

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
- 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

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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