Psych CE

The Psychological Impacts of Medical Errors in Healthcare

1. Which of the following is not a common example of a medical error?

A. Undertreating patients
B. Overtreating patients
C. Giving correct medications
D. Pressure ulcers

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2. What is an error of omission?

A. these errors are a result of behavior or action not taken
B. these errors are a result of behavior or action taken that is wrong.
C. these errors are a result of behavior or action taken at the wrong time
D. these errors are a result of behavior or action taken at the wrong location

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3. What is an active error?

A. an error that is caused by the medical team and not by the underlying conditions of patients.
B. errors take place by individuals who are on the front line.
C. errors that are in the system and processes.
D. when an action plan has not been completed the outcome is different than anticipated.

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4. Medical errors are the ____ leading cause of death in the United States

A. 1st
B. 2nd
C. 3rd
D. 4th

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5. All of the following but one are commonly misdiagnosed conditions. Which does not belong?

A. Cancer-related issues
B. Neurological-related issues
C. Cardiac-related issues
D. Mental health related issues

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6. How many errors occur in surgery in the United States each year?

A. 4000
B. 5000
C. 6000
D. 7000

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7. What percentage of medical bills have an error in them?

A. 60%
B. 70%
C. 80%
D. 90%

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8. How many patients die every year from medical errors?

A. 1000-3000
B. 4000-6000
C. 7000-9000
D. 10000-12000

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9. All of the following but one are common reasons why medication errors occur in psychiatric hospitals. Which does not belong?

A. Patients refuse to accept their medications
B. Lack of supervision
C. Stressful environment
D. Communication issues

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10. All of the following but one diagnosis is commonly associated with protective physical restraints in psychiatric facilities. Which does not belong?

A. Schizophrenia
B. Schizoaffective disorder
C. Bipolar disorder
D. Depression

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11. What percentage of professionals report sorrow after they are the provider involved in a medical error?

A. 25%
B. 45%
C. 70%
D. 85%

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12. Which of the following is not a question patients should be sure to ask their doctor when they accept a new medication?

A. How long should I take this for?
B. Is there anything else I can take instead?
C. Is this medication safe with my lifestyle?
D. What is this medication for?

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13. Which of the following is a way to confirm a patient's identity?

A. Ask for their name
B. Ask for their date of birth
C. Ask for their name and date of birth?
D. There is no need to confirm identity

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14. What does a CRP stand for?

A. Communication and Resolution Program
B. Crisis and Resolution Program
C. Compatability and Response Plan
D. Communication and Reliability Plan

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15. How quickly should an error be reported after it occurs according to a CRP?

A. 20 minutes
B. 30 minutes
C. 40 minutes
D. 60 minutes

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16. All of the following but one are a commonly used tool for analyzing healthcare errors

A. Root Cause Analysis
B. Sharp and Blunt End Evaluation
C. Communication and Response Plan
D. Failure Mode and Effects Analysis

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17. What percentage of patients report being hesitant to voice their concerns with medical professionals?

A. 20-40%
B. 40-60%
C. 50-70%
D. 70-90%

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18. Which of the following is a way to notice that a patient feels uncomfortable in a medical situation

A. They are looking for the door
B. They said they are fine
C. They say "I feel different"
D. They appear cheerful

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19. All of the following but one is a way to notice that a medical professional may not be establishing a strong patient-provider relationship. Which does not belong?

A. They ignore the gender pronouns given
B. They fail to identify a working diagnosis or set of symptoms
C. They say "you look okay to me"
D. They really listen to the patient and spend time with the patient understanding their struggle

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20. SBAR is a handoff tool that professionals should be trained to. It is an acronym. What does it stand for?

A. Situation: Background; Assessment; and Refer
B. Situation: Background; Assessment; and Recommend
C. Situation: Background; Analysis; and Refer
D. Scenario; Background; Assessment; and Refer

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