

2023 BOG prep Week 1 quiz

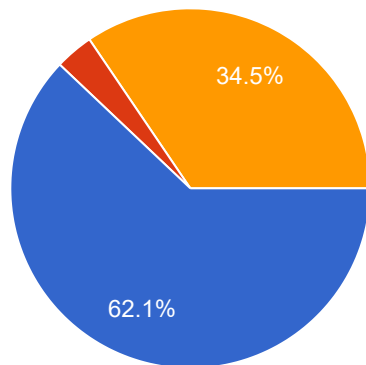
30 responses

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

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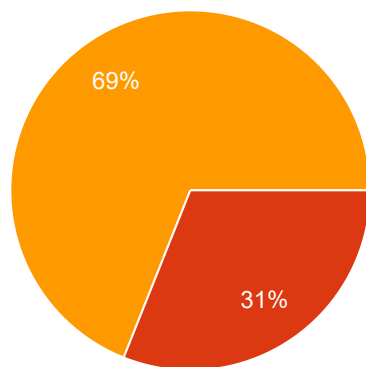


- A. Demand-pull approach.
- B. Supply-push approach.
- C. Succession analysis.
- D. Transition matrix

2. Probability models that forecast the internal flow of employees from one job category to another use a:

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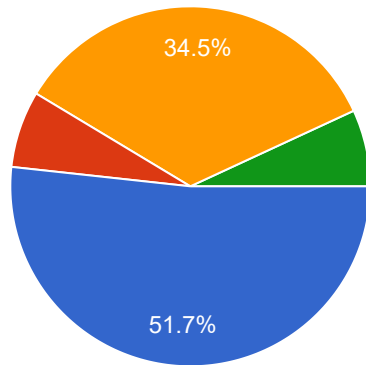
- A. Graphic rating approach.
- B. Supply-push approach.
- C. Transition matrix.
- D. Curriculum path.



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



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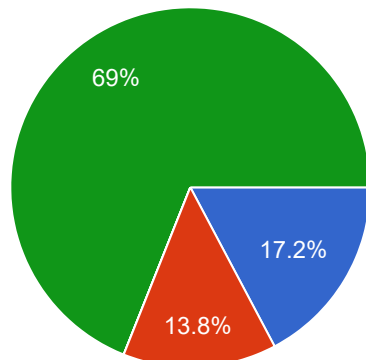


- A. Analyze the current HR situation, forecast HR demand, reconcile with the budget, for...
- B. Design HR recruitment and selection activities, develop an HR compensation plan, and e...
- C. Determine best HR job structure, perform HR job eva...
- D. Conduct HR job analysis, determine best HR job structu...

4. Which of the following describes the conflict management strategy that would have the most immediate effect on reducing conflict behavior?



29 responses



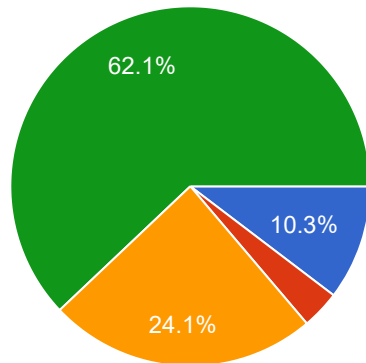
- A. Imposition of formal authority to resolve or suppress conflict.
- B. Implementation of substantial, super-ordinate goals that require cooperation...
- C. Rotation of members of one unit into another unit.
- D. Provision of intergroup training that requires listing of perceptions and identifying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



5. 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:



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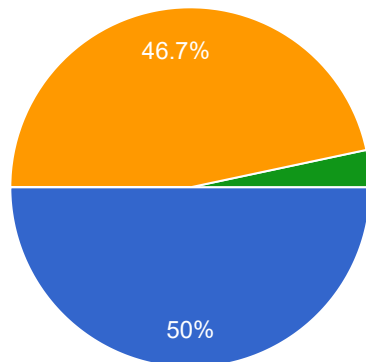


- A. Strategic planning process has been effective and thorough.
- B. Mission and vision statements are appropriate to the task.
- C. Organizational culture makes a basic commitment to it.
- D. Basic needs of the organization and staff are add...

6. In a unionized organization, what is the most effective contract dispute resolution finalization alternative?



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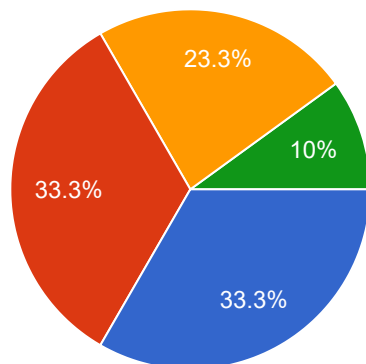


- A. Mediation.
- B. Corporate Campaigns.
- C. Arbitration.
- D. Strike.

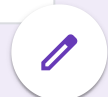
7. Which position is included in the NRLB Bargaining rules?



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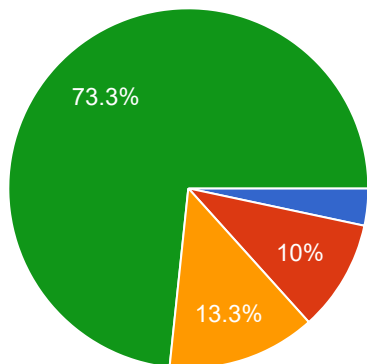
- A. Physician independent contractor
- B. Nurse supervisors
- C. Pharmacists.
- D. Certified accountants



8. One method for evaluating relative value of different jobs is:



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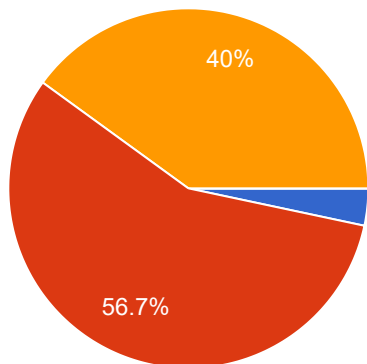


- A. Broad banding.
- B. Gant charting.
- C. Scalability.
- D. Benchmarking.

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



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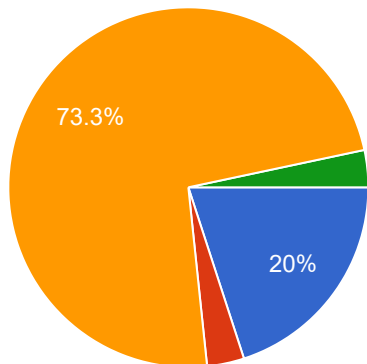


- A. Autocratic.
- B. Participative.
- C. Democratic.
- D. Laissez-faire.

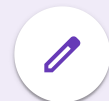
10. What is the most common operating indicator used to measure overall staff productivity?



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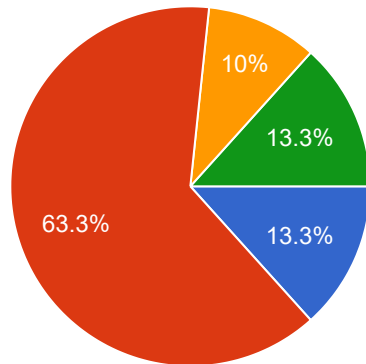
- A. Full-time equivalents per occupied bed.
- B. Total salaries and benefits as a percent of operating expenses.
- C. Full-time equivalents per adjusted averaged daily census.
- D. Nursing salary and benefits as a percentage of total expenses.



11. The cultural climate of an organization affects its recruiting procedure because:

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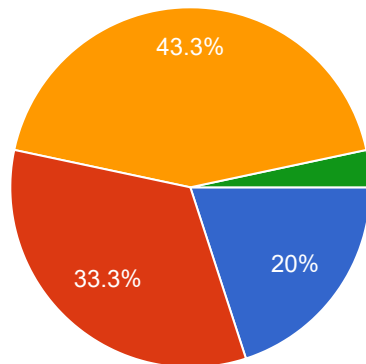


- A. It reduces employee turnover and absenteeism.
- B. Organizations seek applicants whose attitudes, values and goals are consiste...
- C. Applicants who cannot support a given culture will be unwilling to work for that orga...
- D. Applicants look only to organizations that portray a p...

12. Which of the following statements best defines increased productivity?

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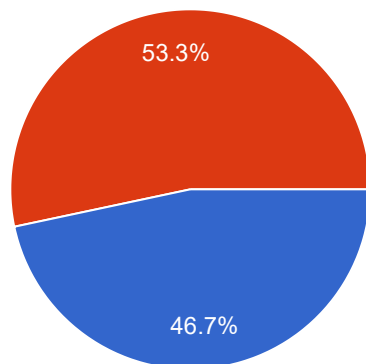


- A. An increase in productivity occurs when the number of units of service rendered in a...
- B. An increase in productivity occurs when an increase occurs in the volume or number of un...
- C. An increase in productivity occurs when a reduction occu...
- D. An increase in productivity occurs when an increase occ...

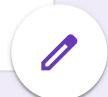
13. When a specialist within the organization provides a directive or states an opinion, there is recognition of that individual as an expert in the field. This is an Example of what type of authority?

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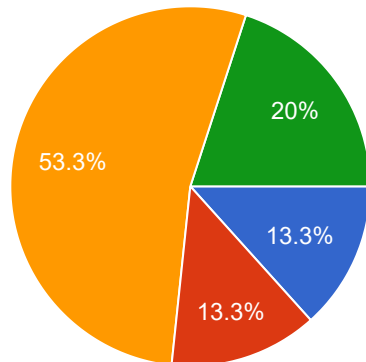
- A. Positional.
- B. Functional.
- C. Personal.
- D. Charismatic.



14. In a sound human resources program, the primary purpose of the job classification system is to:



30 responses

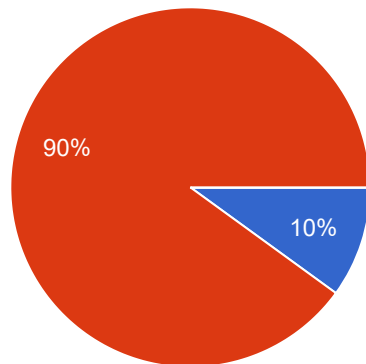


- A. Develop position descriptions for employees.
- B. Establish a total wage and salary administration program.
- C. Rank jobs by kind and level of work performed.
- D. Define an effective organizational structure.

15. What type of review involves evaluation of management staff by their superiors, subordinates, and internal and external customers?



30 responses

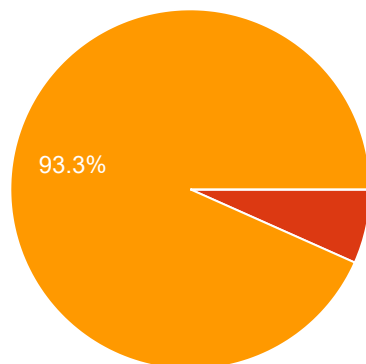


- A. Annual review.
- B. 360-degree review.
- C. Competency review.
- D. Peer review.

16. When introducing a new information technology system to a healthcare organization, resistance can be effectively addressed by:



30 responses



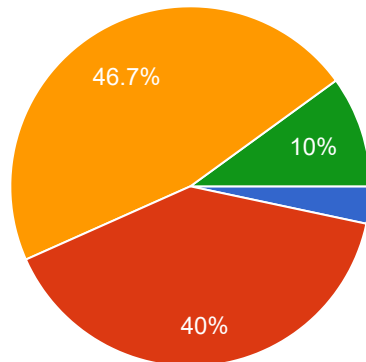
- A. Eliminating existing social groups that appear within the organization
- B. Employing a policy of mandated use throughout the organization
- C. Focusing on the system users and being responsive to their needs
- D. Rapidly introducing the system changes to allow the organization to adapt



17. Under HIPAA, Congress required the Secretary of HHS to adopt standards to:



30 responses

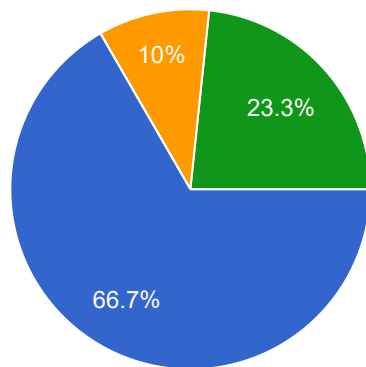


- A. Create Pay-for-Performance Standards for CMS.
- B. Provide for standard data elements and code sets.
- C. Require electronic health records by 2010.
- D. Publish clinical outcome results on Medicare patients.

18. The overall goal of the HIPAA Act of 1996 is:



30 responses

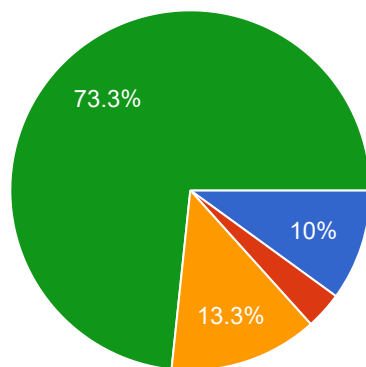


- A. To ensure the privacy and confidentiality of patient medical records.
- B. To standardize the sharing of clinical and administrative information.
- C. To strengthen healthcare data security standards and p...
- D. Improve portability and continuity of health insurance,...

19. One of the major elements of an information system strategic plan includes the:



30 responses



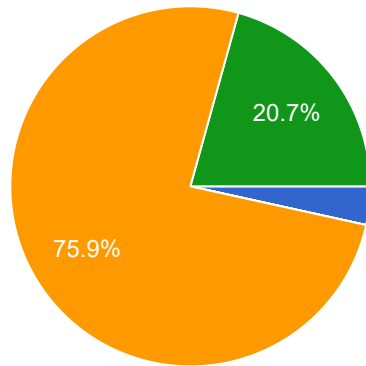
- A. Request for proposals from vendors
- B. Specifications for computer program documentation.
- C. Specifications for computer hardware maintenance.
- D. Software development plan.



20. Selection of an information system in a healthcare organization should begin with:



29 responses

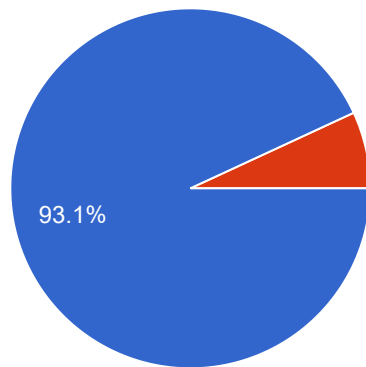


- A. Meeting with several information systems vendors to determine the scope of availa...
- B. Hiring an information systems consultant to determine the organization's...
- C. Development of an information systems plan that...
- D. Evaluation of available hardware and software to bes...

21. An important management principle that should guide the development of information systems in healthcare organizations is to:



29 responses

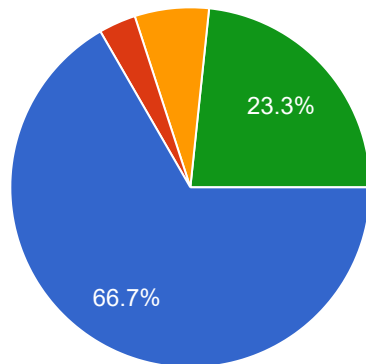


- A. Treat information as an essential organizational resource.
- B. Delegate all decisions about information technology to technical specialists.
- C. Employ consultants to set priorities for systems to be de...
- D. Always buy the newest system available to avoid tec...

22. A master patient index (MPI) can best be described as:



30 responses



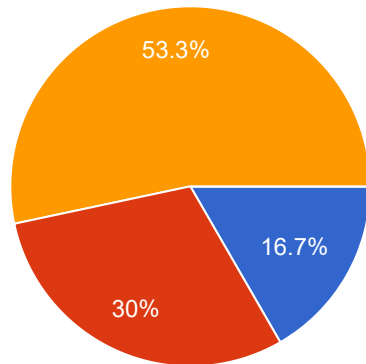
- A. A relational database containing all identification numbers assigned to patients.
- B. A system for converting social security numbers to medical record numbers.
- C. A system for converting medical record numbers to pa...
- D. A longitudinal record of all patient encounters for a fixed...



23. A typical use of the Internet by healthcare organizations is to:



30 responses

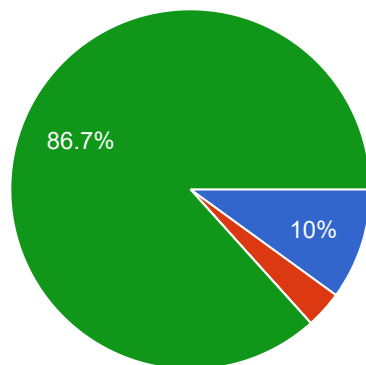


- A. Deliver educational programs to employees
- B. Provide the medical staff with electronic access to patient records.
- C. Advertise services available to the community.
- D. Communicate financial information to business units of the organization

24. The best way to facilitate information system integration within a healthcare organization is to:



30 responses

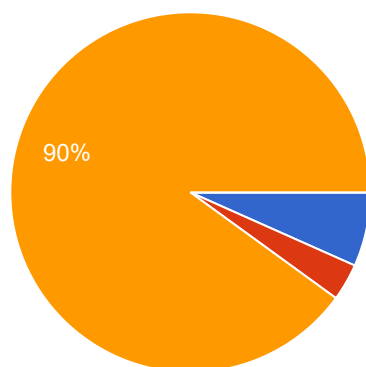


- A. Centralize all computer activities.
- B. Use computer equipment from only one manufacturer.
- C. Use computer software from only one vendor.
- D. Standardize data definitions and data structures.

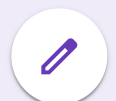
25. Which of the following is a developing technology that will help control unauthorized access to computerized information?



30 responses



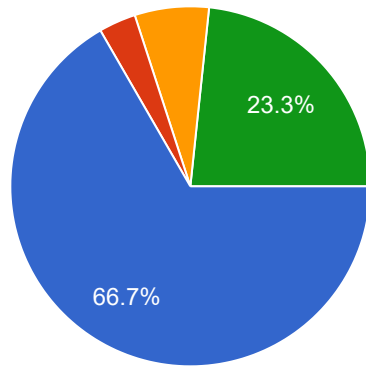
- A. High-speed modems.
- B. Optical scanners.
- C. Biometric access control devices.
- D. Wireless terminals.



26. In negotiating a contract for an information system, healthcare organizations should:



30 responses

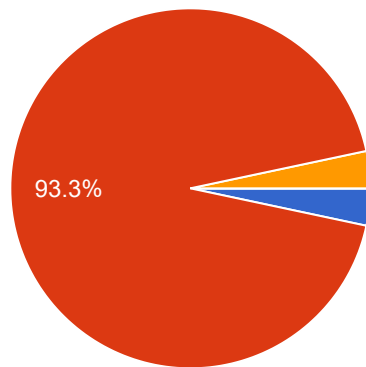


- A. Form a negotiating team and utilize legal counsel.
- B. Use the standard contract provided by the system vendor.
- C. Employ a consultant from among a list provided by the vendor.
- D. Use a cost-plus contract to maximize flexibility in system design.

27. Which of the following is the most important factor to consider in evaluating vendor software packages?



30 responses

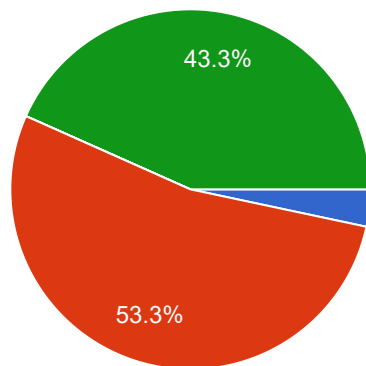


- A. Size of the vendor's marketing staff.
- B. Ability of the software to interface with existing systems.
- C. Programming language used to write the software.
- D. Geographic location of the vendor's corporation office.

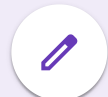
28. The CIO for a healthcare organization is typically responsible for which of the following functions?



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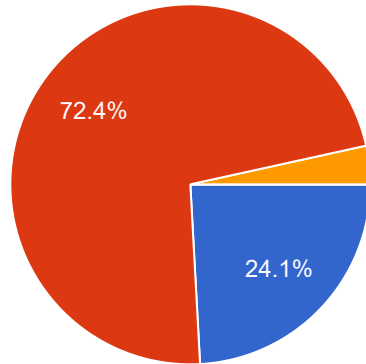
- A. Information systems and finance.
- B. Information systems and telecommunications
- C. Medical Records and IT
- D. All of the Above



29. Membership of the healthcare information systems steering committee should comprise:

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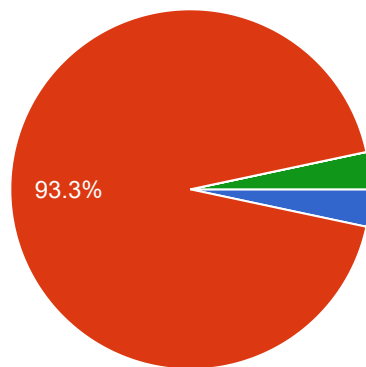


- A. the chief executive officer, chief information officer, selected major user departme...
- B. representatives of administration, physician leadership, information syste...
- C. the chief information officer and senior systems analysts
- D. the chief information officer and outside technical consult...

30. As healthcare networks develop, the level of information systems consolidation should be driven by: :

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- A. the desires and needs of managed care and other payers
- B. the business, clinical and operating requirements of the emerging organization.
- C. the desires of the largest organizations in the network.
- D. plans to use common computer hardware throughout the network.

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