

1) The S in smart stands for? LEC 1
Specific

2) What is true about objective and goals? LEC 1
Objectives aim towards the goal

3) What is false about management and administration? LEC 1
Management is influenced by public opinion and external forces

4) What is incorrect about management? LEC 1
Human resources are considered output

5) Main function that the CEO does? LEC 1
Planning Top Level Management >> coordinate services and concentrate on planning

6) What is incorrect about CEO? LEC 1
put policies and objectives
involved in planning
assigns managers
has executory function XXX

7) What is false about lower level management? LEC 1
First line management
head nurse is an example
Organize the division or departmental activities XXX

8) Where is laissez faire most suitable? LEC 1
When there is highly qualified people

9) What is incorrect about health administration? LEC 1
Hospitals now are less efficient than before

10) What is incorrect about health administration? LEC 1

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

11) The O in POSDCORB stands for? LEC 3

Organizing

12) Which of the following is correctly matched? LEC 3

Reporting --> controlling function

13) Which of the following is true about organizing function? LEC 3

Responsibility cannot be delegated

14) According to Katz, what is an example of technical skills? LEC 3

using technology

15) What ~~management~~ skills does the minister of health need? LEC 1
Administration

Human and conceptual skills

16) What is incorrect about budget? LEC 3

should not be flexible

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

Purchasing

LEC 3

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?

LEC 3

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?

LEC 3

Nepotism XXX

Staffing

Outsourcing

Redeployment

Shortlisting applicants

20) What is correct about lay care?

LEC 4

Encouraging or discouraging someone to contact formal services

21) What is incorrect about the type of care?

LEC 4

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?

LEC 4

Two dates of service and 24 hours

23) Free standing facilities that provide surgical procedures outpatient basis only? LEC 4

Ambulatory surgical center

24) King Hussein cancer center is considered? LEC 4

Medical speciality hospital

25) Hospice is? LEC 4

End of life care

26) All the following decreased health care utilization except? LEC 4

Less self care

27) Primary service area is? LEC 4

The geographical area from which organization attracts 75% of patients

28) What is correct about outpatient facilities? LEC 4

Less than 24 hours

29) What is incorrect about decision making? LEC 5

Same understanding of evidence

30) In a crisis problem LEC 5

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

LEC 5

32) What is correct about uncertainty?

LEC 5

Risk decisions are made in uncertainty

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

LEC 5

Intuitive

34) What is correct about ultimate decision-maker?

Responsible for the consequences of decision

35) What is correct about the pyramid of evidence?

LEC 5

Clinical practice guidelines are at the top of the pyramid

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

LEC 5

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

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

Health Administration

Midterm exam
Wareed batch

إعداد



1. A departmental manager does all the following EXCEPT? LEC 1

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? LEC 1

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? LEC 5

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? LEC 5

- 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? LEC 1

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

7. Acute care hospital facilities? LEC 4

- 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?

LEC 1

Select one:

- a. The work of professionals in healthcare administration occurs behind the scenes HA is a "hidden" career
- 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? LEC 1

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?

LEC 4

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?

LEC 3

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?

LEC 5

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?

LEC 1

Select one:

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

17. The "O" in POSDCORB stands for?

LEC 3

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?

LEC 5

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:

LEC 4

- 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?

LEC 3

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?

LEC 4

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

!!! hospices oppose the practice of euthanasia, providing good care instead of mercy killing

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

LEC 1

- 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?

LEC 3

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?

LEC 5

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?

LEC 4

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? LEC 5

Select one:

- a. Insufficient
- b. Very satisfying meets minimum standard of acceptance.
- 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? LEC 1

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? LEC 1

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? LEC 5

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? LEC 1

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?

LEC 3

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:

LEC 3

- 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



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

It is best when there is inadequate time, information or ability to deal with the complexity associated with the rational process