
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_administration.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.
- stereotyping
 - hierarchy of needs
 - neutrality
 - 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?
- yes or no
 - fear of the questioning getting too personal
 - response with points of clarification
 - vagueness in response

Competency: Communication Skills

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

Competency: Communication Skills

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

Competency: Communication Skills

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

Competency: Communication Skills

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