

**Study Questions—Module 4**  
**Process-of-Care Investigation**

- 1. Which of the following is NOT an activity in the Process-of-Care investigation?**
  - A. Identify care behaviors related to the target outcome that "should be done"
  - B. Review and analyze actual care provided to patients that produced the target outcome results
  - C. Determine specific aspects of care provision to change (or reinforce)
  - D. Train clinical staff in care provision
  
- 2. One benefit of the Process-of-Care investigation is that an agency can focus on aspects of care delivery that are within an agency's control.**
  - A. True
  - B. False
  
- 3. Reviews of successful Process-of-Care investigations reveal this common characteristic—they:**
  - A. Draw quick conclusions
  - B. Focus on patient care
  - C. Involve only management staff
  - D. Question data accuracy
  
- 4. Agencies successful in enhancing outcomes using OBQI tend to conduct the process-of-care investigation and implement a plan of action within approximately:**
  - A. Two weeks of receiving their outcome report
  - B. One month of receiving their outcome report
  - C. Three months of receiving their outcome report
  - D. Six months of receiving their outcome report

Study Question Answers—Module 4  
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1. D
2. A
3. B
4. B