**Pre/post Test Questionnaire for Referral Guidelines Training**

**Participant Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Designation: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Facility Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ District: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Instructions:**

* Choose the correct answer (A, B, C, or D).
* Time: 20 minutes.
* Each question carries 2 mark.

**Section A: Healthcare Quality**

1. According to WHO, quality healthcare is defined as:  
   A. Care that is only safe and effective  
   B. Care that increases hospital revenue  
   C. Care that is safe, effective, people-centered, timely, efficient, and equitable   
   D. Care that reduces workload for health staff
2. Which of the following is *not* a dimension of healthcare quality?  
   A. Safety  
   B. Effectiveness  
   C. Convenience   
   D. Equity
3. Which national document provides vision and priorities for quality healthcare delivery in Pakistan?  
   A. National Patient Safety Guidelines  
   B. National Health Policy   
   C. Sustainable Development Plan  
   D. Health Services Act
4. Why is patient safety an essential component of quality care?  
   A. It minimizes harm and prevents avoidable errors   
   B. It reduces patient waiting time only  
   C. It ensures profit for hospitals  
   D. It replaces the need for professional ethics
5. Which of the following is a *leading cause* of patient harm globally?  
   A. Overcrowded hospitals  
   B. Medication errors   
   C. Staff turnover  
   D. High costs of treatment

**Section B: Common Patient Safety Risks (Ch. 2)**

1. A patient receives the wrong drug due to look-alike packaging. This is an example of:  
   A. Diagnostic error  
   B. Medication error   
   C. Communication gap  
   D. System error
2. Which WHO checklist is used to improve surgical safety?  
   A. Infection Prevention Checklist  
   B. Surgical Safety Checklist   
   C. Patient Handover Checklist  
   D. Medication Reconciliation List
3. Unsafe injection practices can lead to:  
   A. Improved immunity  
   B. Reduced cost  
   C. Transmission of infections   
   D. Better patient compliance
4. Diagnostic errors are mainly caused by:  
   A. Poor communication, fatigue, and lack of teamwork   
   B. Overqualified staff  
   C. Long patient history  
   D. Equipment maintenance
5. Which strategy best helps reduce healthcare-associated infections?  
   A. Frequent staff rotations  
   B. Hand hygiene compliance   
   C. Changing antibiotics  
   D. Patient isolation only

**Section C: Safety Culture & Communication**

1. The Swiss Cheese Model explains:  
   A. Nutrition in hospitals  
   B. Multiple layers of defense where errors can align to cause harm   
   C. Steps of quality improvement  
   D. Economic losses due to errors
2. A positive patient safety culture includes:  
   A. Blame and punishment for mistakes  
   B. Open communication and learning   
   C. Ignoring minor incidents  
   D. Strict supervision only
3. Which of the following is *not* a teamwork communication tool?  
   A. SBAR  
   B. Call-Out  
   C. Check-Back  
   D. SWOT
4. Effective hand-off communication ensures:  
   A. Reduced staff workload  
   B. Accurate and complete transfer of patient information   
   C. Shorter meeting times  
   D. Less documentation
5. Engaging patients in safety means:  
   A. Allowing them to monitor other patients  
   B. Encouraging them to report and ask questions   
   C. Limiting their access to information  
   D. Reducing their contact with staff

**Section D: Ethics and Professional Conduct**

1. Which ethical principle focuses on doing good for the patient?  
   A. Justice  
   B. Autonomy  
   C. Beneficence   
   D. Confidentiality
2. Patient confidentiality means:  
   A. Sharing information with family without consent  
   B. Keeping patient information private   
   C. Only documenting in notebooks  
   D. Avoiding patient communication
3. Reporting of medical errors should:  
   A. Be avoided to protect reputation  
   B. Be encouraged in a blame-free environment   
   C. Be limited to senior staff  
   D. Only occur for major incidents
4. Professional accountability means:  
   A. Accepting responsibility for one’s actions   
   B. Avoiding responsibility during team work  
   C. Shifting blame to others  
   D. Waiting for management approval
5. Ethics in patient safety help to:  
   A. Justify medical errors  
   B. Maintain trust and moral integrity   
   C. Improve hospital profits  
   D. Reduce documentation load

**Answer Key (for Trainer Use Only):**  
1C, 2C, 3B, 4A, 5B, 6B, 7B, 8C, 9A, 10B, 11B, 12B, 13D, 14B, 15B, 16C, 17B, 18B, 19A, 20B.