

ARCHIVE - FINAL

- HA -

"A year from now you may wish you
had started today"



1) Insured patient in Jordan has to pay 20% of allowed amount while their insurance covers the rest 80%, which is the method of payment?

- A. Deductible
- B. Copayment
- C. Coinsurance
- D. Premium
- E. None of above

Answer : C

2) the difference between GNI and GDP:

- A. GDP includes only goods, while GNI includes only services.
- B. GNI measures total economic output, while GDP measures total economic income.
- C. GDP measures the total output within a country's borders, while GNI includes income from abroad.
- D. GNI measures the total consumption, while GDP measures total production.
- E. All of above

Answer : C

3) Healthcare facility experiences power outage, the likelihood of occurrence is once a year and the impact is major. What is the risk score and appropriate risk management strategy?

- A. score is 12, and implement moderate risk prevention
- B. the score is 5 and implement moderate risk prevention
- C. score is 12 and implement high risk prevention
- D. score is 12 and implement low risk prevention
- E. We can't measure the score

Answer : A

4) One is true about measures to evaluate reduction of admissions and readmission:

- A. reduction of readmission rate associated with improve quality of healthcare
- B. Increasing the length of hospital stay.
- C. Improving inpatient care and follow-up.
- D. Reducing the use of preventive services.
- E. Decreasing the quality of discharge planning.

Answer : A

5) Hospital Z, patient developing an infection due to improper sterilization procedures, the likelihood is several times a year and the impact is major. Which of the following is true:

- A. This is a low-risk event with minimal consequences.
- B. the likelihood is 95%
- C. This is an acceptable risk that does not require further attention.
- D. the risk in red zone in risk matrix

Answer : D

6) One of the following is example of nonfeasance :

- A. A nurse administering the wrong medication to a patient.
- B. A doctor failing to diagnose a patient correctly.
- C. nurse failing to monitor patient's vital signs
- D. A surgeon performing a surgery incorrectly.
- E. None of above is the answer

Answer : C

7) Which of the following best describes concept of "mind-set":

- A. A temporary mood or feeling influenced by daily events.
- B. psychological readiness of consumer to absorb and react to marketing message
- C. An automatic response to external stimuli.
- D. A biological trait that is inherited from parents.
- E. All of above

Answer : B

8) In some country, 35% of patients get corrected diagnosis, reflect the problem in which components of quality healthcare:

- A. Safety
- B. Effectiveness
- C. Patient-centeredness
- D. Efficiency
- E. nonefficiency

Answer : B

9) Demographic ?

- A. life style
- B. interest
- C. education
- D. value
- E. None

Answer : C

10) true about readmission & admission :

- A) more readmission means increase in quality of care
- B. more readmission means you give appropriate treatment in first time
- C. more patients come again to you means your care is very effective
- D. reduce readmission means more quality of care

Answer : D

11) means " tell the truth " :

- A. fidelity
- B. beneficence
- C. justice
- D. veracity

Answer : D

12) minimum disruptive medicine means:

- A. Providing the most expensive treatment available to ensure the best care.
- B. Designing care to minimize the burden on patients' lives while maximizing incomes.
- C. Avoiding medical treatment whenever possible to save costs.
- D. Using the latest technology to diagnose and treat all conditions.
- E. patients needs with minimum treatment burden

Answer : E

13) to take insurance, you have to pay in the beginning of year:

- A. copayment
- B. coinsurance
- C. deductible
- D. Premium

Answer : C

14) The following matches regarding Marketing Mix are correct. EXCEPT?

- A. Place-Convenience
- B. Product-Customer solution
- C. Promotion-Customer cost
- D. Promotion- Action component of the marketing mix
- E. Promotion-Communication

Answer : C

15) 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

Answer : C

16) method for advertising access to broad spectrum of audience but expensive

- A. television
- B. internet
- C. radio
- D. Direct mail advertising
- E. Word-of-mouth

Answer : A

17) Security policies of doctors :

- A. Administrative
- B. Philosophical
- C. HR
- D. information management

Answer : A

18) Manager receive his job and delegate some specific authorities for a week:

- A) short internal communication
- B. Temporary delegation
- C. Project management
- D. Operational review

Answer : A

19) If you have separate policies on the same subject, what is the right thing to do?

- a. keep it separate as it
- b. combine them into one policy

Answer : B

20) A patient suffered from severe burns, accessed by referral from local hospital to regional hospital ,this is considered as:

- A. primary care
- B. tertiary care
- C. secondary care
- D. Quaternary

Answer : B

21) The key difference between for profit and non- for profit health care service:

- A. no tax-exempt
- B. reinvestment of the money back
- C. For-profit healthcare services prioritize patient care, while non-profit services prioritize financial gain.
- D. Non-profit healthcare services are funded solely by private investments, while for-profit services receive public funding.
- E. For-profit healthcare services focus only on outpatient care, while non-profit services offer both inpatient and outpatient care.

Answer : B

22) Simultaneous PSDA cycle is preferred to sequential, when:

- A. when change involve a single department
- B. When multiple connected processes need to be improved at the same time
- C. when changes are simple

Answer : B

23) Which of the following is a state of "false-imprisonment"?

- A) A nurse administers incorrect drug worsening the condition of patient
- B) A doctor who misdiagnoses a patient
- C) A doctor registers a patient for hospital stay against patient's will
- D) None of above

Answer: C

24) Hazard is :

- A. potential source of harm
- B. A condition or situation that has the potential to cause harm or adverse effects.
- C. An unavoidable outcome of a process.
- D. A planned intervention to reduce risk.

Answer: A

25)financial risk :

- A.medication errors,
- B. surgical complications
- C. revenue losses due to low patient volumes

Answer : C

26)equipment failures, staffing shortages ,scheduling errors is?

- A) Clinical Risks
- B)Financial Risks
- C) Legal and Regulatory Risks
- D) Operational Risks
- E) none of above

Answer : D

27)The cost of the risk management outweighs the benefit?

- A)Risk retention
- B) residual risk
- C) risk after apply control measure
- D)shifting to insurance company
- E)risk before control measure

Answer : C

28)Infection in hospital likelihood occurs several times yearly and the impact is major, what statement is true ?

- A)the likelihood 95%
- B)need moderate limitation
- C)at the red colour in risk matrix
- D)accept it

Answer : B

29>false sentence?

- A) risk score for fire on data center equal hurricane
- B)highest likelihood is employee forget to log off
- C) lowest risk score forget log off
- D) all are true

Answer: A

30)One of the following strategies should be prioritized for event with high impact and high likelihood of risk , such as "Fire in data center " :

- a) risk transfer
- b)risk retention
- c)risk avoidance
- d) risk reduction

Answer: C

31) doctor gives end ill patent high cost drug to ensure Considers that it is the professional's duty to do everything possible for the patient, administrator of the hospital refuse treatment because it's not cost effective treatment states that an act must result in the greatest amount of good for the greatest number of people, True about it?

- A) doctor's decision based on considerations for the outcome of the action*
- B) administrator's decision based on virtue ethics*
- C) doctor's decision based on moral obligation, regardless out come*
- D) doctor's decision based on The principle of utility*

Answer: C

32) meaning of Non-maleficence in health care ?

- A) ensure the procedure not harm the patient*
- B) giving treatment not benefit the patient*
- C) health worker play with patient records*
- D) nurse give the wrong dose*
- E) health equipment distributed fairly*

Answer: A

33) Veracity means:

- A. The duty to maintain patient confidentiality.*
- B. The commitment to provide honest and truthful information to patients.*
- C. The obligation to avoid causing harm to patients.*
- D. The responsibility to ensure patient autonomy in decision-making.*

Answer: B

34) Fidelity means :

- A. The obligation to avoid causing harm to patients.*
- B. The duty to maintain patient confidentiality.*
- C. The commitment to provide honest and truthful information to patients.*
- D. The duty to be loyal and keep promises made to patients.*

Answer: D

35) administrator receives commission for referral patients to specific services, the practice is ?

- A) ethical due to large number of patents*
- B) standard practice*
- C) split fee rearrangement*
- D) practice of benefice*
- E) unethical by families*

Answer: C

36)doctor uses social media platforms to speak at his college and he said he is fraud, is classified as ?

- A)Defamation of Character*
- B) battery*
- C)fraud*
- D) Invasion of privacy*
- E)False imprisonment*

Answer: A

37)doctor disclosure private information about his patient?

- A)Invasion of privacy*
- B)Defamation of Character*
- C) battery*
- D)fraud*
- E)False imprisonment*

Answer: A

38)true about contracts ?

- A) expressed contract stated clearly, implied state by action*
- B)expressed contract stated action, implied state by clearly*
- C) expressed contract stated written, implied state verbal*
- D)expressed contract stated cerbal, implied state by written*

Answer: A

39)One of the following DM models that suggest steps broken down in small steps

- A. Rational Decision-Making Model*
- B. Incremental Decision-Making Model*
- C. Garbage Can Model*
- D. Bounded Rationality Model*

Answer: B

40)The DM is not aware of all available alternatives and risks:

- A. Bounded Rationality*
- B. Certainty*
- C. Risk*
- D. Optimality*
- E. Uncertainty*

Answer: E

41) a government agency determines allocation on utilization rate :

- A. Fee-for-Service*
- B. Capitation*
- C. Global Budget*
- D. Pay-for-Performance*

Answer: C

42) Elderly lady who need a care with no place to live and care support:

- A- Domiciliarie*
- B-physician's offices*
- C-home health agencies*
- D-clinics*
- E-Hospice*

Answer: A

43) Rehabilitation care means:

- A. Care provided to manage chronic conditions.*
- B. recover the patient to a level of function and response*
- C. Supportive care for terminally ill patients.*
- D. Preventive care to avoid future health issues.*

Answer: B

44) emergency state with no need for appointments :

- A- walk-in clinic*
- B. Primary Care Physician*
- C. Specialty Clinic*
- D. Emergency Room*

Answer: A

45) PROCESS measuring for quality :

- A-what providers gives services to patients*
- B. Evaluating the outcomes and results of healthcare interventions.*
- C. Assessing the physical facilities and equipment used in healthcare.*
- D. Measuring patient satisfaction and experience with healthcare services.*

Answer: A

46) both male and female from different ethnicity should be treated equally and not vary in care quality :

- A. Equity
- B. Equality
- C. Cultural Competence
- D. Non-discrimination

Answer: A

47) the True statement for causes have led to formal care more :

- A. Increased reliance on home care services.
- B. Increase nuclear families and geographical mobility
- C. Reduction in the number of healthcare facilities.
- D. Decreased focus on preventive care.

Answer: B

48) asking the nurse for her experienced of care
what type of aspect of quality care;

appreciative quality

49) # SDG :
- 3.8

50) the your doctor contact the specialists for your conditions to coordinate all your need :
Integrated

51) the treat risk used when the cost of risk management outweighs the benefit :
Risk Retention

