

Psych CE

Decreasing Medical Errors and Minimizing Clinical Risks

1. The failure of a planned action to be completed as intended or the use of a wrong plan to achieve an aim is the definition of

- A. Risk management
 - B. Error prevention
 - C. Medical error
 - D. Clinical risk
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2. The first step when working with a client experiencing suicidal ideations is

- 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. One aspect that leads to diagnostic errors is

- A. Cognitive bias
 - B. Cognitive reasoning
 - C. Ignorance
 - D. Providers' lack of empathy
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4. A misdiagnoses may have all of the following effects on a client except

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

- A. Outpatient Substance Abuse Treatment
 - B. Outpatient Community Mental Health Agency
 - C. Private Practice Setting
 - D. Mental Health Hospital
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6. Most states mandatory reporting laws cover the following vulnerable populations except

- A. Children
 - B. Elderly
 - C. Disabled
 - D. Immigrants
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7. The minimum standard that must be met for a mandated reporter to make a report is

- A. Reasonable cause
 - B. When the abuse is witnessed
 - C. When the abuse is directly disclosed
 - D. When another person can corroborate the allegation
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8. Are 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. Viewing a clients social media account

- 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. Providers using social media in a professional capacity should have

- 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 replying to unsolicited emails, providers need to be aware not to

- 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
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12. Risks of texting with a client may include

- A. Client Empowerment
 - B. Threats to privacy and confidentiality
 - C. Improved accessibility
 - D. Strengthening therapeutic alliance
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13. Part of informed consent involves assessing 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. Information that should be included on a telehealth informed consent form but not 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. If a client threatens to kill themselves, a provider is no longer bound to confidentiality because

- 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 providing services in multiple jurisdictions, the clinician must be aware that laws may differ across states regarding all except

- A. Age of consent
 - B. HIPAA compliance
 - C. Records retention
 - D. Mandated reporting
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17. The most common error for Electronic Health Records is

- A. Inadequate training
 - B. Software crashes
 - C. Errors can not be corrected once submitted
 - D. Accidentally documenting information for the wrong client
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18. Effects of errors on a provider includes

- 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

- 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. Part of a provider's effective coping skills after a medical errors include

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

- 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. This type of review aims to identify an error's underlying cause or causes.

- A. Root Cause Analysis
 - B. Failure Mode Effects Analysis
 - C. Medical Error Review Analysis
 - D. Work Place Design Analysis
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23. 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. Is equal to, if not greater, the reason for medical errors as unsafe medical workplace conditions.

- A. Burnout
 - B. Insufficient training
 - C. Institutional culture of blame
 - D. Sleep deprivation
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25. One way of increasing error reporting is by providing

- 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 strategy to reduce risk across multiple areas is

- 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. Can help combat burnout.

- A. Compassion satisfaction
 - B. Spiritual Wellness
 - C. Self care
 - D. Psychological health
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28. Therapists should provide services

- A. To anyone who asks for them
 - B. To anyone who can pay for them
 - C. Only within the boundaries of their education and training
 - D. To clients who are assigned to them by their supervisor.
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29. 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
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30. 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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