

---

---

## 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/competitive-event/health-care-administration/>

### Website Resources

- Agency for Health Care Policy and Research  
<http://www.ahcpr.gov/>
- American Public Health Association  
<http://www.apha.org/>
- Healthcare Financial Management Association  
<http://www.hfma.org/>
- Integrated Healthcare Association  
<http://www.iha.org/>
- World Health Organization  
<http://www.who.org/>

---

---

## HEALTH CARE ADMINISTRATION SAMPLE QUESTIONS

- 1) All the data that has been collected related to the individual patient is known as what?
  - A) clinical data
  - B) medical record
  - C) socioeconomic data
  - D) demographic data

**Competency:** Managing Office Procedures

- 2) Emailing patients is acceptable:
  - A) never as it violates HIPAA
  - B) if the physician sends it from their account
  - C) only in emergencies
  - D) if a secured email system or portal is used

**Competency:** Managing Office Procedures

- 
- 3) You are cleaning the patient room before you leave for the day. What should you do with the disposable paper that covers the table?
- A) cover it up
  - B) disinfect it
  - C) dispose of it
  - D) leave it there

**Competency:** Managing Office Procedures

- 4) What does the medical suffix stasis mean?
- A) incision
  - B) speech
  - C) resembling
  - D) stopping

**Competency:** Medical Terminology

- 5) The medical prefix diplo means which one of the following?
- A) excessive
  - B) half
  - C) dissect
  - D) double

**Competency:** Medical Terminology

- 6) What does the abbreviation ml mean?
- A) metric liter
  - B) meter liter
  - C) monoliter
  - D) millimeter

**Competency:** Medical Terminology

- 7) What is the national agency that directs protocols to provide safe, healthy working conditions for Americans?
- A) U.S. Public Health Service
  - B) Occupational Safety and Health Administration
  - C) Food and Drug Administration
  - D) Center for Disease Control

**Competency:** Legal and Ethical Issues in Healthcare

- 
- 
- 8) You are being harassed in the workplace. What would be the appropriate first action in handling this?
- A) tell your supervisor
  - B) ignore it
  - C) call the police
  - D) tell the harasser that he/she is making you uncomfortable

**Competency:** Legal and Ethical Issues in Healthcare

- 9) A surgeon leaves a medical instrument in a patient after surgery. Due to this, the physician could be sued. This would be known as?
- A) slander
  - B) malpractice
  - C) tort
  - D) libel

**Competency:** Legal and Ethical Issues in Healthcare

- 10) You are having a monthly department meeting. What would be the first step in the meeting?
- A) new business
  - B) review of minutes
  - C) call to order
  - D) old business

**Competency:** Communication Skills

- 11) Why should a medical office take care in who handles the telephone communication for them?
- A) people are particular about scheduling
  - B) misdiagnosis may occur
  - C) it may be first contact
  - D) only the most important contact is handled by telephone

**Competency:** Communication Skills

- 12) What is probably the best way to deal with a difficult patient?
- A) raise volume of voice
  - B) confrontation
  - C) placing blame
  - D) direct communication

**Competency:** Communication Skills

- 
- 13) What is a statement sent by an insurance company to explain what services were paid for?
- A) invoice
  - B) payment summary
  - C) explanation of benefits
  - D) bill

**Competency:** Managing Financial Functions

- 14) The majority of costs in a medical office come from what area?
- A) supplies
  - B) maintenance
  - C) salaries
  - D) rent

**Competency:** Managing Financial Functions

- 15) What term means that an invoice is approved for payment, has been recorded in ledger as an outstanding liability since **not** paid?
- A) trade payable
  - B) credit
  - C) sub-ledger
  - D) vouchered

**Competency:** Managing Financial Functions

- 16) Which type health insurance plan uses one primary doctor to oversee all health care services?
- A) Medicare
  - B) Medicaid
  - C) Health Maintenance Organization
  - D) Preferred Provider Organization

**Competency:** Health Insurance

- 17) What is the claim form used by healthcare institutions universally to submit their claims and invoices?
- A) CMS 1500
  - B) application form
  - C) Form 900
  - D) Explanation of Benefits

**Competency:** Health Insurance

- 
- 
- 18) What is the consequence if the amount of dollars collected for a flexible spending account are **not** used by the end of the benefit year?
- A) individual will be restricted from participation for one benefit year
  - B) dollars are not returned or renewable for the next year
  - C) dollars will be restricted to only physician-ordered medications and services
  - D) total dollars allowed for contribution the next year are reduced based on funds not used

**Competency:** Health Insurance

- 19) What is the SOAP note?
- A) method employed by healthcare providers to annotate medical history
  - B) method employed by healthcare providers to clarify care instructions
  - C) method employed by healthcare providers to sanitize a room
  - D) documentation method employed by healthcare providers to create a patient chart

**Competency:** Records Management

- 20) You are going to file medical records with the following names: (1) McDonald, Ronald, (2) MacDonald, Ronny, (3) McDonald, Renaldo, and (4) MacDonald, Reggie. What is the proper order for filing these records?
- A) (1), (2), (3), and (4)
  - B) (4), (2), (3), and (1)
  - C) (3), (4), (2), and (1)
  - D) (2), (3), (4), and (1)

**Competency:** Records Management

- 21) How long should employee health records be retained on-hand?
- A) 3 years
  - B) 5 years
  - C) 2 years
  - D) 10 years

**Competency:** Records Management

- 22) How far are water droplets assumed to float and thus be protected against in droplet isolation?
- A) 3 feet
  - B) 6 feet
  - C) 1 foot
  - D) 12 feet

**Competency:** Infection Control

- 
- 23) The use of universal precautions are measures to reduce the risk of disease transmission by contact with what?
- A) by blood and body fluids from all patients
  - B) used only when a patients' HIV status is documented
  - C) by blood and body fluids from patients who are suspected by medical staff of being infectious
  - D) through infected blood only

**Competency:** Records Management

- 24) Exposure to bloodborne pathogens may **not** commonly occur through:
- A) sexual conduct
  - B) splashing
  - C) needlesticks
  - D) saliva or sweat

**Competency:** Records Management

- 25) Which one of the following questions **cannot** be asked of you as the patient?
- A) Are you taking your medication as prescribed?
  - B) What pharmacy do you want your prescription sent to?
  - C) How is your spouse's health?
  - D) What is your chief complaint today?

**Competency:** Medical History

- 26) A blood pressure reading of 141/95 would indicate the patient is in:
- A) prehypertension
  - B) stage 1 hypertension
  - C) stage 2 hypertension
  - D) hypotension

**Competency:** Medical History

- 27) What does the acronym ADL stand for?
- A) assisted directional liability
  - B) aides to dependent locations
  - C) actions demanding litigation
  - D) activities of daily living

**Competency:** Medical History

---

28) Which one would be an example of software?

- A) hard drive
- B) processor
- C) computer's operating system
- D) RAM

**Competency:** Technology

29) Where should you look first if your computer will **not** turn on?

- A) power
- B) hard drive
- C) CPU
- D) monitor

**Competency:** Technology

30) Email is becoming increasingly used in the medical setting. What is one thing to remember when sending a message?

- A) keep message short and to the point
- B) write a message in anger
- C) use grammatical short cuts
- D) use all capital letters

**Competency:** Technology