1. The No. 1 reason negative outcomes of near misses are avoided in healthcare is:
   a. accreditation of a hospital by the Joint Commission
   b. routine safety checks in all facility departments
   c. ongoing inservices on new or changed procedures
   d. fortunate circumstances or luck

2. Unusual occurrence reporting:
   a. requires the same documentation as an incident
   b. should be reported as a punitive process
   c. provides the healthcare team with insight into processes for prospective improvements
   d. always provides quality improvement

3. In the scenario describing the woman who fractured her hip due to a defective toilet seat, which party should have been part of the hospitalwide quality improvement?
   a. the toilet seat vendor
   b. the hospital engineering department that installed the toilet seat
   c. nurses caring for the patient
   d. the charge nurse of the unit

4. According to the 1999 IOM report, “To Err Is Human,” under-reporting of adverse patient outcomes annually is estimated to range from:
   a. 20 percent to 30 percent
   b. 40 percent to 50 percent
   c. 60 percent to 75 percent
   d. 50 percent to 90+ percent

5. An error that results in “resident pathogens” and is thought to be a result of a faulty design, procedure or management is referred to as what kind of error?
   a. latent
   b. workaround
   c. active
   d. indirect

6. In the scenario where the nurse bypasses the procedure for obtaining medication for a patient receiving end-of-life care and the patient dies, what action could have prevented this outcome?
   a. nothing could have prevented the outcome because no error was committed
   b. the angry relative should not have been told the reason for the delay
   c. the nursing home and the hospice should not have a time limit for medication delivery written in the policy
   d. the contractual agreement with the nursing home and hospice needs to be re-evaluated

7. In the scenario of the student nurse who does not know how to document the assessment, she was instructed to complete by her preceptor, the best action to ensure the student’s lack of knowledge does not result in a near miss is which of the following?
   a. the preceptor should teach the student how to document the assessment
   b. the preceptor should discuss this lack of knowledge by the student to her instructor or the dean so this knowledge gap can be remedied for all students in the program
   c. the preceptor should tell the student to learn how to document from her peers on the unit
   d. the preceptor should tell the student to look at another patient record and follow those guidelines

8. In the scenario where the staff is not following correct infection control policy with an isolated patient, including a private-duty attendant refusing to use PPE because he is “immune” to the infection, which action should be avoided?
   a. notify the infection control nurse to speak to the private-duty worker
   b. inform all licensed and non-professional staff and the private-duty worker this is a mandatory procedure if the behavior continues, it will be documented and action taken
   c. suggest to the infection control nurse it might be time for a refresher course on PPE
   d. assign only RN staff to the patient

9. If a nurse disregards a procedure for passing meds and a medication error results, this is known as what kind of error?
   a. latency
   b. passive
   c. workaround
   d. operator

10. In any of the scenarios discussed in the article, to avoid further near misses, the first action to record the incident and direct it to:
    a. risk manager at the facility
    b. regulatory officials
    c. person(s) involved in the situation
    d. the Joint Commission

**Evaluation**

1. I can define what a near miss is in healthcare.
   a. strongly agree
   b. agree
   c. neutral
   d. disagree
   e. strongly disagree

2. I can evaluate methodologies that assist healthcare workers to proactively identify near misses.
   a. strongly agree
   b. agree
   c. neutral
   d. disagree
   e. strongly disagree

3. I can recognize near misses in nursing practice for improvements in mortality and morbidity of patients.
   a. strongly agree
   b. agree
   c. neutral
   d. disagree
   e. strongly disagree

4. The objectives relate to the overall goal of the article.
   a. strongly agree
   b. agree
   c. neutral
   d. disagree
   e. strongly disagree

5. The article is well-written and logically organized, and defines terms adequately.
   a. strongly agree
   b. agree
   c. neutral
   d. disagree
   e. strongly disagree

6. In the scenario where the staff is not following correct infection control policy with an isolated patient, including a private-duty attendant refusing to use PPE because he is “immune” to the infection, which action should be avoided?
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