Medical Error Prevention and Safety for CNAs & HHAs

1) The definition of a medical error is:
   a) Any mistake by a health care professional.
   b) A delay in treating a client.
   c) A preventable adverse effect.
   d) Making the same mistake twice.

2) A medical error is not:
   a) Being late with a treatment.
   b) Failing to complete a task on time.
   c) Lacking the knowledge need to do your job.
   d) Any mistake by a health care professional.

3) The four causes of medical errors are:
   a) Lack of common sense, poor planning, inattentiveness, and ignorance.
   b) Poor judgment, poor communication, lack of knowledge, and apathy.
   c) Stress, lack of knowledge, poor planning, and lack of concern.
   d) Poor communication, poor judgment, lack of knowledge, and stress.

4) The basic cause of medical errors is:
   a) Failure to use appropriate levels of attention, knowledge, and planning.
   b) Failure to report a medical error immediately.
   c) Failure to use the proper level of care and concern.
   d) Failure to determine and act upon a client’s needs.

5) The most important rule of good communication is:
   a) Good communication means well written documentation.
   b) Good communication means good documentation.
   c) Good communication is objective.
   d) Good communication is clear and well thought out.

6) Poor judgment means that:
   a) The health care professional did not exercise reasonable caution.
   b) The health care professional ignored important information.
   c) A reasonable, sensible health care professional would not have made the error.
   d) A reasonable, sensible health care professional would have made a better plan.

7) As a health care professional, you are expected:
   a) To have the knowledge needed to perform your job.
   b) To have the knowledge to handle any situation.
   c) To have the knowledge needed to work with any client.
   d) To have the knowledge needed to assess any situation.

8) Ways to improve your judgment include:
   a) Asking for help and reading at home.
   b) Asking for help and being attentive.
   c) Taking on new situations and asking questions.
   d) Using common sense and asking questions.
9) Two ways of dealing with stress are: 
   a) Slowing down and understanding what an error is. 
   b) Trying to be perfect and working hard. 
   c) Working faster and being conscientious. 
   d) Denying the stress and taking a break.

10) The best response if you have made a medical error is to: 
    a) Report it immediately. 
    b) Don’t tell anyone. 
    c) Learn from your mistake. 
    d) Confide with a co-worker