

GAHE BOG Prep 2023

Week 5 Quiz & Answer Key

Ethics

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

- 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.

Correct answer is D

1-3 are all correct

Care is provided regardless of social
status and ability to pay

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17. The major purpose of the code of ethics for members of a healthcare executives association is to:
 - 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

Correct answer is B

A code of ethics sets guidelines and standards for behavior (not for advancement, as in answer 3).

Answers A and C may happen as a result of having a code of ethics, but they are not the major purpose.

18. Which of the following are commonly recognized to be a right of each patient:

- 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

The correct answer is D:
All are correct.

19. 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:

- 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.

The correct answer is B

Healthcare organizations must have a mechanism to preserve the confidentiality of data / information identified as sensitive.

20. Healthcare facilities serving disabled populations might wish to systematically review concerns by:
 - 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.

Correct answer is A

The key word is systematic, as the other offered strategies are episodic or perfunctory.

A well-designed satisfaction instrument would be attentive to the organization's responsiveness to various special needs groups.

Source: Rakich, J., Longest, B. and Darr, K. *Managing Health Service Organizations*, 3rd ed. 1993. chapter 17.

21. The healthcare executive with opposing duties (obligations) – meeting one of which makes it impossible to meet the other – has a:
- A. Conflict of interest
 - B. Management ethical dilemma
 - C. Need for a consultant
 - D. Situation that is impossible

Correct answer is A

This is the classic definition of conflict of interest –
when someone has two duties/obligations (loyalties)
and meeting one duty/obligation makes it
impossible to meet the other.

Source: Darr, K. *Ethics in Health Services Management*, 3rd ed.1997. p.99

22. The ethical precepts (organizational philosophy) that guide an organization's activities are found in a variety of sources that are:
- 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

Correct answer is D

Written and unwritten evidence of the organization's philosophy can be found in the various activities that it undertakes through its governance activities.

Choice D is the broadest and therefore the most correct.
Choice B is wrong.

Choices A and C are correct, but only partially explain the stem.

Source: Darr, pp. 46-53.

23. The most common and useful ways to overcome resistance to change in organizations are:
- A. Committees and task forces
 - B. Education and communication
 - C. Manipulation and co-optation
 - D. Inspirational leadership and managerial skill.

Correct answer is B

Committees and task forces and inspirational leadership and management skills may produce education, but they may not.

Manipulation and co-optation are attempted in some instances, but both involve an element of deceit and raise ethical questions.

The correct answer is education and communication.

Source: Rakich, Longest, and Darr. Pp.594-597

24. 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:
- 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

Correct answer is B

Overlapping committee membership is a common technique used by healthcare organizations because it enhances the quality of decision making and facilitates communication among governance, management and professional staff.

Source: Rakich, Longest, and Darr. Pp. 248-249

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

Correct answer is B

Professional groups that certify health services professionals increasingly require those who wish to remain certified to engage in continuing education, usually measured in hours per year.

Choices A and C stimulate interest in continuing education, but are very secondary.

Choice D is nonsensical.

26. All of the following are elements of a profession *except*:
- A. Service orientation
 - B. Normative transmission of norms and values
 - C. Code of ethics
 - D. Required years of training

Correct answer is D

All elements are expected regardless of years of service in a profession

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

Correct answer is B

28. 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:
- 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.

Correct answer is D

Conflicts of interest suggest an individual relationship exists

29. When a healthcare organization's goal conflicts with the stated position of a professional society, the professional individual's responsibility is to:
- 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.

Correct answer is A

Make known the stance of the profession and reconcile the divergent positions.

Oftentimes, an individual needs to bring attention to their professional society's code with examples of potential conflict.

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

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

The correct answer is D

Risks should be clearly explained in understandable language to each individual subject