

GAHE BOG Prep 2023

Management and Leadership

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16. Which of the following leadership actions most clearly supports organizational transformation toward continuous quality improvement?

- A. Convening and chairing the Performance Improvement Council
- B. Changing the name of the quality department from Quality Management to Performance Improvement
- C. Requiring all direct reports to attend an introductory course in Six Sigma
- D. Hiring a “Chief Experience Officer”

- Correct answer is A

17. Operational planning can be correctly defined as:

- A. A function of establishing the annual budget by accumulating departmental information.
- B. The process by which short-range objectives and actions are established and implemented in accordance with the strategic plan.
- C. An annual process of developing, evaluating and implementing goals based on community needs.
- D. Determining the major types of services offered based on profit margins.

- Correct answer is B

18. 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?

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

- Correct answer is B

19. Which of the following statements is in accordance with the principle of delegation?

- A. The executive who subscribes to the principle of delegation knows what he/she wants to accomplish and exercises control over the work schedule of subordinates.
- B. An executive explains how he/she wants things done and points out how the subordinate's contribution fits into the overall plan.
- C. A successful executive give instructions, tell subordinates exactly how and in what sequence things should be done.
- D. In applying the principle of delegation, an executive makes relatively few decisions personally and frames order in broad general terms

- Correct answer is D

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

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

- Correct answer is B

21. How should supervisors behave toward informal leaders in the organization?:

- A. Maintain a positive attitude toward informal leaders.
- B. Ensure informal leaders remain at a moderately low status within the work group.
- C. Grant informal leaders occasional favors.
- D. Pass information on to informal leaders before giving it to formal leaders

- Correct answer is A

22. Which of the following is the best way to assign costs in responsibility management?

- A. Allow each department manager to be responsible for a different type of fixed cost
- B. Allow each department manager to choose the cost that he/she prefers to control
- C. Assign costs to the department manager who is responsible for making decisions about those costs.
- D. Assign costs equally to all managers thus allowing equal responsibility for costs.

- Correct answer is C

23. Two independent healthcare organizations interested in discussing a joint venture to initiate a cancer treatment program would be wise to initially consult with their legal counsel to determine if their:

- A. Liability is equal even though disproportionately owned.
- B. Financial gains or losses can be shared unequally.
- C. Discussions might violate antitrust statutes.
- D. Current facilities can accommodate the program.

- Correct answer is C

24. Successful approaches to strategic planning include:

- A. A well-written mission statement, long-range plan, and fiscal plan plus the history and discussion surrounding them.
- B. Avoidance of high-risk decisions.
- C. Not paying attention to the competitor's activity.
- D. Using rules and past experience as a guide to future action.

- Correct answer is A

25. The management accountability of a senior executive can best be determined by a formal evaluation of performance if the:

- A. Governing authority receives copies of the evaluation.
- B. Performance objectives are discussed and agreed upon at the time of employment
- C. Review is conducted annually.
- D. Review is conducted by a committee

- Correct answer is B

26. Mission statements::

- A. Are frequently changed in response to environmental issues and marketing trends.
- B. Do not require formal board action when revised.
- C. Require financial parameters.
- D. Identify in broad terms the purposes for which an organization exists.

- Correct answer is D