



## *Decreasing Dialysis Patient-Provider Conflict (DPC) Toolbox Training Program*

### *Session 5-Step III: Quality Improvement*

Please complete this evaluation and return it to the appropriate Network no later than, **Wednesday, May 19, 2010**.

1. **Define Quality Improvement (QI)?** (Choose only one answer)
  - A method to provide quality healthcare by improved patient outcomes.
  - A method of measure to reduce medical errors.
  - A method of planning and implementing continuous improvements in systems or processes.
  - A method of tracking and measuring performance indicators.
  
2. **What Quality Improvement Model does Networks #17 & #18 use?** (Choose only one answer)
  - Model for Improvement PDSA.
  - Model for Improvement PDAS.
  - Model for Improvement PSAD.
  - None of the above.
  
3. **Why use Quality Improvement in Decreasing Patient-Provider conflict?** (Choose only one answer)
  - To collect data related to conflict
  - To provide trending analysis of conflict.
  - To identify areas for improvement or training.
  - All of the above.
  
4. **What is the purpose of the DPC Quality Improvement tools?** (Choose only one answer)
  - To track the number, causes, and severity of conflicts occurring in the facility.
  - To use the terms and definitions contained in the DPC Taxonomy & Glossary.
  - To have a uniform understanding of the terms used in describing conflict.
  - All of the above.
  
5. **Which statement reflects the DPC program the “best”?** (Choose only one answer)
  - To resolve the issues of conflict and improve the quality of care for all patients.
  - Violence is unacceptable.
  - Identify and define the problem.
  - Effective communication and listening increases patient/customer satisfaction.

Name: \_\_\_\_\_ Professional License #: \_\_\_\_\_

Home Network: \_\_\_\_\_ Email Address: \_\_\_\_\_

Facility name: \_\_\_\_\_

*Please return completed evaluation forms by **Wednesday, May 19, 2010** via fax to:*

**Social Workers** send to Network 17 at **(415) 897-2422**

**RNs** send to Network 18 at **(323) 962-2891**

*Thank you for your participation!*