26. One general approach to minimizing risk across various areas is what?

- A. discharging clients immediately when their insurance lapses
 - B. checking in on clients between sessions via text or email
 - C. using the newest and emerging treatment techniques
 - D. Accurate and timely documentation
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27. Which of the following can help combat burnout?

- A. Compassion satisfaction
 - B. Mindfulness practices
 - C. Working more
 - D. Psychological health
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28. Which of the following practices helps behavioral health providers reduce risk and prevent liability?

- A. Making discharge decisions based solely on insurance coverage
 - B. Obtaining informed consent, maintaining professional boundaries, documenting sessions, and seeking supervision when necessary
 - C. Failing to reassess suicide risk when changing the level of care
 - D. Excessive self-disclosure to build rapport with clients
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29. What type of contact with a current or former client is considered unethical and may be illegal?

- A. Sexual contact
- B. Boundary Violation
- C. Being Facebook friends

D. Texting

30. What percentage of Psychiatrists (and other behavioral health providers) will experience the death of a client by suicide?

- A. 10%
 - B. 25%
 - C. 50%
 - D. 75%
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