Medical Errors-Mistake Proofing the Design of Health Care Processes

Multiple Choice
Identify the choice that best completes the statement or answers the question.

1. In the health care profession, it is critical to work toward elimination of mistakes, because errors in this field can be very serious and can lead to serious harm or death.
   A. True
   B. False

2. Mistake-proofing is the use of process or design features to prevent errors or the negative im pact of errors, and it offers solutions that can be directly implemented to reduce the number of errors and create new ways to think about mitigating human error.
   A. True
   B. False

3. Which of the following is an accurate statement regarding errors of intent vs. errors in execution in regard to human error?
   A. The process humans use to take actions includes determining an action and executing the intent of the action
   B. Slips are errors resulting from deliberations that lead to the wrong intention
   C. Mistake-proofing requires that the correct intention be known well before the action actually occurs
   D. Errors are divided into three types, based on how the brain controls actions, and these include skill-based, rule-based, and conscious based actions

4. All of the following are accurate statements regarding knowledge in the head versus knowledge in the world and how it relates to the field of medicine EXCEPT?
   A. Knowledge in the head is information contained in human memory while knowledge in the world is information provided as part of the environment in which a task is performed
   B. Historically, medicine has focused on improving knowledge in the world, and a comprehensive and elaborate mental model of physiology is an example of knowledge in the world
   C. Knowledge can be put in the world by providing cues about what to do, and this is accomplished by embedding the details of correct actions into the physical attributes of the process
   D. Mistake-proofing is one way of putting knowledge in the world

5. Humans tend to do well when performing both moderately broad and moderately deep task structures that allow for a great number of choices and many alternatives for each choice.
   A. True
   B. False

6. Mistake_____ identifies process errors found by inspecting the process after actions have been taken.
   A. Notification
   B. Outcome
   C. Prevention
   D. Detection

7. A setting function is the mechanism for determining that an error is about to occur (prevention) or has occurred (detection) and it differentiates between safe, accurate conditions and unsafe, inaccurate ones. Which of the following is an example of the physical setting function?
   A. Checking to ensure that the attributes of the product or process are correct and error-free
   B. Checking the precedence relationship of
   C. Checking to ensure that matched sets of resources are available when needed or that the correct number of repetitions has occurred
   D. Determining and ensuring that information

the process to ensure that steps are conducted in the correct order

required in the process is available at the correct time and place

8. During mistake detection, the process is stopped before mistakes can result in incorrect actions or omissions, while during mistake prevention, the process is stopped immediately after an incorrect action or omission is noticed.
   A. True
   B. False

9. All of the following are important considerations in preventing the influence of mistakes EXCEPT:
   A. Preventing the influence of mistakes means designing processes so that the impact of errors is reduced or eliminated
   B. While doing things right the first time is still the goal, effortless error corrections can often be nearly as good as not committing errors at all
   C. Correcting errors can be accomplished through planned responses to error or the immediate reworking of processes
   D. "Natural mapping" means separating an error-prone activity from the point at which the error becomes irreversible

10. In service operations, mistake-proofing is needed for both the person providing the service and the person receiving the service. For example, in home health care, patients knowing the location of their charts enables health care providers to access these charts easily to ensure that the care they are planning to provide is correct and appropriate.
    A. True
    B. False