

MULTIPLE CHOICE

1. The primary function of the hospital is to:
 - a. educate doctors and other health care personnel.
 - b. care for and treat the sick.
 - c. prevent disease.
 - d. research various forms of disease.

ANS: B

The primary function of the hospital is to care for and treat the sick. This is true of all hospitals, regardless of size.

DIF: Level 1 REF: Page 23

2. A common classification for a hospital that provides psychiatric care would be primarily based on:
 - a. the amount of revenue earned within a given period.
 - b. the type of patient service offered.
 - c. the accreditation earned.
 - d. its ownership.

ANS: B

Type of service offered refers to the distinction between general hospitals and specialized hospitals. Specialized hospitals provide services to a particular body part (e.g., an eye hospital) or to a particular segment of the population (e.g., a children's hospital), or they offer a particular type of care (e.g., a psychiatric or rehabilitation hospital).

DIF: Level 1 REF: Page 23

3. The main fiscal purpose of the hospital foundation is to:
 - a. hold the building up.
 - b. focus on donations and fundraising activities.
 - c. attract as many qualified doctors as possible.
 - d. establish a profit or nonprofit status.

ANS: B

Most health care systems have a component called a *foundation*, whose purpose is to focus on donations and fundraising activities that benefit the entire system.

DIF: Level 1 REF: Page 23

4. A hospital that has a parent corporation that oversees it and other companies within its system would be part of a:
 - a. health care system.
 - b. medical foundation.
 - c. major insurance company.
 - d. joint commission.

ANS: A

The hospital of today is often part of a health care system. The health care system usually has a "parent" corporation that oversees other companies within the system.

DIF: Level 1 REF: Page 23

5. A hospital that was visited by The Joint Commission (TJC) has:
- been reviewed for conforming with the appropriate hiring of minorities.
 - had its computer system updated.
 - been surveyed, graded, and approved in consideration of accreditation.
 - been evaluated for its employee numbers as compared with those of other hospitals.

ANS: C

A TJC-accredited hospital has been surveyed, graded, and approved by TJC.

DIF: Level 1 REF: Page 23

6. The individual in charge of the hospital and directly responsible to the governing board is the:
- director of nursing.
 - manager of health unit coordinators (HUC).
 - chief operating officer.
 - chief executive officer (CEO).

ANS: D

The CEO is in charge of the hospital and is directly responsible to the governing board.

DIF: Level 1 REF: Page 24

7. The department responsible for collection of patient accounts is:
- the admitting department.
 - the purchasing department.
 - the business office.
 - volunteer services.

ANS: C

The business office deals with the financial aspects of the hospital.

DIF: Level 1 REF: Page 26

8. The cardiovascular diagnostics department performs tests related to:
- bone and joint disorders.
 - heart and blood vessel function.
 - brain injuries or abnormalities.
 - conditions of the digestive system.

ANS: B

The cardiovascular diagnostics department performs tests related to cardiac (heart) and blood vessel function.

DIF: Level 1 REF: Page 26

9. The department that plans and prepares meals for patients, visitors, and employees is:
- neurology.
 - endoscopy.
 - nutritional care.
 - gastroenterology.

ANS: C

The nutritional care department plans and prepares meals for patients, employees, and visitors and works under the direction of a registered dietitian.

DIF: Level 1 REF: Page 26

10. The pathology department is concerned with:
- medications used by the patient.
 - diagnostic procedures performed on specimens from the body.
 - diagnostic studies of the brain.
 - diagnostic studies using x-rays, ultrasound, computed tomography (CT), and magnetic resonance imaging (MRI).

ANS: B

The pathology department/clinical laboratory is concerned with diagnostic procedures performed on specimens from the body, such as blood, tissues, urine, stool, sputum, and bone marrow.

DIF: Level 1 REF: Page 26

11. The patient who undergoes a gastrointestinal study may be taken to the:
- nutritional care department.
 - cardiopulmonary department.
 - neurology clinical laboratory.
 - gastroenterology laboratory.

ANS: D

The gastroenterology department, or the gastroenterology laboratory, performs studies to diagnose disease conditions of the digestive system.

DIF: Level 1 REF: Page 26

12. The patient has been placed on a ventilator. The department that is usually responsible for the care of this equipment is the _____ department.
- cardiopulmonary (respiratory care)
 - physical therapy
 - occupational therapy
 - radiation therapy

ANS: A

The cardiopulmonary, or respiratory care, department performs diagnostic tests to assess lung function, provides treatment related to respiratory function, and assists in maintaining patients on ventilators (breathing machines).

DIF: Level 1 REF: Page 26

13. The department that manages supplies such as bandages and dressing trays is:
- a. the quality assurance department.
 - b. risk management department.
 - c. social services department.
 - d. central services department (CSD).

ANS: D

The CSD, or the supply purchasing department (SPD), is the distribution area for supplies and equipment used by nursing personnel to provide treatment to patients.

DIF: Level 1 REF: Page 27

14. The department that is most responsible for ensuring appropriate nursing care is:
- a. social services.
 - b. health management of operations.
 - c. CSD.
 - d. risk management.

ANS: D

Risk management, a system that ensures appropriate nursing care, can be included as part of the quality assurance manager's responsibilities.

DIF: Level 1 REF: Page 28

15. A patient with a hip fracture is likely to encounter environmental difficulties at home when discharged. The department likely to arrange appropriate care within the patient's apartment is:
- a. risk management.
 - b. health information management.
 - c. social services.
 - d. the home care department.

ANS: C

The social services department provides services to patients and to their families when emotional and environmental difficulties impede the patient's recovery.

DIF: Level 1 REF: Page 28

16. An elderly patient with a total knee replacement will require care in an extended care facility after discharge from an acute care setting. The department most likely to arrange for these services is:
- a. the business office.
 - b. the pastoral care department.
 - c. social services.
 - d. the public relations department.

ANS: C

The social services department provides services to patients and to their families when emotional and environmental difficulties impede the patient's recovery.

DIF: Level 1 REF: Page 28

17. Providing members of the community with hospital information falls to which of the following departments?
- a. Chief operating office
 - b. Pastoral care
 - c. Messenger department
 - d. Public relations department

ANS: D

The public relations department serves to provide the public with information about the hospital's activities.

DIF: Level 1 REF: Page 28

18. A new patient has just notified the HUC that the floor in his room is not clean and is sticky. The HUC will notify:
- a. environmental services.
 - b. laundry services.
 - c. an HUC from another floor to learn the location of the mop and cleaning implements.
 - d. engineering services.

ANS: A

The main responsibility of environmental services, or the housekeeping department, is to maintain a clean hospital through proper cleaning methods aimed at preventing the spread of infection.

DIF: Level 1 REF: Page 29

19. The name of the department that maintains records for each employee is the _____ department.
- a. social services
 - b. maintenance
 - c. human resources
 - d. security

ANS: C

The human resources department organizes recruitment programs, interviews new employees, conducts employee termination interviews, and maintains records for all employees.

DIF: Level 1 REF: Page 29

20. A patient no longer requires the acute care setting but still needs skilled or intermediate care nursing to recover from a hip replacement. The type of facility that provides this level of care is an _____ care facility.
- a. extended
 - b. eternal
 - c. extensive
 - d. excellent

ANS: A

Extended care facilities provide care for patients who are not acutely ill and cannot be cared for at home.

21. Hospice is a form of long-term care that provides:
- rehabilitative services.
 - chemotherapy.
 - extensive use of restorative medications.
 - palliative and supportive care for terminally ill patients.

ANS: D

Hospice provides palliative and supportive care for terminally ill patients and their families. Emphasis is placed on control of symptoms and preparation for and support before and after death.

22. *HMO* is an abbreviation for:
- home maintenance organization.
 - health manager of operations.
 - homeopathic merger operation.
 - health maintenance organization.

ANS: D

A health maintenance organization (HMO) has management responsibility for providing comprehensive health care services on a prepayment basis to voluntarily enrolled people within a designated population.

23. Which of the following is common to a preferred provider organization (PPO)?
- The patient must always obtain a referral prior to treatment.
 - The prospective payment is usually related to a Medicare patient.
 - The patient may use nonparticipating doctors without being charged an extra fee.
 - The patient usually does not need a referral for treatment.

ANS: D

The PPO is an independent group of physicians or hospitals that provide health care for fees that are 15% to 20% lower than customary rates. It is more like a traditional insurance plan (no capitation) in that there is a "participating physician list," and patients usually do not need referrals.

24. A DRG is:
- similar to a genetically caused illness carried through related family members.
 - one that carries various costs for the same diagnosis.
 - an arbitrary assignment for a diagnosis.
 - one of a group of 467 DRGs used by Medicare as a measure in the prospective payment system.

ANS: D

The diagnosis-related group (DRG) is a classification system that is used to determine payments made by Medicare; it is based on assignment of a standard flat rate according to major diagnostic categories.

DIF: Level 1 REF: Page 28

25. The *da Vinci* surgical robot performed the first robotically assisted:
- heart bypass.
 - cataract surgery.
 - appendectomy.
 - mastectomy.

ANS: A

In 1998, Dr. Friedrich-Wilhelm Mohr used the *da Vinci* surgical robot to perform the first robotically assisted heart bypass at the Leipzig Heart Centre in Germany.

DIF: Level 1 REF: Page 21

26. The federal and state program that provides care for the indigent is:
- workers' compensation.
 - Medicare.
 - Medicaid (Arizona Health Care Cost Containment System [AHCCCS] in Arizona).
 - indemnity insurance

ANS: C

Medicaid is a federal and state program that provides medical assistance for the indigent (AHCCCS in Arizona).

DIF: Level 1 REF: Page 22

27. With respect to Medicare insurance, type A coverage refers to:
- inpatient treatment.
 - very hyperactive patients.
 - outpatient treatment.
 - automobile coverage.

ANS: A

Medicare coverage includes type A—hospital insurance; type B—medical insurance (premium and deductible); and type D—a drug plan created in January of 2006 for senior citizens who did not have drug coverage.

DIF: Level 1 REF: Page 22

28. The primary focus for the hospitalist is:
- diseases that originate during the hospital stay.
 - treatment of mental disorders.
 - care of the hospitalized patient.
 - administration of the day-to-day operations of the hospital.

ANS: C

A hospitalist is a full-time acute care specialist who focuses exclusively on hospitalized patients.

29. The HUC has had a demanding day on the nursing unit, with call lights flashing, phones ringing, and never-ending orders. The department most helpful to visit after work for health maintenance is:
- the security department.
 - pastoral care.
 - the human resources department.
 - the employee fitness center.

ANS: D

An employee fitness center is available in many hospitals to assist employees with their own health maintenance.

30. After one has completed an HUC program and has received HUC certification, an example of an effective way to research job opportunities is through an Internet search of www._____.com.
- Monster
 - Amazon
 - ebay
 - cnn

ANS: A

Many national sites, including www.monster.com, are available, and each state has local websites that can be searched online for career information in local areas.

31. A Medicare patient who receives *catastrophic coverage* is receiving coverage:
- because he/she has had a major illness or accident.
 - because after being in the "gap" or "donut hole," the patient has paid the set amount of money out of pocket for medications required for this coverage to begin.
 - for a major illness that is covered even though the drug coverage limit has been reached and the patient is in the "gap" or "donut hole."
 - for a "catastrophic" illness.

ANS: B

Catastrophic coverage is coverage that a Medicare beneficiary receives after he/she has reached a specified amount of "out of pocket" money paid for medications during the temporary coverage gap.

32. One of the biggest challenges in health care today is:
- too many nurses.
 - too many specialty doctors.
 - high cost of technology.
 - not enough hospital beds available.

ANS: C

One of the biggest challenges in health care today is the staggering cost of advanced technology. Hospitals strive to generate profit (surplus revenue) to purchase new technology by negotiating higher payment rates from health plans and by increasing efficiency.

DIF: Level 1 REF: Page 20

33. A hospital that has Magnet® status:
- specializes in the use of magnet therapy.
 - has a program designed to attract a particular group of patients.
 - has met a set of criteria designed to measure the strength and quality of nursing.
 - has a program designed to attract doctors from particular specialties.

ANS: C

A hospital that satisfies a set of criteria designed to measure the strength and quality of nursing is awarded Magnet status by the American Nurses Credentialing Center (ANCC).

DIF: Level 1 REF: Page 23

34. An agency that awards accreditation to a hospital and requires a preemployment tuberculosis (TB) skin test and annual in-services is the:
- TJC.
 - CPS.
 - HIPAA.
 - ANCC.

ANS: A

TJC is an agency that awards accreditation. TJC-required annual in-services for all health care employees include training sessions on cardiopulmonary resuscitation (CPR), infectious disease control, fire and safety training, universal (standard) precautions, and the Health Insurance Portability and Accountability Act (HIPAA). TJC also requires a preemployment TB skin test.

DIF: Level 1 REF: Page 24

35. It is important to stay current with any additional change made to the Affordable Care Act because:
- changes may have an impact on health care providers as well as everyone receiving health care.
 - if one is unaware of how to apply for health care by a certain date, health care will not be available until the following year.
 - a change in everyone's insurance provider may be mandatory.
 - insurance companies may drop coverage without notice.

ANS: B

It is important to stay current with changes made, because the changes may have an impact on health care providers as well as everyone receiving health care.

DIF: Level 1 REF: Page 19

36. Which of the following is one of the key elements of the Affordable Care Act?

- a. All health care will be free to the elderly (over 75 years old).
- b. Dependents (children) will be permitted to remain on their parents' insurance plan until their 26th birthday.
- c. Preexisting conditions will not be covered.
- d. Preventive care will no longer be covered.

ANS: B

As of 2010, dependents (children) will be permitted to remain on their parents' insurance plan until their 26th birthday.

REF: Page 19

37. Which of the following would assist in a pandemic or medical emergency?
- a. Capitation
 - b. A national electronic medical record (EMR) system
 - c. Clinical decision support system (CDSS)
 - d. Magnet status

ANS: B

A national EMR system would provide local, state, and federal governments with the necessary data to direct therapies, medical personnel, and supplies during an emergency.

DIF: Level 1 REF: Page 19

38. The two agencies that set hospital operational guidelines are:
- a. TJC and OSHA.
 - b. ECF and AHA.
 - c. OSHA and WHO.
 - d. AHA and TJC.

ANS: D

The *American Hospital Association (AHA)* and TJC determine hospital operational guidelines.

DIF: Level 1 REF: Page 24

39. Long-term palliative and supportive care for terminally ill patients and their families (in a freestanding facility, hospital or home based) describes:
- a. managed care.
 - b. hospice.
 - c. Medicaid.
 - d. community health.

ANS: B

Hospice is a concept of providing long-term health care services wherever necessary. It provides palliative and supportive care for terminally ill patients and their families.

DIF: Level 1 REF: Page 29

40. Health care providers must make sure that the EMR system or phone application chosen is:
- a. easy to use.
 - b. compatible with their home computers.
 - c. HIPAA compliant.

d. approved by the Occupational Safety and Health Administration (OSHA).

ANS: C

Health care providers must make sure that the EMR system or phone application chosen is HIPAA compliant. Any communication either over a secure network or a smart phone can be called to court as evidence.

DIF: Level 1 REF: Page 20

41. An online application that allows a patient to interact and communicate with their health care provider is called a:
- patient portal.
 - patient app.
 - patient network.
 - patient social site.

ANS: A

A patient portal is an online application that allows a patient to interact and communicate with their health care provider, increasing efficiency and productivity.

DIF: Level 1 REF: Page 21

42. There is a balancing act between ease of access for prompt medical care and the maintenance of confidentiality. This issue is addressed in the:
- ICD system.
 - HMO.
 - WHO.
 - HIPAA.

ANS: D

HIPAA protects private individual health information from being disclosed to anyone without the consent of the individual.

DIF: Level 1 REF: Page 20

43. The privacy and security concerns associated with the electronic transmission of health information are addressed in the:
- HITECH.
 - WHO.
 - OSHA.
 - HMO.

ANS: A

Subtitle D of the Health Information Technology for Economic and Clinical Health (HITECH) Act addresses the privacy and security concerns associated with the electronic transmission of health information, in part, through several provisions that strengthen the civil and criminal enforcement of the HIPAA rules.

DIF: Level 1 REF: Page 20

44. Which of the following EMR applications is used throughout the U.S. Department of Veterans Affairs (VA) medical system (1,400 VA facilities)?

- a. Cerner® Solutions
- b. EPIC
- c. PrognosisCIS
- d. VistA

ANS: D

Veterans Health Information Systems and Technology Architecture (VistA) is an EMR application used throughout the VA medical system.

DIF: Level 1 REF: Page 20

45. Which of the following refers to an Internet site that hosts data and programs instead of keeping them on an internal computer (also called *virtualization of computer function*)?
- a. Cerner® Solutions
 - b. EPIC
 - c. Cloud
 - d. VistA

ANS: C

Cloud or web-based EMR is an Internet site that hosts data and programs instead of keeping them on an internal computer.

DIF: Level 1 REF: Page 20