1. At the 2002 panel discussion, “Keeping Health Care Quality on the Policy Agenda,” the panelists agreed:
   a. consumers were well-informed about the quality of care in the U.S.
   b. there was a scarcity of information about healthcare quality for consumers to access
c. consumers believe too much emphasis on healthcare quality is directed to seniors
d. consumers want to know they can access care at the time they need it; quality is not a priority

2. At the same 2002 panel discussion, Trudy Lieberman said the perception of Americans about healthcare was all of the following EXCEPT:
   a. healthcare in the U.S. is the best in the world
   b. universal healthcare might be a way to cut healthcare costs
   c. physicians are almost always right
d. more is always better when it comes to healthcare

3. The poll about healthcare quality in America released in 2011 by the Robert Wood Johnson Foundation revealed:
   a. Most Americans rated healthcare quality above average.
   b. Consumers said the quality of care they received was better than what they think other Americans received.
c. More and more consumers were selecting their clinicians from Internet data.
   d. Consumers believe there are widespread healthcare disparities among those with ethnic and racial differences.

4. The primary function of patient navigators is to:
   a. help patients eliminate the barriers for patients in accessing healthcare
   b. validate the patient’s insurance and assist with completing admission procedures
c. assist the patient’s assigned case managers in hospitals/clinics
   d. be available for clinician appointments to clarify information for all patients

5. Which of the following statements is accurate about how clinicians view consumer engagement?
   a. Most clinicians do not welcome sharing treatment plans with their patients.
   b. Consumer advocacy groups are usually welcome by clinicians.
c. Clinicians are convinced transparency about adverse events is positive.
   d. Most clinicians are comfortable sharing knowledge with patients/families.

6. The Affordable Care Act (ACA):
   a. was enacted into federal law in March 2010 and will be implemented through 2014
   b. was struck down as unconstitutional by the Supreme Court in June 2012
c. does not include states that have already implemented healthcare reform legislation
d. does not include Medicare and Medicaid recipients

7. The proposed outcome of the CMS pilot program, the Community-Based Care Transitions Program, under the ACA is to:
   a. better educate patients with chronic diseases
   b. cut down on hospital readmissions for those with chronic diseases
c. reduce the number of patients admitted to LTCs
   d. reduce hospital morbidity and mortality rates for the elderly

8. Most consumers choose their primary physician/clinician based on:
   a. previous experience or word of mouth
   b. a hospital’s online referral service
   c. comparative quality data
d. checking data to make sure the clinician has never been sued for malpractice

9. In patient-centered medical homes, an ACA alternative healthcare delivery model:
   a. electronic technology is expected to promote consumer engagement
   b. the primary care physician directs the care
   c. there are no referrals to other physicians
   d. the primary care physician will make house calls

10. The most important role for nurses in consumer engagement is to:
    a. become a patient navigator
    b. teach patients how to compare quality data
c. assess patients about their self-managed care and proceed accordingly
d. provide educational resources for patients, according to their disease or condition

**Evaluation**

1. I can compare and contrast how the American public has viewed healthcare quality over the past 2 decades.
   a. strongly agree
   b. agree
   c. neutral
d. disagree
   e. strongly disagree

2. I can discuss consumer engagement as it relates to healthcare quality.
   a. strongly agree
   b. agree
   c. neutral
d. disagree
e. strongly disagree

3. I can identify two reasons why patient navigator programs are successful.
   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

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**EVALUATION**

1. A B C D E
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- MRI/CT
- Nursing/Clinical Informatics
- Occupational Health
- Office
- Oncology
- OR/SCU
- Orthopedics
- Pediatrics
- Psychiatric
- Public Health
- Rehab
- Research
- Sales/Marketing
- School Nurse
- Student
- Subacute
- Support Staffing
- Travel Nursing
- Urg/CQA