

Sample - Exercise 2

1. There are four types of measures in quality improvement work to help experts understand if the changes they make are true improvements: balancing, outcome, process and structural. **Which of these statements about the four measure types is FALSE?**
 - a. Outcome measures explain whether the change is helping to achieve the stated aim
 - b. Process measures explain whether a change was accomplished and having the intended effect
 - c. Structural measures indicate whether the pre-conditions that are established are more likely to result in effective processes and better outcomes
 - d. Balancing measures make sure that changes aren't causing new problems
 - e. None

2. The Model for Improvement is a simple and powerful tool for accelerating improvement that underlies all of QI work. The model seeks to set aims, establish measures and select changes to test by asking three fundamental questions.

Which of these is NOT one of the three fundamental questions in the Model for Improvement?

- a. What are we trying to accomplish?
 - b. How will we know if a change is an improvement?
 - c. Who are we trying to change?
 - d. What changes can we make that will result in improvement?
3. **What is the name of the quality improvement cycle we use to test and implement change?**
 - a. Plan-Study-Do-Repeat (PSDR)
 - b. Plan-Do-Study-Act (PDSA)
 - c. Try-Observe-Act-Duplicate (TOAD)
 - d. Plan-Do-Check-Act (PDCA)

Indicator

- Incidence rates of selected communicable diseases (Rate per 100,000 population)--Hepatitis A
- Incidence rate of primary and secondary Syphilis cases (per 100,000 population)
- Incidence rate of Gonorrhea cases (per 100,000 population)
- Incidence rate of Tuberculosis (per 100,000 population)
- Percent of California Children's Services (CCS) clients with Type I diabetes who required hospital admission for diabetes
- Rate of persons diagnosed with HIV infection in Los Angeles County (per 100,000 population)
- Percent of households that have developed an emergency plan
- Percent of women who drink during pregnancy
- Percent of current youth smokers in Los Angeles County
- Percent of Los Angeles County adults who engage in 30 minutes of moderate physical activity 5 or more days per week
- Percent of adults who consume 5 or more servings of fruits and vegetables each day
- Infant mortality rate (per 1000 live births)
- Number of domestic animal cases of rabies based on reports to VPH and ACDC

Performance Measure

- Percent of Salmonellosis cases that are assigned for investigation within one working day of notification
- Percent of primary and secondary syphilis cases who received treatment within 14 days of assignment
- Percent of Gonorrhea cases seen at DPH STD clinics who received treatment within 14 days from specimen collection
- Percent of newly diagnosed pulmonary TB 3s and 5s, excluding B1 referrals, who have any contacts elicited.
- Percent of CHDP physicians who are board certified in pediatrics, family medicine, or internal medicine
- Number of HIV/AIDS cases reported
- Percent of contractors required to have both an evaluation plan and a quality management plan that have both plans approved
- Percent of DPH staff who have ever completed all of the mandatory level 1 courses in the Public Health Employee Emergency Readiness Framework 5
- Percent of women discharged with positive compliance from perinatal day care treatment program
- Number of persons requesting tobacco cessation assistance from the CA Smokers' Helpline
- Number of participants at presentations on obesity prevention and healthy lifestyle interventions provided to targeted groups
- Number of nutrition briefs produced
- Number of interventions to improve birth outcomes identified through analysis of the LA HOPE and LAMB surveys.
- Number (total) of reported human animal bites based on bite case reports in bite report database

1. Correct Answer: e = None

All of the descriptions for the four types of measures are correct. Collectively, the measures help those using quality improvement methods to know if they have been successful.

2. Correct Answer: C. Who are we trying to change?

The Model for Improvement is designed to address change at the system-level, not the individual-level.

The first part of the model consists of 3 fundamental questions, which can be addressed in any order:

- What are we trying to accomplish? (setting aims)
- How will we know if a change is an improvement? (establishing measures)
- What changes can we make that will result in improvement? (selecting changes to test)

3. Correct Answer : B. Plan-Do-Study-Act (PDSA)

As part of the Model for Improvement, Plan-Do-Study-Act (PDSA) cycles are used to rapidly test and implement changes in real work settings by planning a change, trying the change, observing the results and acting on what is learned. The PDSA cycle guides the test of a change to determine if the change is an improvement.