

Study Questions—Module 8
Training Agency Staff

- 1. Different agency staff members will have unique training needs. Those who need to learn about OBQI outcome enhancement activities include:**
 - A. The management group
 - B. Quality improvement personnel
 - C. Clinical staff
 - D. Clinical records staff
 - E. All of the above
 - F. Only B, C, and D

- 2. Which of the following is NOT an overall training goal:**
 - A. Understand how to implement outcome enhancement activities
 - B. Develop staff understanding and involvement in outcome enhancement activities
 - C. Identify specific staff members' responsibilities
 - D. Develop the action plan
 - E. Instill a focus on patient care improvement throughout the agency

- 3. In planning the training program, trainers should be aware that if the agency's current approach to quality monitoring does not include continuous quality improvement concepts, the learning curve of staff in understanding and accepting outcome enhancement activities will be longer.**
 - A. True
 - B. False

Study Question Answers—Module 8
Training Agency Staff

1. E
2. D
3. A