

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
- c. The 1990s: Not only sick people involved
- 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
- 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 0 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

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
- b. The risk is in the yellow zone in risk matrix
- c. Strict limitations must be initiated
- d. Risk is classified as low
- e. The likelihood is 50th

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