

58. The respondents reported that a facilitator to caring for geriatric patients included which resource?
- pressure-reducing mattresses
 - physical/occupational therapy evaluations
 - adequate numbers of CNAs
59. The focus-group participants reported that desired outcomes of improved geriatric emergency care would be
- improving heart failure care.
 - reducing unnecessary wide net testing.
 - decreasing wait times for geriatric patients.
60. The single most enthusiastically discussed intervention to improve geriatric care was
- telesitters (direct observation).
 - postdischarge follow-up.
 - a dedicated pharmacist for medication management.

PRACTICE IMPROVEMENT TEST QUESTIONS

Using Mathematical Modeling to Improve the Emergency Department Nurse-Scheduling Process (pp. 425-432)

- In the 2013 study by Albertsen et al., workers' self-scheduling resulted in improved
 - nursing retention.
 - team work.
 - work-life balance.
- At the facility described in this article, nurse-staffing targets were based on several criteria, including
 - patient arrivals.
 - patient admissions.
 - staff competence.
- Key features of the self-scheduling process described in this article include:
 - the day begins and ends at 11 pm.
 - every nurse works a combination of 8- and 12-hour shifts, based on his/her contract.
 - the ED manager adjusts the completed schedule based on skill mix.
- Which statement is true regarding when the nurses were assumed to take their meal breaks?
 - All nurses working an 8-hour shift during the day took their meal during the first block of their shifts.
 - All nurses working 12-hour shifts took their breaks during the middle 4-hour block of their shifts.
 - Four nurses worked only 4-hour shifts and did not take meal breaks.
- The self-scheduling solution described in this article required how many additional nursing hours to cover meal breaks and meet the nurse-staffing targets?
 - 16
 - 28
 - 34
- The majority of additional nursing resources were allotted during the time of the highest number of patients in the emergency department, which was at
 - 7 AM and 3 PM.
 - 3 PM and 11 PM.
 - 11 PM and 7 AM.
- What is the procedure when there are empty shifts?
 - Nurses can sign up for overtime and work an 8- or 12-hour shift.
 - The department is understaffed for those shifts.
 - Nurses may elect to work in 4-hour time allotments.
- Which statement is true under the new schedule?
 - Nurses have fewer holiday shifts to work per year.
 - Nurses have to be on call for one additional shift per month to prevent understaffing.
 - Nurses are guaranteed to work the shift that they signed up for on the original schedule.
- Compared to a total of 40 hours required for the scheduling team to reconcile the schedule using the old system, the total time to reconcile the schedule using the new process is approximately
 - 9 hours.
 - 15 hours.
 - 18 hours.

Creating a Sensory-Friendly Pediatric Emergency Department (pp. 415-424)

10. When parents and caregivers of children with autism spectrum disorder (ASD) or sensory processing disorder (SPD) were questioned for the practice improvement project described in this article, one of the 3 most requested resources to make their visits easier was
 - A. tablet computers.
 - B. bubble tubes.
 - C. puzzles and books.
11. To make procedures calmer, respondents indicated that a low-stimulating environment would be the most beneficial for their children with ASD/SPD, including
 - A. a television turned on with low volume.
 - B. dimmed lights.
 - C. lavender aromatherapy.
12. A solution implemented by the facility described in this article to combat a waiting room characterized as overwhelming was to
 - A. move other patients away from the child.
 - B. have a separate waiting area adjoining the main waiting room.
 - C. perform triage and registration in the treatment room.
13. For a patient who experiences "sensory overload" during exam and procedures, one of the solutions chosen by the authors was to
 - A. remove wires/machines/instruments from the room.
 - B. minimize the number of times the child is examined or procedures are performed.
 - C. limit the number of family members and/or friends in the room.
14. As noted in the article, useful communication techniques for practitioners caring for patients who have ASD/SPD include
 - A. frequent hand gestures.
 - B. speaking in a clear voice.
 - C. therapeutic use of pauses.
15. The authors note that a good alternative to their highly-used weighted blanket is a
 - A. folded, full-size bedspread.
 - B. pillow-case with bags of warmed intravenous fluid inside.
 - C. lead radiology vest.

16. Education on the sensory-friendly program that was provided for the interprofessional team included information on
 - A. common comorbidities for children with ASD/SPD.
 - B. alternatives to traditional sedation medications.
 - C. modifications to standard trauma care.
17. The authors report that a critical communication tool for obtaining individualized information on children with ASD/SPD was a
 - A. parent intake form.
 - B. menu of specialty resources for the child.
 - C. brief interview with the child.

The Implementation of a Cultural Change Toolkit to Reduce Nursing Burnout and Mitigate Nurse Turn-over in the Emergency Department (pp. 452-456)

18. As noted in the article, an organizational factor that can be improved to create a more positive work environment is
 - A. patient behaviors toward nursing staff.
 - B. staffing issues.
 - C. the volume of patients.
19. The Cultural Change Toolkit described in this article focuses on 3 components, including
 - A. shared decision making.
 - B. job sharing.
 - C. educational opportunities.
20. An example of meaningful recognition included in the Cultural Change Toolkit is
 - A. sign-on bonuses for new staff.
 - B. appreciation "parties" during mealtimes.
 - C. a thank-you card program.
21. Which statement is true regarding the results from implementing this Toolkit?
 - A. The mean rate of anticipated turnover decreased significantly postintervention.
 - B. The average exhaustion score increased significantly postintervention.
 - C. The total burnout score decreased significantly postintervention.