

What is not a product of increased preventative care:

- A) Lower costs
- B) Longer Life Expectancies
- C) Better technology
- D) All the above - *CORRECT ANSWER* - c

To deter patients from utilizing Health Tourism the United States should:

- A) Not allow non-U.S. residents to train here in U.S.
- B) Cut costs and continue to lead in quality
- C) Not sell medical equipment overseas
- D) Do not publish medical findings - *CORRECT ANSWER* - b

The Role of Gate Keeper is typically assigned to:

- A) Primary Care Physicians
- B) Regulatory Agencies
- C) Specialists
- D) Surgeons - *CORRECT ANSWER* - a

Countries with health systems oriented toward primary care:

- A) Achieve better health levels

The first insurance in the U.S. was:

- A) Blue Cross
- B) Medicare
- C) Workman's Comp
- D) Medicaid - *CORRECT ANSWER -d*

Which organization was instrumental in beginning the Blue Cross Network:

- A) Centers of Disease Control (CDC)
- B) The Joint Commission/JCAHO (TJC)
- C) American Hospital Association (AHA)
- D) None of the Above - *CORRECT ANSWER -*

An ACO (Accountable Care Organization) earns additional money by:

- A) Setting a flexible fee schedule
- B) Getting a share of money it saves Medicare
- C) Producing better patient results
- D) Both C & B - *CORRECT ANSWER -D*

All Americans have the right to _____ under the Affordable Healthcare Act.

- A) Basic Care

d) advise members of the media regarding their role at the organization -

CORRECT ANSWER - a

You are the newly appointed CEO of a health care organization, In the first few weeks in your new position, you are concerned by the lack of consistent understanding of the organization's strategy on the part of your executives. Some have even commented that "it doesn't seem to make any difference anyway...people do what they've always done and feel they need to do." You have discovered that, while there is a strategic plan for your organization,, there is no formal planning process and the setting of the strategic directions was historically the pursue of the past CEO and the VP Finance. You would like to create a formal strategic planning process that is more inclusive, and is a meaningful guide to the actions of your executives and their staff.

At what stage of the strategic planning process should you involve your executives?

a) the strategy formation stage, where the initial ideas around what the strategy sho - *CORRECT ANSWER - a*

There are several activities which are essential to effective strategic planning. They include:

- 1) CEO defined vision, mission and values
- 2) defined roles and responsibilities
- 3) adequate consultation, discussion, and feedback
- 4) indicators that will be measured and monitored

a) 1, 2, and 3

b) 1, 2, and 4

Which of the following is NOT a component of a good patient satisfaction program?

- A. Displaying cooperation, professionalism and pride in the job.
- B. Soliciting periodic feedback from patients.
- C. Showing respect and courtesy in every encounter.
- D. Personally acting on every survey response. - *CORRECT ANSWER* -d

What does a benchmarking tool help organizations identify?

- A. Performance issues requiring disciplinary actions.
- B. Areas of fraud and abuse.
- C. Data for research projects.
- D. Areas of performance variation. - *CORRECT ANSWER* -d

Licensing guidelines for clinical personnel are governed by which of the following?

- A. Local government.
- B. Federal government.
- C. State government.
- D. Professional associations. - *CORRECT ANSWER* -c

A member of the community has asked your opinion about legislation removing nutritional counselling for diabetes from being covered by your provincial health plan. Your best response would be:

- C) A specialist
- D) None of the above - *CORRECT ANSWER -a*

3) An APN consists of

- A) LPN's
- B) RN's
- C) NP, CNS's or NNP's
- D) All the Above - *CORRECT ANSWER -c*

What are some of the major differences between a technologist/therapists and a technician/assistants:

- A) A technician requires the supervision of a technologist
- B) A technologist or therapist tend to have 2 or more years education
- C) Technologist and therapist have higher levels of training in advanced procedures
- D) All the above - *CORRECT ANSWER -d*

Senior administrators concern themselves with leadership and

- A) Strategic Planning
- B) Operational Planning
- C) Both A & B
- D) None of the Above - *CORRECT ANSWER -a*

- A) Reduce Premiums
- B) Make insurance cover recurring conditions like cancer
- C) Align with Medicare
- D) None of the above - *CORRECT ANSWER -b*

If we exclude Medicare and Medicaid from how we obtain insurance, how do most Americans get healthcare coverage?

- A) Through their employer
- B) Through state programs
- C) Independent contracts
- D) None of the Above - *CORRECT ANSWER -a*

If Medicare expenditures totaled \$523 billion in 2010; the program's income amounted to \$486 billion in the same year what does this mean?

- A) Medicare is producing strong profits
- B) Medicare is saving Billions in cost savings
- C) Medicare has a financing shortfall
- D) Medicare is Bankrupt - *CORRECT ANSWER -c*

Which is not a future concern for healthcare?

- A) Inadequate wellness programs