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Nursing ANCC - Nurse Executive Advanced Certification (NEA-BC) Sample Questions (Q212-Q217):

NEW QUESTION # 212

There is an increase of the number of patients readmitted within 30 days of release from cardiac. What will the case manager need to do?

- A. Review the patient cases.
- B. Refer to another physician.
- C. Change care teams.
- D. None of the above.

Answer: A

Explanation:

When there is an observed increase in the number of cardiac patients being readmitted within 30 days of their initial release, it is crucial for the case manager to undertake a thorough review of these cases. This review process is essential to determine underlying causes of readmissions, which can range from issues related to the initial hospital stay, the discharge process, post-discharge care, patient non-compliance to medication or therapy, or even chronic conditions that might not have been fully addressed.

The case manager's first step should involve collecting and analyzing data specific to these readmitted patients. This may include reviewing their medical records, treatment plans, discharge instructions, and follow-up compliance. The case manager should look for patterns or common factors among the cases, such as premature discharge, inadequate post-discharge support, or unclear instructions given to the patients upon discharge.

Engaging with the healthcare providers who attended to these patients is also crucial. This interaction can help identify if there were any lapses or inconsistencies in the care provided. Feedback from patients and their families can also provide insights into possible challenges they faced in managing their health post-discharge.

Based on the findings from these reviews, the case manager can then work with the healthcare team to implement necessary changes. These changes might include improving communication processes, enhancing the discharge planning procedure, increasing the frequency or intensity of follow-up care, or providing additional patient education about managing their health condition.

This proactive approach not only helps in identifying the root causes of readmissions but also aids in developing strategies to prevent future occurrences. Ultimately, this contributes to better patient outcomes, reduces unnecessary healthcare costs, and improves overall patient satisfaction and trust in the healthcare system.

NEW QUESTION # 213

A new nurse is stopped before administering the wrong dose of medication to a patient. What is the correct action?

- A. Create an action plan.
- B. Give the nurse a warning.
- C. Report the nurse to the appropriate authority.
- D. Assign a mentor.

Answer: A

Explanation:

In the scenario where a new nurse is stopped before administering the wrong dose of medication to a patient, the most appropriate and constructive response is to create an action plan. This decision is made with the aim of addressing and rectifying the underlying issues that led to the mistake, rather than merely punishing the nurse.

Why an Action Plan? The primary goal of an action plan is to facilitate improvement and prevent future errors. It serves as a tailored developmental guide for the nurse, focusing on specific areas that require attention. By analyzing what went wrong in this particular incident, the action plan can include steps such as additional training on medication dosages, more rigorous checks before administering medication, or even simulations and practical assessments to reinforce learning.

An action plan is constructive as it not only highlights the areas needing improvement but also provides a structured path to achieve these improvements. It encourages a culture of safety and learning, rather than fear of retribution, which can lead to underreporting of mistakes or avoidance behaviors that are not conducive to personal or professional growth.

Moreover, creating an action plan is a proactive approach. It involves both the nurse and the supervisory staff in a dialogue about performance and safety standards. This can increase the nurse's awareness and understanding of the importance of correct medication administration and the potential consequences of errors. It also reinforces the institution's commitment to upholding high standards of care and patient safety.

Alternative Actions and Their Limitations: 1. **Giving a warning** might address the immediate issue but does little to prevent future errors or ensure competency improvement. It might also negatively impact the nurse's morale and confidence. 2. **Reporting the nurse to the appropriate authority** can be necessary in cases of gross negligence or repeated errors, but in this instance, where the error was intercepted and appears to be a one-off, it might be excessively punitive and not educational. 3. **Assigning a mentor** could be a supportive step but should ideally be a part of a broader action plan. Mentorship alone may not address all specific areas needing improvement without a structured approach.

In conclusion, while each of these responses has its merits, creating an action plan is the most holistic and effective approach in this scenario. It not only aims to correct the immediate error but also equips the nurse with the necessary skills and knowledge to perform safely and competently in the future. This approach supports the overall goal of healthcare settings to provide safe, effective, and high-quality patient care.

NEW QUESTION # 214

A nurse executive is speaking at a public forum. A member of the audience asks a long question related to his own health. How should the nurse executive respond?

- A. Dismiss the question quickly and ask move on to other questions
- B. Answer the question as fully as possible based on what the individual has said
- C. Give a general response and offer to discuss the topic in private after the meeting
- D. Inform the individual that it is not possible to discuss personal health issues in public

Answer: C

Explanation:

When a nurse executive is presented with a personal health-related question at a public forum, the response must be carefully considered. It is important to remember that discussing specific personal health details in a public setting is not appropriate due to privacy concerns and the sensitive nature of medical information. Moreover, the nurse executive may not have all the necessary information to provide a comprehensive answer, as a proper medical consultation requires a private setting and possibly access to the individual's medical history and other relevant data.

However, it would also be inappropriate and unprofessional for the nurse executive to ignore or dismiss the question outright. Such an approach could be perceived as rude or uncaring. Therefore, the most suitable response involves a balance between respect for the individual's concerns and adherence to professional and ethical standards.

The recommended approach is for the nurse executive to provide a general response that addresses the topic broadly, without delving into specifics that would typically require confidentiality. For example, if asked about a specific condition or treatment, the nurse might briefly describe common practices or general advice concerning the condition but avoid any personalized medical advice.

Following the general response, the nurse executive should offer to discuss the matter privately after the forum. This allows the individual to receive the attention they need in a setting that respects their privacy. Additionally, it ensures that the audience's time is respected, keeping the forum focused on its general agenda.

This strategy not only protects the privacy and dignity of the individual asking the question but also maintains the professionalism and focus of the public forum. It demonstrates the nurse executive's commitment to both public engagement and individual patient care, upholding the standards of the nursing profession in a public leadership role.

NEW QUESTION # 215

An action plan based on a root cause analysis requires all except which of the following?

- A. Identify the individual responsible for implementing the action plan.
- B. Determine reported sentinel and critical events.
- C. Determine reported Failure Mode and Effects Analysis.
- D. Identify the process of analysis.

Answer: D

Explanation:

An action plan based on a root cause analysis is a structured approach to addressing and mitigating problems identified in various operational or project scenarios. The purpose of an action plan is to outline specific steps to prevent future occurrences of the identified issues. To construct an effective action plan, several key elements must be included:

1. ****Identify the individual responsible for implementing the action plan:**** It is crucial to specify who will be in charge of executing the action plan. This ensures accountability and clarity in roles and responsibilities. The designated individual will oversee the implementation process, manage resources, and ensure that the steps outlined in the action plan are executed within the set timelines. By clearly identifying this individual, organizations can avoid ambiguity and confusion, promoting a more efficient and effective response to the issues.
2. ****Identify necessary changes and how these changes will be implemented:**** The action plan should detail the specific changes required to address the root causes identified during the analysis. This includes outlining what needs to change, how these changes will be implemented, and the resources required. It is also beneficial to set clear goals and objectives for each change, which will help in measuring the effectiveness of the action plan post-implementation.
3. ****Determine reported sentinel and critical events:**** Understanding and documenting the incidents that triggered the root cause analysis is essential. These events, often referred to as sentinel or critical events, are the occurrences that highlighted underlying issues in the system or process. By clearly stating these events in the action plan, organizations can ensure that the measures implemented directly address these significant concerns.
4. ****Determine reported Failure Mode and Effects Analysis (FMEA):**** If an FMEA was conducted, the findings from this analysis should also be incorporated into the action plan. FMEA helps identify potential failures in processes and the possible effects of these failures. Including this analysis in the action plan ensures a comprehensive approach to tackling all possible angles of the problem and prevents future failures.

In conclusion, a robust action plan based on root cause analysis is not merely about identifying what went wrong; it also involves clearly defining the roles, responsibilities, and specific steps needed to make systemic improvements. By addressing these key areas,

organizations can enhance their resilience, reduce risks, and improve overall efficiency.

NEW QUESTION # 216

Root Cause Analysis would be best defined as which of the following statements?

- A. Root Cause Analysis is not often used in the healthcare field.
- B. None of the above
- C. RPC is defined as Root Cause Analysis.
- **D. A structured method that is used in order to analyze a serious adverse event.**

Answer: D

Explanation:

Root Cause Analysis (RCA) is fundamentally a structured method aimed at identifying the underlying reasons or "root causes" of a serious adverse event. The purpose of RCA is not just to address the immediate issue but to uncover the deeper problems that prevent similar issues from recurring. Here's a more detailed breakdown:

****Understanding Root Cause Analysis (RCA)**:** RCA is designed to go beyond superficial causes and address the underlying factors that contribute to an issue. It typically involves several steps, including defining the problem, collecting data, identifying possible causal factors, identifying the root cause(s), and recommending and implementing solutions.

****Methodology**:** The process is systematic and often involves a team that looks at all contributing factors to a failure or adverse event. This team might use tools such as the "Five Whys" technique, where a question is asked repeatedly (Why did this happen?) until the root cause is identified, or a cause-and-effect diagram (also known as a fishbone diagram) which helps map out the main causes and sub-causes leading to an effect.

****Application in Healthcare**:** In healthcare, RCA is particularly crucial because it helps prevent incidents that could adversely affect patient safety, treatment outcomes, and hospital operations. It's used widely not just to address compliance and improve systems but also as a proactive tool to prevent incidents before they occur.

****Collection of Data**:** The RCA process involves gathering detailed, accurate data regarding what occurred during the adverse event. This data collection phase is critical as it ensures that the analysis is based on reliable information, leading to more effective solutions.

****Reconstruction of the Event**:** Part of RCA involves reconstructing the adverse event as it happened, based on the data collected. This step is crucial for understanding the sequence of events and the context in which the adverse event occurred, which are key to identifying the root cause.

****Outcome of RCA**:** The end goal of RCA is not just to identify what went wrong, but to develop a set of actions that prevent recurrence, improve systems, and enhance operational protocols. These actions could be changes in procedures, training, maintenance, design, or even in organizational structure.

****Continuous Improvement**:** RCA is part of a broader commitment to continuous improvement. By regularly applying RCA, organizations can cultivate a culture of transparency and learning, where mistakes are openly analyzed not for assigning blame, but for improving overall performance and safety. In summary, Root Cause Analysis is a structured method used to analyze serious adverse events by identifying their root causes and implementing solutions to prevent future occurrences. It is a critical tool in many fields, especially in healthcare, where it contributes significantly to improving patient care and safety.

NEW QUESTION # 217

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