

Multiple Choice

1. The patient needs an immediate referral to a cardiologist. Continuity of care and patient safety are enhanced by all of the following EXCEPT:
 1. Sharing detailed information with the cardiologist
 2. Withholding the reason for referral from the patient to decrease fear
 3. Using a structured handoff procedure
 4. Reconciliation of medications

ANS: 2

Chapter: Chapter 13-Health-Care Team Collaborative Patient-Safe Communication Strategies

2. System inputs within the nursing work system include all EXCEPT:
 1. Organizational management
 2. Human abilities
 3. Work environment
 4. External environment

ANS: 2

Chapter: Chapter 12-Patient Safety Communication Risk Factors in Nursing Work Systems

3. In Reason's accident causation theory, the unsafe acts committed by health-care providers are termed:
 1. Latent conditions
 2. Personal failures
 3. Active failures
 4. Error-provoking conditions

ANS: 3

Chapter: Chapter 12-Patient Safety Communication Risk Factors in Nursing Work Systems

4. Unsafe acts include all EXCEPT:
 1. Attention failures
 2. Memory failures
 3. Violations
 4. Latent conditions

ANS: 4

Chapter: Chapter 12-Patient Safety Communication Risk Factors in Nursing Work Systems