

Background to Accurate Documentation

1. Who owns the client health record?
 - a. Health organization
 - b. The client
 - c. The government
 - d. Nobody, it is public

2. Most care providers believe that their documentation is clear, concise comprehensive and timely.

True False

3. What percentage of persons admitted to hospital are likely to incur adverse events?
 - a. 2 to 5 %
 - b. 8 to 12%
 - c. 15 to 20%
 - d. 25 to 30%

4. Accurate documentation is a “black and white” issue.

True False

5. Who owns the information that is written about him or her on a client health record?
 - a. Health agency or facility
 - b. The client
 - c. The government
 - d. The public

6. “Tolerated procedure well” describes a client’s condition who has undergone a special procedure.

True False

7. Which of the following are most likely to have great interest in client safety and may consult client records for safety concerns?
- a. Accreditation groups
 - b. Colleagues
 - c. Coroners / medical examiners
 - d. Lawyers or attorneys
8. Bungee jumping or sky diving has more potential for injury or death than care provided by health services.
- True False
9. Which of the following examine client documents so they can detect important client changes and administer the best possible care?
- a. Accreditation groups
 - b. Colleagues
 - c. The client and family
 - d. Regulatory colleges
10. A health care provider's documentation must meet both legal and professional standards.
- True False
11. Which / who of the following examine client records so they can reconstruct events to see if there is a case for legal action?
- a. Insurance companies
 - b. Client and family
 - c. Lawyers or attorneys
 - d. Regulatory colleges
12. Health Canada and World Health Organization have identified client safety as a serious national issue.
- True False
13. Which of the following want to see client details to see what happened before they pay out claims if there is an injury or death?
- a. Lawyers or attorneys
 - b. Coroners or medical examiners
 - c. Regulatory colleges
 - d. Insurance companies

14. According to research, most health disciplines have challenges with documentation deficiencies.
- True False
15. Which one of the following challenges is most likely responsible when you find it difficult to document client care contemporaneously?
- a. Costs and budgets
 - b. False beliefs
 - c. Employer support
 - d. Societal factors
 - e. Time factors
16. A care provider's regulatory College may offer documentation education and training.
- True False
17. Which one of the following challenges is most likely responsible when you find it difficult to document a client that has numerous health problems and requires immediate attention?
- a. Societal factors
 - b. False beliefs
 - c. Employer support
 - d. Time factors
 - e. Costs and budgets
18. Employing agencies or facilities aim to choose a documentation system that will work best for the care providers and types of clients in their care setting.
- True False
19. Which one of the following challenges is most likely responsible when you find it difficult to document because the computer does not do it automatically for you?
- a. Time factors
 - b. False beliefs
 - c. Employer support
 - d. Societal factors
 - e. Costs and budgets
20. Client care activities become part of a permanent health record.
- True False

21. Which one of the following challenges is most likely responsible when you find it difficult to document because your facility doesn't have realistic and easily accessible documentation policies and procedures?
- a. Time factors
 - b. False beliefs
 - c. Employer support
 - d. Societal factors
 - e. Costs and budgets
22. Documentation is reviewed by health care facilities or agencies to determine budgets.
- True False
23. Which one of the following challenges is most likely responsible when you find it difficult to document because you are expected to provide flawless care even if there are increased numbers of clients?
- a. Time factors
 - b. False beliefs
 - c. Employer support
 - d. Societal factors
 - e. Costs and budgets
24. Documentation is separate from evidence informed practice.
- True False
25. Which of the following is most likely to be affected if the documentation does not accurately reflect the high care needs of a particular client?
- a. Time factors
 - b. False beliefs
 - c. Employer support
 - d. Societal factors
 - e. Costs and budgets
26. Documentation reviews may be used to change health care practices.
- True False

27. Which one of the following is most highly criticized in the legal process?
- a. Illegible writing
 - b. Not in chronological order
 - c. Lack of significant detail
 - d. Not client focused
28. Researchers only consult client notes to improve health care practices.
- True False
29. Leaving paper-based charts open for others to view, or leaving the computer screen visible is a violation of what standard of documentation?
- a. Client focused
 - b. Relevant
 - c. Confidentiality
 - d. Timely
30. Fatigue of care providers and lack of time are major challenges to accurate documentation.
- True False
31. Employers review documentation for risk management issues.
- True False
32. For a lawyer to be able to examine a client's health records years after the event means that the documentation must be:
- a. Chronological and timely
 - b. Clear, concise and comprehensive
 - c. Permanent and retrievable
 - d. Confidential
33. Funding health care budgets is determined by only client documentation.
- True False
34. Documentation that is client focused includes only client care activities.
- True False

35. What are the three C's of accurate documentation?
- a. Clear, concise and comprehensive
 - b. Clear, concise and confidential
 - c. Complete, clear and client-focused
 - d. Chronological, contemporaneous, and comprehensive
36. One challenge of documentation is to find a balance between "necessary details" and wordiness.
- True False
37. Contemporaneous charting occurs during client care activities.
- True False
38. Which of following should be in an agency's policies and procedures regarding documentation?
- a. Methods of documentation
 - b. Forms used
 - c. Who is able to document
 - d. Approved abbreviations
39. A prudent (one who is aware of his or her legal and professional role) health care provider knows the employing facility or agency documentation policies and procedures and the location of these.
- True False
40. A nursing unit or special care unit may have its own documentation policies and procedures.
- True False
41. Which of the following should be in an agency's policies and procedures regarding documentation?
- a. Legislation affecting documentation
 - b. Date format
 - c. Designation and signature
 - d. Approved abbreviations
 - e. Who is able to document

42. The nursing process is an excellent tool to remain focused in accurate documentation.
True False
43. Health care consumers or the public do not have high expectations for care provider services.
True False
44. Which the following is the most serious consequences of inadequate or inaccurate documentation?
a. Client injury or death
b. Loss of employment
c. Suspension from the profession
d. Lawsuit by client or family
45. The first line of evidence for defense in client lawsuits is accurate documentation by care providers.
True False
46. One of the most common and critical deficiencies of documentation is significant missing details of client care.
True False
47. Traditionally, care providers do well with written communication; however oral communication has not been given the attention it needs.
True False
48. Nurses working in acute care may spend what percentage of their time documenting?
a. 5 to 20%
b. 25 to 50%
c. 35 to 65%
d. 45 to 75%
49. Electronic health record systems significantly reduce the time required to complete accurate documentation.
True False

50. Which of the following considers documentation and client records to monitor budgets and facility risk?

- a. Accreditation groups
- b. Employing facility or agency
- c. Insurance companies
- d. Lawyers or attorneys

Answer Key to Module 2 Quiz

- Q01 a However, the client owns the information written about him or her on the record.
- Q02 True This is a false belief that many care providers have. Research shows that all health disciplines have challenges with accurate documentation.
- Q03 b
- Q04 False It is a complex issue that requires thinking and incorporation of the nursing process. It is a challenge for most care providers.
- Q05 b However, the health agency or facility owns the physical or electronic record.
- Q06 False It is a meaningless statement, as it does not have assessment data to back up the statement.
- Q07 a
- Q08 False A client in a care facility or agency has more risk for injury or death than some extreme sports.
- Q09 b
- Q10 True
- Q11 c
- Q12 False It is also a global issue.
- Q13 d
- Q14 True It is a major issue for health disciplines.
- Q15 e
- Q16 True Documentation is an area that has many inquiries for support.
- Q17 d
- Q18 True
- Q19 b
- Q20 True
- Q21 c
- Q22 True
- Q23 d
- Q24 False It is a major part of evidence informed practice.
- Q25 e
- Q26 True
- Q27 c
- Q28 False They consult several documents that deal with client care activities.
- Q29 c

- Q30 True
- Q31 True
- Q32 c
- Q33 False Client documentation is one major area that is consulted; however employers use many other ways to determine funding.
- Q34 False It also includes family or guardian (legal decision maker) who are extensions of the client.
- Q35 a
- Q36 True
- Q37 False It occurs as soon as possible after your client care.
- Q38 a,b,c,d
- Q39 True
- Q40 True
- Q41 b,c,d,e
- Q42 True The nursing process provides structure when documenting. It forms the basis of many different documentation systems.
- Q43 False The public generally is well versed on care issues and expects safe, flawless and competent care; therefore accurate documentation must be provided.
- Q44 a
- Q45 True
- Q46 True
- Q47 False Oral communication is generally accurate; written documentation needs improvement.
- Q48 b
- Q49 False In fact it may take longer to document if the care provider is unfamiliar with the system and has poor keyboarding skills.
- Q50 b