
HEALTH CARE ADMINISTRATION

Overview

Health care administrators manage the business side of health services, ensuring effective use of resources to ensure the best medical care to the community. These skills include managing office activities, enhancing communication skills, identifying legal and ethical issues in healthcare practices, managing financial functions, and enhancing employability skills.

This is an individual online test.

Competencies

http://www.fbla-pbl.org/docs/ct/FBLA/health_care_adminstration.pdf

Website Resources

- Agency for Health Care Policy and Research
<http://www.ahcpr.gov/>
- American Association of Healthcare Consultants
<http://www.aahc.net/>
- American Public Health Association
<http://www.apha.org/>
- America's Health Insurance Plans
<http://www.aahp.org/>
- Glossary of Managed Care Terms
<http://www.pohly.com/terms.html>
- Healthcare Financial Management Association
<http://www.hfma.org/>
- Hospitals and Healthcare Companies
<http://www.pohly.com/companies.html>
- Integrated Healthcare Association
<http://www.iha.org/>
- World Health Organization
<http://www.who.org/>

HEALTH CARE ADMINISTRATION SAMPLE QUESTIONS

1. Which one of the following features links several persons into one call?
 - a. toll call
 - b. conference call
 - c. protocol
 - d. emergency call

Competency: Managing Office Procedures

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2. _____ are included in the employee handbook.
- Employees' dates of hire
 - Employees' addresses
 - Employees' job descriptions
 - Employees' phone numbers

Competency: Managing Office Procedures

3. Mr. Anderson has health insurance. As he checks in for a routine exam, he is asked to pay a certain amount. He argues that he has insurance. What is the purpose of the upfront payment?
- copay
 - credit for future services
 - codependent service fee
 - charge for payment pending

Competency: Managing Office Procedures

4. All of the following are signs and symptoms of shock **except**:
- skin is cool, clammy, and pale
 - blood pressure is high
 - pulse is weak and rapid
 - breathing may be shallow and rapid

Competency: Medical Terminology

5. An abnormally slowed respiration rate is:
- bruits
 - bradypnea
 - bradycardia
 - bronchi

Competency: Medical Terminology

6. What phrase best describes humoral immunity?
- defense mechanisms stemming from birth development of bone structure
 - immunity stemming from infected humerus bone
 - immunity from inhaled contaminants from excessive laughing
 - defense mechanisms coming from antibodies in the blood

Competency: Medical Terminology

7. The most common complaint from patients is:
- physician emergencies
 - wait time
 - appointment scheduling
 - rescheduling

Competency: Communication Skills

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8. Identify an attitude that individuals from the same region believe are identical.
- a. stereotyping
 - b. hierarchy of needs
 - c. neutrality
 - d. white-coat syndrome

Competency: Communication Skills

9. Use of open-ended questions helps improve the quality of patient communication. What type of response is gained in this type of questioning?
- a. yes or no
 - b. fear of the questioning getting too personal
 - c. response with points of clarification
 - d. vagueness in response

Competency: Communication Skills

10. The _____ prohibits job discrimination.
- a. Employee Training Manual
 - b. Employee Federal Government Manual
 - c. Equal Employment Opportunity Law
 - d. Employee State Government Manual

Competency: Communication Skills

11. Which one of the following issues narcotics licenses to physicians?
- a. pharmacist
 - b. JCAHO
 - c. Food and Drug Administration (FD)
 - d. Drug Enforcement (DE)

Competency: Communication Skills

12. Which one of the following requires attendance under penalty?
- a. plaintiff
 - b. subpoena
 - c. privileged information
 - d. law suit

Competency: Communication Skills

13. Email refers to which one of the following?
- a. a computerized process of sending, receiving, storing, or forwarding messages
 - b. an internal office communication
 - c. a mail delivery person
 - d. a manual process of sending, receiving, storing, or forwarding messages

Competency: Health Insurance

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14. Health Information Management focuses on:
- healthcare facilities and managerial human resources
 - healthcare data and the management of healthcare information resources
 - healthcare facilities and patient healthcare rights
 - healthcare facilities and patient human resources

Competency: Health Insurance

15. What phrase best explains capitation?
- payment system that reimburses the provider a fixed dollar amount for patients enrolled
 - minimum number of people required to participate each year
 - the capital dollar amount required to have in reserves before payment can be made
 - maximum number of people allowed to participate in the plan each year

Competency: Health Insurance

16. The system developed to convert descriptions of medical procedures into five-digit numeric code with two-digit numeric modifiers is called:
- CPT
 - ICD-9
 - CPT-9
 - ICD-9-CM

Competency: Records Management

17. The electronic medical record has been mandated by the federal government for use in health care. What is a major benefit of its use?
- It requires excessive space for storage of data.
 - Single users of the medical record can maneuver through the health system with relative ease.
 - It requires no on-site assistance to properly utilize the system.
 - A patient's medical history is quickly available anywhere in an emergency.

Competency: Records Management

18. Dr. Rogers asked you to review and summarize all bills greater than 90 days old. What file should you review?
- accounts pending
 - wage and taxable statements
 - accounts payable
 - aging summary report

Competency: Records Management

19. The system developed to classify all known diseases to assist in maintaining statistical records of morbidity and mortality is called:
- CPT
 - CPT-9
 - ICD-9
 - ICD-9-CM

Competency: Medical History

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20. RMA is referred to as:
- a. registered math assistant
 - b. radiologist medical assistant
 - c. registered medical assistant
 - d. registered mandatory assistant

Competency: Medical History

21. What does the acronym POMR stand for?
- a. parent omission medical review
 - b. practical orientation of medical record
 - c. provision of medical resources
 - d. patient oriented medical record

Competency: Medical History

22. A _____ reads codes found on items in grocery and retail stores.
- a. bar device
 - b. bar drawer
 - c. bar colorer
 - d. bar code reader

Competency: Technology

23. Hardware that provides the workspace for data and computer instructions is called:
- a. metallic bars
 - b. memory chips
 - c. mega bonus
 - d. mega chips

Competency: Technology

24. _____ provides a hard copy of data on paper.
- a. Wireless
 - b. Keypad
 - c. Printer
 - d. Power cord

Competency: Technology

25. Health care facilities that do **not** pay state or federal income tax on their profits are called:
- a. charitable
 - b. nonprofit
 - c. for profit
 - d. governmental

Competency: Managing Financial Functions

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26. What statement best explains appropriate procedures for use of a petty cash fund?
- money is kept in sealed envelope
 - personal IOU's do not exceed 40 percent of the fund
 - keeper of the fund audits his own actions
 - receipts are provided for each withdrawal

Competency: Managing Financial Functions

27. What is an example of fixed costs in a medical practice?
- salaries
 - cost of supplies
 - cost of utilities
 - depreciation of equipment

Competency: Managing Financial Functions

28. When is the patient's medical chart prepared?
- on or before the day of the first visit
 - after they are seen by the doctor
 - when the appointment is made
 - on or before the day of the follow-up visit

Competency: Records Management

29. What is the proper procedure to use when making a correction in the medical record?
- draw a line through the error, initial, and date
 - remove the page with the error and rewrite the needed data
 - erase the error, initial, and write the correct information
 - add a new sentence to the record indicating the error

Competency: Managing Financial Functions

30. What process is described by the acronym P.O.M.R.?
- placement of importance medical information in a very obvious location with charting problems in a numerical order
 - placement of information according to frequency of medical problem
 - placement of problems and the subsequent charting using an objective template
 - placement of information according to source of information

Competency: Managing Financial Functions

Health Care Administration Answer Key

1)B	11)D	21)D
2)C	12)B	22)D
3)A	13)A	23)B
4)B	14)B	24)C
5)C	15)A	25)B
6)D	16)A	26)D
7)B	17)D	27)D
8)A	18)D	28)A
9)C	19)D	29)A
10)C	20)C	30)A

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HEALTH CARE ADMINISTRATION SAMPLE QUESTIONS

1. The methods medical system administrators use to increase employee job performance include increasing:
 - a. employees' barriers and bias
 - b. delegation and cross training
 - c. administrator's authority
 - d. employees' quid pro quo

2. The _____ prohibits job discrimination.
 - a. Employee State Government Manual
 - b. Equal Employment Opportunity Law
 - c. Employee Training Manual
 - d. Employee Federal Government Manual

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3. Which one of the following describes a time frame that most employers require to evaluate new employees?
 - a. practice
 - b. probationary
 - c. flex-time
 - d. productivity
 4. Which one of the following reflects the communication cycle?
 - a. sender and receiver
 - b. sender, message, and receiver
 - c. sender, message, channel, receiver, and questions
 - d. sender, message, channel, receiver, and feedback
 5. Barriers to communication can be caused by which one of the following?
 - a. listening
 - b. information
 - c. eye contact
 - d. culture
 6. Unfair treatment of a group is referred to as which option?
 - a. dependence
 - b. discrimination
 - c. displaced anger
 - d. depression
 7. The American Medical Association adopted which one of the following guides to physicians' standards of conduct?
 - a. Oath of Hippocrates
 - b. AAMA Code of Ethics
 - c. Principles of Medical Ethics for the Physician
 - d. Modern Hippocratic Oath
 8. _____ are permanent legal documents stating the results of an examination.
 - a. Medical reports
 - b. Diagnosis
 - c. Medical records
 - d. Laboratory report
 9. Which option describes under penalty?
 - a. law suit
 - b. subpoena
 - c. plaintiff
 - d. privileged information
 10. Accounts that are more than 30 days past due are considered to be which one of the following?
 - a. notes payable
 - b. aging accounts
 - c. accounts payable
 - d. closed accounts
 11. Which law allows for collection of taxes to funds state government programs?
 - a. Federal Unemployment Tax Act (FUTA)
 - b. Federal Unemployment Payment Tax (FUPT)
 - c. Federal Withholding Tax Act
 - d. Federal Insurance Contributions Act (FICA)

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12. _____ are conditions of insurance.
- Exclusions
 - Physicians medical history
 - Physicians staff
 - Physicians office hours
13. Controlling health care costs refers to the following:
- only hospitals
 - all health care settings
 - only physicians in private practice
 - laboratory settings
14. Individuals who adhere to laws refers to which one of the following?
- complaint
 - defendant
 - deposition
 - compliance
15. The _____ states the desires of an individual if they become incompetent because of injury or illness when death is imminent.
- implied consent
 - privileged information
 - living will
 - litigation
16. Eligibility for Medicaid is established by:
- federal government
 - state government
 - city government
 - county government
17. Which process judicially settles payment on an insurance claim?
- adjudicate
 - third party payment
 - fee schedule
 - waiver
18. The _____ position where the last name is coded in a personal name.
- second
 - third
 - first
 - fourth
19. Which is the correct sequence for filing records?
- sort, code, index
 - code, sort, index
 - index, code, sort
 - sort, index, code
20. _____ represents the given name.
- Surname
 - First name
 - Middle name
 - Nickname

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21. _____ is a mental process of determining the filing segment by which a record is to be stored.
- Storing
 - Indexing
 - Maintenance
 - Distribution
22. Latent infection is:
- non-persistent infection without symptomatic relapses and remission
 - persistent infection without symptomatic relapse and remission
 - non-persistent infection with symptoms that relapses and goes into remission
 - persistent infection of symptoms that relapses and goes into remission
23. Health Information Management focuses on:
- healthcare facilities and managerial human resources
 - healthcare data and the management of healthcare information resources
 - healthcare facilities and patient healthcare rights
 - healthcare facilities and patient human resources
24. The Centers for Disease Control and Prevention (C) is the principal agency concerned with the health and safety of people throughout the:
- world
 - Southwest region
 - United States
 - Northwest region
25. Which one of the following represents a collection of information stored electronically?
- network
 - printer
 - database
 - computer port
26. E-mail refers to which one of the following?
- a manual process of sending, receiving, storing, or forwarding messages
 - an in-office communication
 - a mail delivery person
 - a computerized process of sending, receiving, storing, or forwarding messages
27. The five phases of the record life cycle include which of the following?
- creation distribution, use, maintenance, and transference
 - creation, distribution, use, maintenance, and destruction
 - creation distribution, use, protection, and retention
 - creation, distribution, use, maintenance, and disposition
28. Hippocrates is considered as the father of:
- physicians
 - nursing administrators
 - medicine
 - patients' rights
29. Medical Assisting is a team of medical:
- registered nurses that perform administrative and clinical procedures
 - optometrists that perform administrative and clinical procedures
 - professionals that perform administrative and clinical procedures
 - radiologists that perform administrative and clinical procedures

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30. Certified Medical Assistant: CM represents attaining a certain level of knowledge and skills for:
- a. ophthalmologists
 - b. pharmacists
 - c. medical assistants
 - d. podiatrists

Health Care Administration Answer Key

1) B	11) A	21) B
2) B	12) A	22) D
3) B	13) B	23) B
4) D	14) D	24) A
5) D	15) C	25) C
6) B	16) B	26) D
7) A	17) A	27) D
8) A	18) C	28) C
9) B	19) C	29) C
10) B	20) B	30) C