

HA Archive

1) The S in smart stands for?
Specific

2) What is the purpose of the SMART objectives?
Objectives aim towards the goal

3) What is false about management and administration?
Management is influenced by public opinion and external forces

4) What is incorrect about management?
Human resources are considered output

financing

marketing

QOC

risk manage

Legal & Ethical Issues

What the CEO does?



What lower level management?

Example
Organize the division or departmental activities XXX

8) Where is laissez faire most suitable?
When there is highly qualified people

9) What is incorrect about health administration?
Hospitals now are less efficient than before

1) The S in smart stands for?

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2) What is true about objective and goals?

Objectives aim towards the goal

3) What is false about management and administration?

Management is influenced by public opinion and external forces

4) What is incorrect about management?

Human resources are considered output

5) Main function that the CEO does?

Planning

6) What is incorrect about CEO?

put policies and objectives

involved in planning

assigns managers

has executory function XXX

7) What is false about lower level management?

First line management

head nurse is an example

Organize the division or departmental activities XXX

8) Where is laissez faire most suitable?

When there is highly qualified people

9) What is incorrect about health administration?

Hospitals now are less efficient than before

10) What is incorrect about health administration?

Public health administrator is to supervise clinical and non-clinical operations

11) The O in POSDCORB stands for?

Organizing

12) Which of the following is correctly matched?

Reporting --> controlling function

13) Which of the following is true about organizing function?

Responsibility cannot be delegated

14) According to Katz, what is an example of technical skills?

using technology

15) What management skills does the minister of health need?

Human and conceptual skills

16) What is incorrect about budget?

should not be flexible

17) The acquisition of goods and services for the business is called?

Purchasing

18) An employee leaves his/her job and the becomes empty, the department manager decides to spread the work of that employee among other staff in the department . This method of staffing is called?

Reallocation of duties XXX

Transfer of posts

Redeployment

Outsourcing

Appointment of a previously identified successor

19) Practice of appointing relatives and friends in one's organization to positions even if others who applied might be better qualified is?

Nepotism XXX

Staffing

Outsourcing

Redeployment

Shortlisting applicants

20) What is correct about lay care?

Encouraging or discouraging someone to contact formal services

21) What is incorrect about the type of care?

Secondary care is provided by community

22) A patient was admitted to the hospital in 12:00pm 20th april to 12:00 pm 21st of april?

Two dates of service and 24 hours

23) Free standing facilities that provide surgical procedures outpatient basis only?

Ambulatory surgical center

24) King Hussein cancer center is considered?

Medical speciality hospital

25) Hospice is?

End of life care

26) All the following decreased health care utilization except?

Less self care

27) Primary service area is?

The geographical area from which organization attracts 75% of patients

28) What is correct about outpatient facilities?

Less than 24 hours

29) What is incorrect about decision making?

Same understanding of evidence

30) In a crisis problem

not all outcomes of alternatives are known?

31) Head nurse assigns shifts every months using computerized program, which of the following is incorrect?

needs high creativity

32) What is correct about uncertainty?

Risk decisions are made in uncertainty

33) What type of decision making depends on emotion and feeling?

Intuitive

34) What is correct about ultimate decision-maker?

Responsible for the consequences of decision

35) What is correct about the pyramid of evidence?

Clinical practice guidelines are at the top of the pyramid

36) All are true about the Garbage can model of decision making, EXCEPT?

Common in organizations which are characterized by ambiguity.

Occur step by step. XXX

Solutions and problems are matched often by chance.

Decisions are made as a result of the interaction between:

Problems, solutions, participants, and choice opportunities.

It is a non-rational model.

37) All are causes of development of marketing, except

Less need to contact patients

38) Which of the following is true about wants and needs?

Elective cosmetic surgery is a want

39) Which of the following is correctly matched?

Services are difficult to quantify

40) What is correct about marketing nowadays?

It will return more money (investment)

41) A doctor visits a patient and offers medical advice..

What is correct?

Advice has no residual value

42) Correct match for marketing mix

Promotion - communication

43) What is incorrect about market plan?

It is a process of exclusion

44) One is true about 10-80-10 rule?

You should target the 80%

45) Which of the following is a psychographic?

Smoker lifestyle

46) What is incorrect about promotion?

Bus signs should include more than 100 words and the logo

47) What is correct about promotions?

Billboards can be seen from a distance

48) What is matched incorrectly?

TV -- Interactive

internet advertising

Health Administration

Midterm exam
Wareed batch

إعداد



1. A departmental manager does all the following EXCEPT?

Select one:

- a. Carry out plans laid down by the Chief Executive Officer (CEO)
- b. Transfer information from a shift boss to the Chief Operating Officer (COO)
- c. Inspire and motivate other junior department manager
- d. Are in charge of the employment and training of the lower levels
- e. Give instructions to the Board of Directors on their day to day jobs

2. The following are true about HA, EXCEPT?

Select one:

- a. Advances in medical science and the growth of hospitals lead to HA development
- b. Hospitals in our times are not as organized and efficient as they were in the 20th century.
- c. Government role in healthcare delivery has increased over the last century
- d. HA is needed for the success of any public health program on All levels.
- e. Decision making in HA can be done on both short and long term

3. Unity of Command is?

Select one:

- a. Each department has one person in charge with authority to make command
- b. Each department has multiple people in charge and a vote is taken when commands are made
- c. Not one person is in charge
- d. The department makes one command at a time
- e. A command is only made in emergencies

4. All are true about the Garbage can model of decision making, EXCEPT?

Select one:

- a. Common in organizations which are characterized by ambiguity
- b. Occur step by step
- c. Solutions and problems are matched often by chance
- d. Decisions are made as a result of the interaction between: Problems, solutions, participants, and choice opportunities
- e. It is a non-rational model

5. A staff manager in a hospital is working out a schedule to ensure that all the nursing staff arrive at the hospital on time This is a?

- a. Non programmed decision
- b. Programmed decision
- c. Risk decision
- d. Crisis decision
- e. Certainty decision

6. Directorates of health are examples of which level of administration?

- a. Central level
- b. Intermediate level
- c. Local level
- d. International level
- e. Global level

7. Acute care hospital facilities?

- a. Provide long-term care
- b. Outpatient
- c. Provide only diagnostic care
- d. Twenty-four hours a day
- e. Assisted living

8. Which of the following is TRUE about HA?

Select one:

- a. The work of professionals in healthcare administration occurs behind the scenes
- b. Health care administrators are not considered health care professionals
- c. The role of a Public Health Administrator is to manage both clinical and non-clinical operations**
- d. HA is a field of business only.
- e. HA concentrates on management of programs, not people.

9. Breaking even means that the facility has?

Select one:

- a. Revenues exceeding expenditures
- b. Expenditures exceeding revenues
- c. Revenues and expenditures that are equal**
- d. No expenditures at all
- e. No revenue at all

10. Regarding Gross Domestic Product (GDP) and Gross National Income (GNI), ONE is true?

Select one:

- a. GNI depends where the economic activity is located
- b. GDP depends on where the people (owners of the labour and capital) are located
- c. GDP includes net income from abroad
- d. GNI can be measured by output, expenditure and income methods
- e. GDP is the money value of all the goods and services produced within a country**

11. Management includes all the following EXCEPT?

Select one:

- a. It is a division of administration
- b. It is the operational part of administration
- c. Transforms outputs into inputs
- d. Goals and Objectives achievement are examples of outputs
- e. A conversion mechanism

12. ONE is true about "Revenue collection"?

Select one:

- a. The second stage of financing flow
- b. Revenue collectors should be different from poolers or purchasers
- c. Taxation should not be a mechanisms for collecting revenue
- d. Private insurance do not contribute in revenue collection
- e. It includes all funds for health care except from donations**

13. ONE is TRUE about factors that have led to more need for formal care?

Select one:

- a. Increased extended families
- b. Changes in caring obligations in most modern societies
- c. Lesser number of elderly people living alone
- d. Family members live near each other
- e. Decreased numbers of nuclear families

14. One is True about strategic purchasing?

Select one:

- a. It is unintentional
- b. Seeks less quality
- c. More cost effective than passive purchasing**
- d. Predetermined budget is used
- e. Usually higher prices are selected

15. In a condition of certainty?

Select one:

- a. Most outcomes are known
- b. The decision is already made
- c. All outcomes of all alternatives are known
- d. Some alternatives are not known
- e. The probability of occurrence of certain outcomes cannot be assessed

16. Which style of management would be most effective in an emergency situation?

Select one:

- a. Autocratic
- b. Democratic
- c. Bureaucratic
- d. Permissive
- e. Laissez faire

17. The "O" in POSDCORB stands for?

Select one:

- a. Organizing and Coordination
- b. Organizing
- c. Reporting
- d. Coordination
- e. Ordering

18. If Ahmed, Omar, and Manal medications cost \$20, \$25, and \$30, respectively, and when they visit the health center, each one of them pays \$25. ONE is true?

Select one:

- a. Ahmed is cross subsidizing Manal for \$5.
- b. Ahmed is charged less than the cost of his medication
- c. The financial risk is not shared between the three
- d. Omar's financial risk is not pooled
- e. Manal will bear the full risk of paying for her medication

19. The following reasons explain why Decision making should be Evidence-Based, EXCEPT?

Select one:

- a. Much information and little time
- b. More expensive
- c. Decrease dependency on intuition
- d. Gives more Value of scientific knowledge for decision making
- e. Better transparency

20. A 48 year old patient was admitted at 12 p.m on the 20th of April to hospital and was discharged at 12 p.m on the 22th of April from hospital, one is TRUE? Select one:

- a. He was kept 48 hours and 3 dates of service
- b. 48 hours and 2 dates of service
- c. 48 hours and 48 dates of service
- d. 72 hours and 3 dates of service
- e. 72 hours and 72 dates of service

21. According to Katz's skills model, which two skills are most important for the shift boss?

Select one:

- a. Technical skill and human skill CD
- b. Human skill and conceptual skill
- c. Technical skill and conceptual skill
- d. Autocratic skill and Human skill
- e. All skills are equally important.

22. One is TRUE about Hospices health care facilities?

Select one:

- a. End-of-life (mercy killing) service
- b. They treat the disease
- c. Pain control is important
- d. Focus on the patient's family
- e. It is a service for elderly only

23. All the following are TRUE about lower level managers, EXCEPT? Select one:

- a. First line managers
- b. Responsible for production quantity and quality
- c. Organize the division or departmental activities
- d. Give periodic reports to middle level management
- e. The head nurse is an example of lower level manager

24. Practice of appointing relatives and friends in one's organization to positions even if others who applied might be better qualified is?

Select one:

- a. Nepotism
- b. Staffing
- c. Outsourcing
- d. Redeployment
- e. Shortlisting applicants

25. Which one of the following apply for the rational decision making model?

Select one:

- a. Incomplete information
- b. A goal not well established
- c. Unstructured problem
- d. Non-ordinal approach
- e. Ideal

26. Walk-in clinics are?

Select one:

- a. Appointment clinics
- b. Private clinics
- c. Inpatient clinics
- d. Limited scope of services
- e. Service that walks to patient's home

27. Which match is RIGHT?

Select one:

- a. Copayment_ depends on what is provided during the visit
- b. Coinsurance Fixed amount
- c. Deductible_ Per each patient
- d. Capitation_ paid out of pocket
- e. Per diem Varies in departments

28. Which entity may be known as a third-party payer? Select one:

- a. Physician
- b. Patient
- c. Hospital
- d. Health insurance company
- e. Ministry of Finance

29. Which of the following best describe the Satisficing model?

Select one:

- a. Insufficient
- b. Very satisfying
- c. Accepts suboptimal solution
- d. All alternatives determined
- e. Not criteria dependent

30. With which of the following groups of employees, Laissez-faire leadership is most likely to be effective?

Select one:

- a. A team of experienced employees who have worked together for years and enjoy undertaking new plans.
- b. A group of young employees, fresh graduates and this is their first real job.
- c. Employees who are generally competent but somewhat lazy.
- d. Employees who have experience with performing routine tasks over and over.
- e. Employees who feel they don't want to be engaged in decision making.

31. Regarding Management and Administration, which one is True?

Select one:

- a. They are the same
- b. Administration is an executive function
- c. Management involves planning and control
- d. Management is mainly influenced by public opinion and external forces
- e. Management includes more technical activities than administration

32. A patient is admitted to the hospital for surgery. The Insurance Company pays \$2,500/day. This is an Example for?

Select one:

- a. Case based payment CD
- b. Per-Diem payment
- c. Capitation payment
- d. Fee for service payment
- e. Line —item payment

33. The following is true about Intuition in Decision Making?

Select one:

- a. Slow process
- b. Step by step
- c. Less effort needed
- d. Most organizational decisions are made in a logical, rational manner
- e. Occurs with explicit evaluation of the validity of the alternatives

34. Choosing the best type of technology for healthcare services is at which level of Decision making?

Select one:

- a. Strategic
- b. Moderate scope
- c. Tactical
- d. Narrow scope
- e. Operational

35. The Chief Executive Officers (CEO) tend to spend most of their time on this function?

Select one:

- a. Directing
- b. Controlling
- c. Planning
- d. Staffing
- e. Coordination

36. Any funding system should be all the following, EXCEPT?

Select one:

- a. Be acceptable to the population covered
- b. Be sufficient for the people covered
- c. Put money as much as possible on collecting funds
- d. Higher priority needs to be given to high risk groups
- e. Make clear the mechanisms of funding

37. According to "Rogers and Blenko 2006", a person who "Recommends" is responsible for? Select one:

- a. Gathering input
- b. Exercising veto power
- c. Responsible for the decision outcomes
- d. Has a higher authority than others
- e. Consulting with the decision makers

38. A good plan means which of the following?

Select one:

- a. Opposite to organization and the health profession philosophy
- b. Based on opinions and experiences of the administrators
- c. Interpreted easily by health professionals and difficult for the public
- d. Can be improved after finding errors by evaluation
- e. A good plan should not be changed due to any reason

39. The following are true about Coordination EXCEPT?

Select one:

- a. A mother principle in management
- b. Sets the action
- c. Activities synchronization
- d. Different kinds of organization require different amount of coordination
- e. Prevents overlapping and conflict

40. An employee leaves his/her job and the position becomes empty, the department manager decides to spread the work of that employee among other staff in the department .This method of staffing is called?

Select one:

- a. Reallocation of duties
- b. Transfer of posts
- c. Redeployment
- d. Outsourcing
- e. Appointment of a previously identified successor

مع تمنيتنا للجميع بالنجاح
- الفريق الأكاديمي



Health Administration

Final Exam

Wareed batch

إعداد



1) Regarding Healthcare products, One is False? Select one:

- a. Services are an on-going process
- b. Medical device rental is an example of goods
- c. Services can be easily evaluated
- d. Home pregnancy testing kit is a good
- e. Services have No residual value

2) Patient centered care means all of the following, EXCEPT?

Select one:

- a. The patient is not the problem
- b. Achieving the smallest possible treatment burden on the patients' lives
- c. Moving from 'What's the matter to 'What matters to you
- d. Patient goal setting
- e. Focus on understanding the disease a patient is suffering from

3) Which entity may be known as a third-party payer? Select one:

- a. Physician
- b. Patient
- c. Internal Revenue Service
- d. Health insurance company
- e. Ministry of Finance

4) Policy and Procedures writing include the following, EXCEPT?

Select one:

- a. Definitions of all terms used within the policy
- b. The policy title/number should be repeated in the header of each page C) c. Well written policies include the terms: Highest, safest. best
- d. Responsibility for carrying out each action step should not be implied
- e. Separate policies on the same subject can be combined in one policy

5) A patient got into an argument with the doctor treating him in the emergency room in front of everyone. the patient threatened to stab the doctor if he does not do what he wants. This is?

- a. Assault
- b. Battery and assault
- c. Invasion of privacy
- d. Defamation of character
- e. Battery and defamation of character

6) Human Resource Management Policies include the following. EXCEPT?

Select one:

- a. To ensure that the staff are complying with the rules and regulations of the organization
- b. To improve the staff's skill sets as the primary focus of the department
- c. Vacation days is an example
- d. To control how a hospital shares its information
- e. shift policies are an example

7) One is incorrect?

Select one:

- a. A reactive risk strategy begins long after adverse effect is initiated
- b. In reactive risk strategy management does nothing about risks until something goes wrong
- c. A proactive risk strategy is a response based approach
- d. In proactive risk strategy you plan ahead to avoid or manage problems
- e. Reactive strategies are used to develop proactive strategies

8) If Ahmed, Omar, and Manal medications cost \$20, \$25, and \$30, respectively, and when they visit the health center, if each one of them pays \$25. ONE is true?

Select one:

- a. Ahmed is cross subsidizing Manal for \$5.
- b. Ahmed is charged less than the cost of his medication
- c. The financial risk is not shared between the three
- d. Omar financial risk is not pooled
- e. Manal will bear the full risk of paying for her medication

9) Of the domains of Quality Health care: delivering health care in a manner which maximizes resource use and avoids waste?

Select one:

- a. Patient centered care
- b. Equitable
- c. Effective
- d. Efficient
- e. Accessible

10) A predetermined payment that providers receive for each patient day of hospital stay is called?

Select one:

- a. Global budgets
- b. Per diem payment
- c. Line-item budgets
- d. Case-based payment
- e. Fee for service

11) On applying the scientific approach (ROSA cycle) to quality, "act" involves?

Select one

- a. Begin data analysis
- b. Compare data analysis results to expectations
- c. Trying new methods.
- d. Examine delays
- e. Identify objectives

12) Look at attached figure of this document and Choose the correct answer?

To: PHCS Employees
From: Human Resources Department
Date: August 2011
Re: Volume 5 Human Resources Policy Changes and Additions.

Amendments have been made to the Volume 4 - Human Resources Policies and Procedures to reflect current Preferred Health Care Services practices and legislative regulation changes, which are effective immediately.

In addition we have implemented new policies that have been added to the Volume 5 Policies and Procedure Manual.

You will find a summary document which highlights all of the changes to current policies and a brief summary of the new policies implemented. Please familiarize yourself with the changes and the additions by reading the summary document, the entirety of the new policies which you can access by contacting Christina Rizek, Recruitment & Employee Relations Analyst. If a specific policy is not included on the summary document then it did not require any major changes.

If you have any inquires or concerns, please direct them to your Manager or designate.

Thank you

Human Resources

Select one:

- a. Describes long and detailed procedure
- b. Describes values, philosophy of the organization
- c. Used to assign responsibilities to someone to perform a task
- d. For communication with outside the organization
- e. Should be directed to headquarters accounting and finance department

13) The major source of health care funds in Jordan is?

Select one:

- a. Ministry of Finance
- b. The household
- c. Private firms
- d. Ministry of planning
- e. Donor contributions

14) The following represent the 4Cs of the 'Marketing mix' EXCEPT? Select one:

- a. Customer solution
- b Customer cost
- c. Convenience
- d Communication
- e Cooperation

15) All the following are Medical Staff-related Risks, EXCEPT?

Select one:

- a. Occupational safety and health
- h Working practice
- c. Legislative requirements
- d. Claims management
- e. Training and education

16) The following are true about Quantitative Risk Assessment, EXCEPT?

Select one:

- a. A numerical estimate
- b. Accuracy is low
- c. Difficult to assess
- d. Usually done in large organizations
- e. Objective measure

17) The following apply for a psychographic segmentation of your target market, EXCEPT?

Select one:

- a. Marketing a wrist fitness tracker for physically active people
- b. Marketing a weight loss tea for people who believe in herbal medicine
- c. Marketing a wrist fitness tracker for young age people
- d. Marketing a weight loss tea for vegetarian people
- e. Marketing a wrist fitness tracker for people interested in combining fashion and technology with smart jewellery

18) The following are true about Contracts, EXCEPT? Select one

- a. is a voluntary agreement between two parties
- b. Mentally disabled have contractual capacity
- c. A payment cheque is an example of expressed Contracts
- d. A contract includes specific promises that are made for a consideration
- e. A contract includes Legal Subject Matter

19) You are a hospital administrator in hospital X. a patient with burn is admitted. You instruct the doctors that treatment of burn patients is based on the availability of time and resources such as beds and specialists. One of the doctors tell you that continuing the patient's treatment and protecting his right to survival could only happen if he stays in the hospital regardless of stay time . ONE of the following is FALSE?

Select one

- a. Your decision is determined by virtue ethics.
- b. Your decision can vary depending on the situation
- c. You decided based on the greatest amount of good for the greatest number of people involved in a situation
- d. You followed the principle of "The end justifies the means"
- e. The doctor does not share the same values with you

20) One match is False regarding the history of Healthcare Marketing?

Select one

- a. The 1950s: Healthcare Marketing is unethical
- b. The 1960s: Direct-to-consumer Healthcare Marketing Media relation
- c. The 1990s: Not only sick people involved making the public aware
- d. The 2000s: an essential function for healthcare organizations
- e. 2020: Healthcare Marketing is an investment

21) The transfer of pooled resources to service providers is?

Select one:

- a. Pooling resources
- b. Pooling risks
- c. Cross-subsidization
- d. Resource allocation
- e. Redistribution

22) ONE is true about risk?

- a. Cannot be avoided
- b. Every risk has 100% likelihood
- c. Could result in future negative consequences
- d. No risk when impact is negligible
- e. Occurs when probability is zero

23) All the following are true about the Satisficing Model of decision making, EXCEPT?

Select one:

- a. It is about choosing a solution that meets some minimum standard of acceptance
- b. Suitable for when there is sufficient time
- c. It is not about seeking the optimal decision
- d. Stop seeking alternatives when one that is good enough is found
- e. Suitable for when there is insufficient information

24) Perceptive quality?

Select one:

- a. Is the aspect of care which is perceived/judged by the recipient of care
- b. The aspect of care which can be judged by the provider through comparative measures between the actual performance versus the standard one
- c. Can be defined objectively as compliance with, or adherence to standards
- d. Is the aspect of care which can be judged by the experienced practitioners.
- e. Quality perceived by the patient is generally based on the degree of care expressed by the physical environment.

25) A pharmacist sells the patient a medication and writes an incorrect dosage on the box without realizing that it would harm the patient, this would be a case of?

Select one.

- a. Misfeasance
- b. Malfeasance
- c. Nonfeasance
- d. Delayed treatment
- e. Fraud

26) When funding healthcare, all services provided should be of best value for money. This is?

Select one:

- a. Equitable funding
- b. Efficient funding
- c. Adequate funding
- d. Sustainable funding
- e. Acceptable funding

27) The following are included in the pad of improvement model 'How do we know if the change is an improvement' for the breast cancer screening service, EXCEPT?

Select one:

- a. We will improve breast cancer screening services
- b. We will need to obtain Data about the service
- c. We need to know the current performance of this service
- d. We need to stop measuring outcomes once quality of service improves**
- e. We need to measure Patient experience

28) Choose the correct answer regarding 'Levels' of Marketing?

Select one

- a. Mass marketing targets the smallest group of people with the biggest and most frequent need or want for product or service.
- b. Target marketing most frequently utilized by large national firms
- c. Mass marketing is an older approach than target marketing**
- d. Mass marketing should be based on patient's lifestyles
- e. Mass marketing should be based on patient's insurance coverage

29) A 48 year old patient was admitted at 12 p.m on the 20th of April to hospital and was discharged at 12 p.m on the 22th of April from hospital, one is TRUE?

Select one:

- a. He was kept 48 hours and 3 dates of service
- b. 48 hours and 2 dates of service
- c. 48 hours and 48 dates of service
- d. 72 hours and 3 dates of service
- e. 72 hours and 72 dates of service

30) Which one of the following would you describe as a 'Need'?

Select one:

- a. A patient desires to remove a mole
- b. A patient requires a heart valve replacement**
- c. Delivery by elective caesarean section
- d. Ultrasound is done every week for all pregnant women
- e. Only health care "needs" should be met not "Wants"

31) ONE is false about advertising?

Select one:

- a. Signage can be used on bus stop shelters
- b. Print media allows putting more detail in the advertisement than signage
- c. Billboards can be identified from a distance in a very short amount of time
- d. Television is better used for targeted marketing than mass marketing**
- e. In signage advertising 6 words plus the logo should be used

32) The need for the marketing of healthcare services has become important because of the following, EXCEPT?

- a. Expansion of fee-for service health services
- b. More optional health procedures
- c. The choice is made by the health provider at the end**
- d. The health provider role became to reduce fear about the patients' choice
- e. Health care industry needs a certain number of customers to continue to exist

33) The following are used to optimise the usefulness of electronic libraries. EXCEPT?

- a. Provide indices by policy name, subject. and sponsoring domain
- b. Incorporate 'Word search' functionality in order to facilitate searches
- c. Create an electronic archive for storing prior versions of policies
- d. prohibit access to policies of one domain to personnel in other domains
- e. Check with your corporate compliance office regarding organizational document retention policies

34) Which type of quality measures examines the ownership of the health center in which care takes place?

Select one:

- a. Structure
- b. Process
- c. Outcome
- d. Patients' experience
- e. Structure and process

35) Capitation means?

Select one:

- a. Allocation of funds per year for each person enrolled with a given provider
- b. Allocations of funds depending on the type of facility
- c. Allocation of funds for each functional budget category
- d. Allocation of funds for the treatment of a patient with a given condition
- e. Allocation of funds for each day of hospital stay

36) On the hospital website, you see this The aim is to be the centre of excellence for medical research and academics. To cultivate an environment of trust, honesty, mutual respect, equality, and ethics". This is an example of marketing ?

Select one:

- a. An idea
- b. Goods
- c. Service
- d. A purchased product
- e. A medical advice

37) All are true about 'crafting the message' of marketing EXCEPT?

Select one:

- a. Competitors should be mentioned
- b. The message should be short as possible
- c. Consistent message is needed
- d. Should show a unique identity
- e. Concentrating on only one key detail

38) ALL the following are true about root cause analysis, EXCEPT?

- a. Looks like a fishbone
- b. A root factor is one that affects an event's outcome
- c. The event could still occur again, or would have happened without the causal factor
- d. A problem has one root cause and multiple causal factors
- e. Uses brainstorming

39) Quality means all the following, EXCEPT?

Select one:

- a. Fitness for purpose
- b. Meeting and exceeding the customer's needs and expectations and then continuing to improve
- c. Spending money to get better service quality
- d. It is both objective and subjective in nature
- e. A balance between standards and performance

40) One is true about Statistics to evaluate Quality? Select one:

- a. Longer period (of days) between interventions indicate greater quality of care to give each intervention more time
- b. High Readmission rates indicate greater quality of care
- c. Readmission rates less than past year records rates indicate improved quality of care
- d. Increased rate of prescriptions in a health facility indicates improvement in quality of care
- e. An increase in readmission rate for the same condition to same facility for additional treatment indicates improvement in quality of care in that facility

41) One of the following is considered Philosophical policies and procedures?

Select one:

- a. Strict code of privacy
- b. Positive relations with people both inside and outside the organization
- c. Tasks to each individual
- d. What the staff should wear
- e. Security policies

42) In some countries, 74% of patients have to wait between 60-120 minutes to be seen by a doctor. This related to what component of healthcare quality?

Select one:

- a. Timeliness of care (minimize delays)
- b. Efficiency of the hospital
- c. Equity between countries
- d. Integrate the the full range of health services
- e. percentage (%) of goals achieved

43) PDSA means?

Select one:

- a. Plan, devise, study, acquire
- b. Plan, do, study, act
- c. Prepare, develop, study, act
- d. Participate, do, simplify, assume
- e. Plan, demonstrate, start, assure

44) One match is correct?

Select one:

- a. Procedure—Details
- b. Policy—How
- c. Policy—Changes frequently
- d. Policy—Process
- e. Procedure —Broad terms

45) When an adult person refuses vaccination, this is? Select one:

- a. Harmful
- b. Self-governance
- c. Against autonomy
- d. Justice
- e. Non-maleficence

46) ALL the following are true about PDSA model, EXCEPT?

Select one:

- a. Presents systematic series of steps that shows improvement of a product, service, or process
- b. Provides a framework for developing, testing and implementing changes leading to improvement
- c. Shows that all change will result in an improvement
- d. Three questions must be answered before testing an improvement concept
- e. One of the most widely used models for improvement

All improvement requires change, but not all change will result in an improvement

47) What is the first step of the decision-making process called in the incremental model?

Select one:

- a. Identification
- b. Awareness
- c. Acknowledging
- d. Selection
- e. Muddling

48) ONE is true about the 10-80-10 rule in marketing?

Select one:

- a. The group who are not interested in your facility's service are called the positive 10%
- b. The group that you don't need to convince because they will always use your service when they need it are the negative 10%:
- c. The 80% are the group who need to be convinced to use your service**
- d. As a healthcare marketer, your target group are the negative 10%
- e. The positive 10% are hard to convince

49) Regarding aspects of quality care. EXCEPT?

Select one

- a. Measurable quality can be Judged by the provider
- b. Measurable quality reflects adherence to practice parameters or protocols
- c. Appreciative quality reflects judgment based on standards and persona] experience
- d. In perceptive quality, physical environment and technical competence always lead to patient satisfaction**
- e. Accreditation bodies are examples of appreciative quality

50) One of the following is TRUE about ethics?

Select one:

- a. Ethics can be either civil or criminal
- b. Ethics include a system of rights and obligations
- c. Laws should get affected by a person's culture
- d. Ethics represent social expectations about what is right and wrong**
- e. Making ethical decisions is a clear process in health organisations

51) If risk score is 6, ONE is False?

Select one:

- a. Likelihood is Possible and Impact is Minor
- b. Likelihood is Unlikely and Impact is Moderate
- c. Likelihood is Possible and impact is moderate**
- d. The risk is medium in all cases
- e. The risk is in yellow colour in all cases

52) For risk management, the solution of Risk transfer means that?

Select one:

- a. You will not do any further action to treat the risk apart from monitoring
- b. You will contact an insurance company**
- c. You will try to reduce the likelihood or consequence of the risk to an acceptable level
- d. The risk is transferred from being high probability to low probability
- e. The cost of the solution is less than its benefit

53) In Hospital X, error in lab results are likely to occur once in five years and the impact of this error is moderate, ONE of the following is TRUE regarding risk assessment?

Select one:

- a. The risk score is 2 **X** = 3
- b. The risk is in the yellow zone in risk matrix **X** in green zone
- c. Strict limitations must be initiated
- d. Risk is classified as low**
- e. The likelihood is 50th

Rare
Likelihood (L) = 1 in moderate ... Impact = 3

54) The following are true about Laws. EXCEPT?

- a. Felonies and Misdemeanors are related to public laws
- b. Practicing medicine without a license is a felony
- c. Misdemeanors carry a punishment of fines or imprisonment in jail for up to 20 years**
- d. Civil laws are concerned with relationships between individuals and the protection of a person's rights
- e. Healthcare employees are most frequently involved in cases of civil law

55) All the following are risks directly associated with patient care, EXCEPT?

Select one:

- a. Protection from abuse, neglect and assault
- b. All patients receive the same quality treatment
- c. Performance of incorrect medical treatment
- d. Keeping the patients' information safe
- e. Presence of security people

56) Your hospital uses a document containing Diabetes adult evaluation recommended actions based on the latest evidence, this document is an example of?

Select one:

- a. Protocol
- b. Procedure
- c. Policy
- d. Guidelines
- e. Memo

57) Regarding Beneficence, one is False?

Select one:

- a. Good acts
- b. Definition differ from one person to another
- c. In the patients' best interest all the time
- d. Minimizing harm
- e. No harm with least benefit

58) The following is TRUE about business structure?

Select one:

- a. Profit is maximized when the difference between total revenue and total expenditure is maximum
- b. Profit occurs when total revenue equals total expenditure
- c. Profit is maximized when total revenue is maximized
- d. Profit is maximized when total expenditure is maximized
- e. Profit is the sum of total expenditure and total revenue

59) Ahmad is having a medical condition. He heard his neighbour who is a doctor giving advice at a social gathering. He followed that advice and his condition became worse. He decided to make a malpractice suit against that doctor. Which of the following is TRUE?

Select one:

- a. A physician-patient relationship existed
- b. The damages were a direct cause of a physician's breach of duty
- c. This is a Negligence case
- d. Ahmed fails to prove Duty
- e. Ahmad can prove Battery

60) Before You Begin Writing Policies, You should do the following, EXCEPT?

Select one:

- a. Establish a format
- b. Ignore the already used policies
- c. You need to assign group of people to do it
- d. Review accreditation standards
- e. Clearly define the problem

Health Administration

Final archive – Serotonin batch



1) Concerned with checking and reviewing work that has been done?

Select one:

??

- a. Quality control
- b. Quality assurance
- c. Quality improvement
- d. Total quality management
- e. Continuous quality improvement

2) Of the guiding principle or emergency risk management. Prepared community?

Select one:

- a. Many activities required to protect and preserve health are managed primarily by other sectors
- b. Communities are always the first to respond to disasters and can play a critical role in meeting emergent health needs.
- c. Many of the key functions required to manage risks are common across all hazards
- d. It is neither ell-Clem nor cost-effective to develop separate plans. Procedures. Trainings. Rosters. and response mechanisms for each individual hazard
- e. These should be established at national and local levels. Wherever possible

3) Which type or quality measures examines the characteristics or the setting in which care takes place?

Select one:

- a. Structure
- b. Process
- c. Outcome
- d. Patients' experience
- e. Structure and process

4) The following factors contributed to the need for marketing in healthcare, EXCEPT?

Select one:

- a. Growth of procedures that are subjected to choice [5 www.thundershare.net
- b. Growth of for-profit hospitals
- c. Increased competition
- d. The need for more patients to utilize the healthcare service
- e. The role of healthcare provider expanded to make decisions for the patient

5) According to Bruce-Jain framework of quality of care of family planning: poor knowledge of the proper use, risks, and benefits of contraceptives is tackled through?

Select one:

- a. Choice of method
- b. Technical competence
- c. Information given to clients
- d. Mechanisms to encourage continuity of care
- e. Appropriate constellation of services

6) The following are We about Quantitative Risk Assessment. EXCEPT?

Select one:

- a. A numerical estimate
- b. High accuracy
- c. Easy to assess
- d. Usually done in large organizations
- e. Objective measure

7) One match is correct?

Select one:

- a. Procedure --Broad terms
- b. Policy—How
- c. Policy—Changes frequently
- d. Policy-*Process
- e. Procedure—Details

8) When funding healthcare, all services provided should be of best value for money. This is?

Select one:

- a. Equitable funding
- b. Efficient funding
- c. Adequate funding
- d. Sustainable funding
- e. Acceptable funding

9) Of the key components of emergency risk management is preparedness?

Select one:

- a. The knowledge and capacities to effectively anticipate, respond to, and recover from, the impacts of lflrely, imminent or current hazard events or conditions
- b. When timely and effective has the potential to save lives, reduce disability, prevent disease, and contribute positively to the recovery process.
- c. This is central to the so-called build back better approach
- d. it attempts to determine the exposure and susceptibility that a given community may have to the identified hazards
- e. The main example for measures taken by the health sector is effective vaccination programmes to prevent outbreaks of diseases

10) In Hospital X, error in lab results are likely to occur once a year and the impact of this error is moderate, ONE of the following is TRUE regarding risk assessment?

Select one:

- a. The risk score is $6 \times 3 = 9$
- b. The risk is in the green zone in risk matrix
- c. Strict limitations must be initiated
- d. Risk is classified as low
- e. The likelihood is 3

possible
Likelihood (L) = 3

= 3

11) When a nurse who is responsible for taking temperature for her patient every four hours fails to do that as requested, this would be a case of? Select one:

- a. Misfeasance
- b. malfeasance
- c. Nonfeasance
- d. delayed treatment
- e. Abandonment

??

12) Bonus question ! مستغربييييين لبييه

13) of the domains of Quality Health care: delivering health care in a manner which maximizes resource use and avoids waste?

Select one:

- a Patient centered care
- b Equitable
- c. Effective
- d. Efficient
- e. Accessible

14) A patient got into an argument with the doctor treating him in front of everyone in the emergency room. the patient threatened to bodily harm the doctor if he does not do what he wants. This is?

Select one:

- a. Assault
- b. Battery and assault
- c. Invasion of privacy
- d. Battery
- e. Battery and defamation of character

15) Of the benefits of accreditation for the staff?

Select one:

- a. High quality of care
- b. Raises community confidence
- c. Provides education on consensus standards
- d. Stimulates continuous improvement
- e. continuity of care

16) Of the key components of emergency risk management is recovery? ??

Select one:

- a. The knowledge and capacities to effectively anticipate. respond to. and recover from. the impacts of likely. Imminent or current hazard events or conditions
- b, When timely and effective has the potential to save lives. reduce disability. prevent disease. and contribute positively to the recovery process.
- c. This is central to the so-called build back better approach
- d. it attempts to determine the exposure and susceptibility that a given community may have to the identified hazards
- e. The main example for measures taken by the health sector is effective vaccination programmes to prevent outbreaks of diseases

17) Of the key components of emergency risk management is response? ??

Select one:

- 0 a, The knowledge and capacities to effectively anticipate. respond to. and recover from. the Impacts of likely, imminent or current hazard events or conditions
- b. When timely and effective has the potential to save lives. reduce disability. prevent disease, and contribute positively to the recovery process.
- c. This is central to the so-called build back better approach
- d. It attempts to determine the exposure and susceptibility that a given community may have to the identified hazards
- e. The main example for measures taken by the health sector is effective vaccination programmes to prevent outbreaks of Diseases

18) Policy and Procedures writing include the following. EXCEPT?

Select one:

- a. Definitions of all terms used within the policy
- b. The policy title/number should be repeated in the header of each page
- c. Well written policies include the terms. Highest, safest. best
- d. Responsibility for carrying out each action step should not be implied
- e. Separate policies on the same subject can be combined in one policy

19) One of the following is TRUE about ethics? Select one:

- a. Ethics can be either civil or criminal
- b. Ethics include a system of rights and obligations
- c. Ethics can be affected by a person's culture**
- d. Government are responsible for formation of the individual's ethical values
- e. Making ethical decisions is a clear process in health organizations

20) The following is TRUE about business structure?

Select one:

- a. Profit is maximized when the difference between total revenue and total expenditure is maximum**
- b. Profit occurs when total revenue equals total expenditure
- c. Profit is maximized when total revenue is maximized
- d. Profit is maximized when total expenditure is maximized
- e. Profit is the sum of total expenditure and total revenue

21) You are a hospital administrator in hospital X. a patient with an end stage cancer is admitted and his clinical condition is worsening each day. His family discuss With you that they need to take him back home because they think there is nothing more to do for him and they cannot cover the high financial costs to keep him in hospital. You tell them that continuing the patients treatment and protecting his right to survival could only happen with the patient remaining in hospital care. ONE of the following is TRUE?

Select one:

- a. Your decision is motivated by values of rightness and wrongness.**
- b. Your decision can vary depending on the situation
- c. You decided based on the greatest amount of good for the greatest number of people involved in a situation
- d. You followed the principle of "The end justifies the means"
- e. The patient's family share the same values with you

22) The following are used to optimize the usefulness of electronic libraries, EXCEPT?

Select one:

- a. Provide indices by policy name. subject. and sponsoring domain
- b. Incorporate 'word search' functionality in order to facilitate searches
- c. Create an electronic archive for storing prior versions of policies
- d. prohibit access to policies of one domain to personnel in other domains
- e. Check with your corporate compliance office regarding organizational document retention policies

23) Your organization uses a document containing blood-testing recommendations for patients who are taking anticoagulants. This document is an example of?

Select one:

- a. protocol
- b. Procedure
- c. Policy
- d. Guidelines
- e. Memo

24) Of disaster risk assessment. vulnerability analysis?

Select one:

- a. The knowledge and capacities to effectively anticipate. respond to. and recover from. the impacts of likely, imminent or current hazard events or conditions
- b. When timely and effective has the potential to save lives. reduce disability. prevent disease, and contribute positively to the recovery process.
- c. This is central to the so-called build back better approach
- d. It attempts to determine the exposure and susceptibility that a given community may have to the identified hazards
- e. The main example for measures taken by the health sector is effective vaccination programmes to prevent outbreaks of Diseases

25) Providing diagnosis for patients visiting your clinic is ONE of the following? Select one:

- a. Marketing your organization's image
- b. Easy to evaluate
- c. A one at-a-time basis
- d. Has no residual value**
- e. Easy to quantify



26) All the following are risks directly associated with patient care. EXCEPT?

Select one:

- a. Protection from abuse, neglect and assault
- b. Building management**
- c. Performance of incorrect medical treatment
- d. Confidentiality
- e. Equal treatment

27) Structure?

Select one:

- a. Denotes what is actually done in giving and receiving care
- b. Denotes the attributes of the settings in which care occurs**
- c. Denotes the effects of care on the health status of patients and populations.
- d. It includes the patient's activities in seeking care
- e. It includes improvements in the patient's knowledge and salutary changes in the patients behavior

28) Perceptive quality?

Select one:

- a. is the aspect of care which is perceived/Judged by the recipient of care**
- b. The aspect of care which can be judged by the provider through comparative measures between the actual performance versus the standard one
- c. Can be defined objectively as compliance With. or adherence to standards
- d. Is the aspect of care which can be judged by the experienced practitioners.
- e. Quality perceived by the patient Is generally based on the degree of care expressed by the physical environment.

29) When a patient is practicing his right to refuse treatment, this is?

Select one:

- a. Harmful
- b. Self-governance**
- c. Again autonomy
- d. Fidelity
- e. Non-maleficence

30) Regarding Beneficence. one is False? Select one:

- a. Good acts
- b. Definition differ from one person to another
- c. In the patients' best interest all the time
- d. Minimizing harm
- e. No harm with least benefit

31) Which entity may be known as a third-party payer? Select one:

- a. Physician
- b. Patient
- c. Internal Revenue Service
- d. Health insurance company**
- e. Ministry of Finance

32) On applying the scientific approach (PDSA cycle) to quality. "plan" involves? Select one:

- a. Change and collect data on the result
- b. Examine whether changes are working and are justified. and any delays present
- c. Incorporate the new methods.
- d. Implement the experiment
- e. Identify all customers, and all personnel involved in the service**

33) ONE is False about Policy implementation? Select one:

- a. Distribution ensures that original copy filed in the Manual kept in every department
- b. Familiarization is done by training employees on the new policy
- c. Monitoring involves reviewing all policies and procedures every two 2 to 3 months
- d. Monitoring involves that all policies shall be reviewed by a multi-disciplinary team
- e. Policy Analysis involves evaluation of both past and future policies

34) When an insurance company pays physicians/hospitals for patients admitted with burns. this is?

Select one:

- a. Per-diem payments
- b. Cross-subsidization**
- c. Capitation
- d. Case-based payments
- e. Co-insurance

35) A pandemic is classified under which category or disasters?

Select one:

- a. Natural acute onset
- b. Natural chronic onset
- c. Human generated technological
- d. Human generated societal
- e. Human generated complex

36) All applies to 'Quality of health care" and its justification except? Select one:

- a. Is a key component of the right to health.**
- b. Even where health systems are well developed and resourced. there is clear evidence that quality remains a serious concern.
- c. Where health systems - particularly in developing countries - need to optimize resource use and shrink population coverage.**
- d. With wide variation in standards of health-care delivery within and between healthcare systems.**
- e. The process of improvement and scaling up needs to be based on sound local strategies for quality.

37) On applying the scientific approach (PDSA cycle) to quality. "act" involves? Select one:

- a. Change and collect data on the result
- b. Examine whether changes are working and are justified and any delays present.
- c. incorporate the new methods.**
- d. Implement the experiment
- e. Identify all customers and all personnel involved in the service

38) In our current time, Marketing in healthcare is all of the following, except : Select one:

- a. Unethical and against medical practice values**
- b. An essential function for healthcare organizations
- c. Health organizations view marketing as an element for their success
- d. Should be included in healthcare organization's budget
- e. An investment for healthcare organizations

39) You choose pop-up ads for advertising your service for the following reasons, EXCEPT? select one :

- a. Low cost
- b. Targeted audience
- c. More interaction with audience
- d. Reach general public
- e. Build a high level of awareness**

40) Formalized, written policies and procedures fulfill the following purposes. EXCEPT? Select one:

- a. Less variation in practice across the health system
- b. More adherence to professional practice
- c. More understanding of roles and responsibilities
- d. More reliance on good memory
- e. More adherence to accreditation requirements

41) The process of building good will and trust with the public is called? Select one:

- a. Public relations**
- b. Public advertisement
- c. Planning marketing
- d. Presence
- e. Comparative analysis of competitors



42) One of the following is considered Philosophical policies and procedures?

Select one:

- a. Positive relations with people both inside and outside the organization
- b. Strict code of privacy
- c. improve the staff's skill
- d. What the staff should wear
- e. Security policies

43) One is correct?

Select one:

- a. A proactive risk strategy begins long after adverse effect is Initiated
- b. in reactive risk strategy management does nothing about risk until something goes wrong
- c. A proactive risk strategy is a response based approach
- d. In reactive risk strategy you plan ahead to avoid or manage problems
- e. Proactive strategies are used to develop reactive strategies

44) The factor that expected to affect the frequency and severity of floods. windstorms. and droughts. With their associated public health impacts? Select one:

- a. increasing urbanization
- b. Climate change
- c. Terrorism
- d. Poor land use
- e. Unregulated industrialization

45) of the guiding principles of emergency risk management, all hazards? Select one:

- a. Many activities required to protect and preserve health are managed primarily by other sectors
- b. Communities are always the first to respond to disasters and can play a critical role in meeting emergent health needs.
- c. Many of the key functions required to manage risks are common across all hazards
- d. Local governments. civil society organizations. and Individual citizens all have the potential or contributing to ERM
- e. These should be established at national and local levels, wherever possible

46) The following matches regarding Marketing Mix are correct. EXCEPT? Select one:

- a. Place—Convenience
- b. Product—Customer solution
- c. Promotion—Customer cost
- d. Promotion— Action component of the marketing mix
- e. Promotion—Communication

47) The transfer of pooled resources to service providers is? Select one:

- a. Pooling resources
- b. Pooling risks
- c. Cross-subsidization
- d. Resource allocation
- e. redistribution

48) An approach to quality improvement that involves commitment or all members or an organization to meeting the needs or its external and internal customers? Select one:

- a. Quality control
- b. Quality assurance
- c. Quality improvement
- d. Total quality management
- e. Continuous quality improvement

49) ALL the following are true about root cause analysis, EXCEPT? Select one?

- a. Looks like a fishbone
- b. A Systematic Approach
- c. The event could still occur again. or would have happened without the causal factor
- d. Uses brainstorming
- e. A problem has one root cause and multiple causal factors

50) Of the domains of Quality Health care: delivering health care which takes into account the preferences and aspirations of Individual service users?

Select one:

- a. Patient centered care
- b. Equitable
- c. Effective
- d. Efficient
- e. Accessible

51) Regarding expenditure on healthcare in Jordan. one is true?

Select one:

- a. The donors sector accounts for the highest expenditure
- b. The private sector accounts for the second highest expenditure
- c. Most is spent on preventive services
- d. The expenditure on drugs is lowest than most countries in Jordan's income group
- e. The least expenditure is on curative services

52) For risk management, the solution of Risk retention means that?

Select one:

- a. You Will not do any further action to treat the risk apart from monitoring
- b. You will contact an insurance company
- c. You will try to reduce the likelihood or consequence of the risk to an acceptable level
- d. The risk rarely occur with high impact
- e. The cost of the treatment is less than its benefit

53) Elements of a Contract includes the following. EXCEPT?

Select one:

- a. Agreement
- b. Photos
- c. consideration
- d. Contractual Capacity
- e. Legal Subject Matter

54) A healthcare instructor is teaching medical students about principles of ethics in health care, and she tells them that the utmost important principle to observe while taking care of patient is doing no harm! The principle of Ethics she described here is?

Select one:

- a. Beneficence
- b. Justice
- c. Non-maleficence
- d. Respect for autonomy
- e. Veracity

55) Choose the correct answer about a Memo?

Select one:

- a. Should be long and detailed
- b. For legal use
- c. For external use
- d. Used to give authority to someone to perform a task
- e. Typically contains From, To, Date, subject at the bottom at the memo

56) One of the following applies for 'Less serious offenses that carry a punishment of fines or imprisonment in jail for up to a year'?

Select one:

- a. Felonies
- b. Practicing medicine without a license
- c. Misuse of narcotics
- d. Part of the criminal laws
- e. Involving healthcare employees frequently

57) Marketing healthcare services using the television has the following advantages, EXCEPT?

Select one:

- a. Access to large audience
- b. Compulsiveness
- c. Convenient for the audience
- d. Cheap**
- e. Visual demonstration of the product

58) You should do the following Before You Begin Writing Policies, EXCEPT?

Select one:

- a. Get rid of current policies
- b. Create a format
- c. Assign a team
- d. Review accreditation standards
- e. Clearly define the problem

59) ONE is true about risk?

Select one:

- a. Cannot be avoided
- b. Every risk has 100% likelihood
- c. Prevents achieving the desired outcome
- d. Desirable event
- e. Occurs when probability is zero

60) All the following are Medical Staff-related Risks. EXCEPT?

Select one:

- a. Occupational safety and health
- b. Working practice
- c. Legislative requirements
- d. Claims management**
- e. Training and education

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أمنياتنا للجميع بالتوفيق والنجاح

