

# 2023 BOG prep Week 1 quiz

1. Email \*

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2. 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: 1 point

*Mark only one oval.*

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

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

*Mark only one oval.*

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

4. 3. 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.*

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

5. 4. 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.*

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

6. 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: 1 point

*Mark only one oval.*

- 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 addressed first.

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

*Mark only one oval.*

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

8. 7. Which position is included in the NLRB Bargaining rules? 1 point

*Mark only one oval.*

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

9. 8. One method for evaluating relative value of different jobs is: 1 point

*Mark only one oval.*

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

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

*Mark only one oval.*

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

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

*Mark only one oval.*

- 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.

12. 11. The cultural climate of an organization affects its recruiting procedure because: 1 point

*Mark only one oval.*

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

13. 12. Which of the following statements best defines increased productivity? 1 point

*Mark only one oval.*

- A. 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.
- B. An increase in productivity occurs when an increase occurs in the volume or number of units of service rendered.
- C. An increase in productivity occurs when a reduction occurs in the ratio of hours worked to the number of units of service rendered.
- D. An increase in productivity occurs when an increase occurs in the revenue from a given number of full-time equivalent employees.

14. 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? 1 point

*Mark only one oval.*

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

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

*Mark only one oval.*

- 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.

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

*Mark only one oval.*

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

17. 16. When introducing a new information technology system to a healthcare organization, resistance can be effectively addressed by: 1 point

*Mark only one oval.*

- 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 staff to see the cost savings

18. 17. Under HIPAA, Congress required the Secretary of HHS to adopt standards to: 1 point

*Mark only one oval.*

- 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.

19. 18. The overall goal of the HIPAA Act of 1996 is: 1 point

*Mark only one oval.*

- 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 practices.
- D. Improve portability and continuity of health insurance, combat fraud.

20. 19. One of the major elements of an information system strategic plan includes the: 1 point

*Mark only one oval.*

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

21. 20. Selection of an information system in a healthcare organization should begin with: 1 point

*Mark only one oval.*

- A. Meeting with several information systems vendors to determine the scope of available technology.
- B. Hiring an information systems consultant to determine the organization's strategic needs.
- C. Development of an information systems plan that supports the organization's existing strategic objectives.
- D. Evaluation of available hardware and software to best determine what meets the organization's needs.

22. 21. An important management principle that should guide the development of information systems in healthcare organizations is to: 1 point

*Mark only one oval.*

- 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 developed.
- D. Always buy the newest system available to avoid technical obsolescence.

23. 22. A master patient index (MPI) can best be described as: 1 point

*Mark only one oval.*

- 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 patient account numbers.
- D. A longitudinal record of all patient encounters for a fixed period of time.

24. 23. A typical use of the Internet by healthcare organizations is to: 1 point

*Mark only one oval.*

- 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



25. 24. The best way to facilitate information system integration within a healthcare organization is to: 1 point

*Mark only one oval.*

- 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.

26. 25. Which of the following is a developing technology that will help control unauthorized access to computerized information? 1 point

*Mark only one oval.*

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

27. 26. In negotiating a contract for an information system, healthcare organizations should: 1 point

*Mark only one oval.*

- 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.

28. 27. Which of the following is the most important factor to consider in evaluating vendor software packages? 1 point

*Mark only one oval.*

- 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.

29. 28. The CIO for a healthcare organization is typically responsible for which of the following functions? 1 point

*Mark only one oval.*

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

30. 29. Membership of the healthcare information systems steering committee should comprise: 1 point

*Mark only one oval.*

- A. the chief executive officer, chief information officer, selected major user departments and chair of the governing board.
- B. representatives of administration, physician leadership, information systems management and major user departments.
- C. the chief information officer and senior systems analysts
- D. the chief information officer and outside technical consultants

31. 30. As healthcare networks develop, the level of information systems consolidation should be driven by: : 1 point

*Mark only one oval.*

- 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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