

2022 BOG prep Week 5 quiz

* Required

1. Email *

2. 1. When considering ethical principles useful to healthcare executives, which 1 point
of the following is incorrect?

Mark only one oval.

- A. Non-maleficence - first do no harm.
- B. Respect for persons, including Autonomy, Truth Telling, Confidentiality, Fidelity.
- C. Beneficence - an obligation to act in charity and kindness.
- D. Justice - maintain different levels of care and services based on social status and the ability to pay.

3. 2. The major purpose of the code of ethics for members of a healthcare 1 point
executives association is to:

Mark only one oval.

- A. Enhance the image of the healthcare management profession
- B. Set forth standards of ethical behavior for healthcare executives
- C. Set ethical guidelines for the advancement of members within the organization
- D. Provide a forum for dialogue on healthcare policy issues

4. 3. Which of the following are commonly recognized to be a right of each patient: 1 point

Mark only one oval.

- A. Receive considerate and respectful care.
- B. Communicate with a caregiver in the language of the patient's choosing.
- C. Be informed about and participate in decisions regarding their care.
- D. All of the above

5. 4. With respect to the processes by which healthcare organizations maintain the confidentiality, security and integrity of the medical record, all of the following statements are true except: 1 point

Mark only one oval.

- A. The original medical record of a patient being transferred from one healthcare organization to another may accompany the patient to the new organization.
- B. Healthcare organizations must have a mechanism to preserve the confidentiality of data / information identified as sensitive.
- C. The organization must have a mechanism to safeguard records against loss, destruction, tampering and unauthorized access or use.
- D. Written policies must require that medical records may be removed from the organization's jurisdiction only in accordance with a court order, subpoena or statute.

6. 5. Healthcare facilities serving disabled populations might wish to systematically review concerns by: 1 point

Mark only one oval.

- A. Adding specific questions to patient satisfaction instruments
- B. Consulting periodically with advocacy groups
- C. Reviewing patient complaints raised by disabled individuals
- D. Reviewing their compliance with the Americans with Disabilities Act.

7. 6. The healthcare executive with opposing duties (obligations) – meeting one of which makes it impossible to meet the other – has a: 1 point

Mark only one oval.

- A. Conflict of interest
- B. Management ethical dilemma
- C. Need for a consultant
- D. Situation that is impossible

8. 7. The ethical precepts (organizational philosophy) that guide an organization's activities are found in a variety of sources that are: 1 point

Mark only one oval.

- A. Reflected in everyday actions
- B. The sole province of senior management
- C. Part of the governing body's formal actions
- D. Written and unwritten

9. 8. The most common and useful ways to overcome resistance to change in organizations are: 1 point

Mark only one oval.

- A. Committees and task forces
- B. Education and communication
- C. Manipulation and co-optation
- D. Inspirational leadership and managerial skill.

10. 9. Coordination among governance, management, and professional staff is a major problem for most healthcare organizations. A common way to solve the problem of coordination is: 1 point

Mark only one oval.

- A. Provide a local area network to leaders of each group using personal computers
- B. Have overlapping membership of committees that are part of each group
- C. Have quarterly meetings where issues of concern to the groups are discussed
- D. Provide copies of memoranda and policy statements to leaders of each group

11. 10. In efforts to encourage licensed clinical staff to engage in continuing education, healthcare executives are given substantial assistance by the fact that these professionals: 1 point

Mark only one oval.

- A. Are encouraged by significant peer pressure
- B. Must meet requirements of their certifying group
- C. Are often interested in opportunities to transfer
- D. Must meet malpractice law continuing education standards

12. 11. All of the following are elements of a profession except: 1 point

Mark only one oval.

- A. Service orientation
- B. Normative transmission of norms and values
- C. Code of ethics
- D. Required years of training

13. 12. If a governing board member is a decision maker for a company that conducts business with the HCO, there exists a(n): 1 point

Mark only one oval.

- A. Conflict of interest due to violation of justice
- B. Opportunity to receive discounted prices
- C. Conflict of interest due to violation of the duty of fidelity (loyalty)
- D. Asymmetric level of power

14. 13. Large gifts to tax-exempt HCOs do not suggest a conflict of interest, whereas a large gift to a manager of such an organization is likely to be ethically unacceptable. The difference is that: 1 point

Mark only one oval.

- A. Managers fail in their duty of loyalty to the organization by accepting gifts
- B. Organizations are ethically neutral entities in the eyes of the public and law
- C. Gifts to the organization benefit both the patients and the general public
- D. No direct individual relationship is established by giving to the organization.

15. 14. When a healthcare organization's goal conflicts with the stated position of a professional society, the professional individual's responsibility is to: 1 point

Mark only one oval.

- A. Make known the stance of the profession and reconcile the divergent positions.
- B. Enlist the support of professional colleagues to alter the organization's position.
- C. Support the professional society's position
- D. Support the organization's position.

16. 15. Which one of the following conditions must be met for human subjects to be used in a medical research program? 1 point

Mark only one oval.

- A. No suitable animal model exists for use instead of people.
- B. The research program has been approved by the medical staff.
- C. The research program has been approved by the governing authority.
- D. Risks should be clearly explained in understandable language to each individual subject

17. 16. Forecasting organizational need for human resources by focusing on specific position openings that are likely to occur and using these for planning is called: 1 point

Mark only one oval.

- Demand-pull approach.
- Supply-push approach.
- Succession analysis.
- Transition matrix

18. 17. Probability models that forecast the internal flow of employees from one job category to another use a: 1 point

Mark only one oval.

- Graphic rating approach.
- Supply-push approach.
- Transition matrix.
- Curriculum path.

19. 18. A health services organization should use which of the following sequential processes to help establish human resources (HR) objectives and policies? 1 point

Mark only one oval.

- Analyze the current HR situation, forecast HR demand, reconcile with the budget, forecast HR supply.
- Design HR recruitment and selection activities, develop an HR compensation plan, and establish HR appraisal systems.
- Determine best HR job structure, perform HR job evaluations, establish HR training and development plan.
- Conduct HR job analysis, determine best HR job structure, and establish HR information system.

20. 19. Which of the following describes the conflict management strategy that would have the most immediate effect on reducing conflict behavior? 1 point

Mark only one oval.

- Imposition of formal authority to resolve or suppress conflict.
- Implementation of substantial, super-ordinate goals that require cooperation among units.
- Rotation of members of one unit into another unit.
- Provision of intergroup training that requires listing of perceptions and identifying differences.

21. 20. Resource allocation in health services organizations involves balancing the needs of organization, staff, and patients. However, the essential primary focus on patients can be met only if the: 1 point

Mark only one oval.

- Strategic planning process has been effective and thorough.
- Mission and vision statements are appropriate to the task.
- Organizational culture makes a basic commitment to it.
- Basic needs of the organization and staff are addressed first.

22. 21. In a unionized organization, what is the most effective contract dispute resolution finalization alternative? 1 point

Mark only one oval.

- Mediation.
- Corporate Campaigns.
- Arbitration.
- Strike.

23. 22. Which position is included in the NRLB Bargaining rules? 1 point

Mark only one oval.

- Physician independent contractor
- Nurse supervisors
- Pharmacists.
- Certified accountants

24. 23. One method for evaluating relative value of different jobs is: 1 point

Mark only one oval.

- Broad banding.
- Gant charting.
- Scalability.
- Benchmarking.

25. 24. A manager who seeks input from others prior to making a decision is engaging in which leadership style? 1 point

Mark only one oval.

- Autocratic.
- Participative.
- Democratic.
- Laissez-faire.

26. 25. What is the most common operating indicator used to measure overall staff productivity? 1 point

Mark only one oval.

- Full-time equivalents per occupied bed.
- Total salaries and benefits as a percent of operating expenses.
- Full-time equivalents per adjusted averaged daily census.
- Nursing salary and benefits as a percentage of total expenses.

27. 26. The cultural climate of an organization affects its recruiting procedure because: 1 point

Mark only one oval.

- It reduces employee turnover and absenteeism.
- Organizations seek applicants whose attitudes, values and goals are consistent with those of the organization.
- Applicants who cannot support a given culture will be unwilling to work for that organization.
- Applicants look only to organizations that portray a positive cultural climate.

28. 27. Which of the following statements best defines increased productivity? 1 point

Mark only one oval.

- An increase in productivity occurs when the number of units of service rendered in a given year increases over the number rendered in the previous year.
- An increase in productivity occurs when an increase occurs in the volume or number of units of service rendered.
- An increase in productivity occurs when a reduction occurs in the ratio of hours worked to the number of units of service rendered.
- An increase in productivity occurs when an increase occurs in the revenue from a given number of full-time equivalent employees.

29. 28. When a specialist within the organization provides a directive or states an opinion, there is recognition of that individual as an expert in the field. This is an Example of what type of authority? 1 point

Mark only one oval.

- Positional.
- Functional.
- Personal.
- Charismatic.

30. 29. In a sound human resources program, the primary purpose of the job classification system is to: 1 point

Mark only one oval.

- Develop position descriptions for employees.
- Establish a total wage and salary administration program.
- Rank jobs by kind and level of work performed.
- Define an effective organizational structure.

31. 30. What type of review involves evaluation of management staff by their superiors, subordinates, and internal and external customers? 1 point

Mark only one oval.

- Annual review.
- 360-degree review.
- Competency review.
- Peer review.

Google Forms