Supplementary online appendix 6, QI MOOC

QI Knowledge questions and answers

Purpose	Question	Options	Correct answer
1. Summary context of need for QI	Gaining a deeper and wider understanding of Quality Improvement is increasingly important because…	a. Delivery systems are complex. b. Clinical knowledge is advancing rapidly. c. Patients and families expect better care. d. However rich a country there is a finite limit on resources that can be allocated to healthcare e. All of these	e
2. To know the Institute of Medicine (IOM) definition of quality	Quality of healthcare is a wide ranging concept that should always include the consideration of…	a. Safety alone b. The cost c. Only effectiveness and efficiency d. Safety, timeliness, effectiveness, efficiency, equity and person centred aspects of care e. Just the speed of treatment according to best medical practice	d
3. To know the Plan, Do, Study, Act (PDSA) cycle underpins all methods	Quality improvement methods have various components the one seen in all is…	a. The Plan Do Study Act cycle b. Co-production with patients c. 30_60_90 day routine d. pattern recognition e. all of these	a
4. To know a combination of measures is needed	The following measurement system will ensure that the team know that change is improving the system or not…	a. A previous years baseline b. Time ordered run charts c. Staff experience of doing work differently d. Patient experience feedback e. All of these	e
5. To refresh their minds of what is needed to understand formal system are a small part of success	The patient voice is vital when we are redesigning approaches to care. The following prevent us hearing what they say…	a. Ensuring patients stories are part of our work b. Should be undertaken by a small sub set of the team c. Using formal reporting systems d. Developing an inclusive approach e. Building in regular feedback to everyone	c
6. To know that leadership is local and distributed	Which of the following statements are correct?	a. A senior leader must give permission b. There is always a financial cost to improvement c. Leadership is focused in senior team members d. Patients can be effective leaders of improvement e. Learning comes from report writing and publication	d

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7. To know the place and character of this approach to systems understanding	The lens of profound knowledge…	a. is used at the end of an improvement project b. rarely enables an immediate single solution to be clear c. should be undertaken by a small sub set of the team d. is a swift task after some changes have been tested e. is only useful in technical process change	b
8. To know the principles of a good measurement strategy	Measurement for improvement strategies always include…	a. examples of process, outcome and balancing measures b. outcome measures are all that is needed c. data that enables you to calculate p values and other evaluative statistics d. process measures alone will be sufficient e. a focus on reporting any data you have to leaders only and not to the team	a
9. To know the role of systems modelling in a QI project	We build mathematical and computer simulation models to…	a. to imitate the operation of a care system very precisely b. to predict with great accuracy what the changes will do in real life c. as part of every QI project d. to evaluate the likely impact of change on patients, staff and systems e. all of these	d
10. To be able to tell the difference between analytical and computer simulation models	Analytical (mathematical) models…	a. typically contain a lot of more detail than computer simulation models b. typically require fewer simplifying assumptions than computer simulation models c. in general better suited in projects where we have good reasons not to include a lot of organisational detail d. are worse the computer simulation models e. all of these	c
11. To know the components of good leadership	Sustaining an improvement developed through testing and learning will not be supported if…	a. it is incompatible with the values of the organisation b. the impact of the change on patients and staff is not well known c. the new way is more difficult than the old way d. leaders don't promote and recognise the effort taken e. all of these	e
12. To know the necessary approaches to spread	Spreading your improvement idea is more likely…	a. with a large pilot project b. when teams are involved early and can adapt if necessary c. with hard work you will make sure it spreads d. if you don't worry about local context, it is not relevant e. if the learning is put in a policy and implemented	b