

# 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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