Healthcare Human Resource Management 4th edition Flynn Test Bank

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Chapter 01: The Nature and Challenges of Healthcare HR Management

1. Which of the following is NOT considered a type of healthcare organization?
   a. Physician offices and clinics
   b. Home care agencies
   c. Laboratories
   d. Governmental agencies

ANSWER: d

FEEDBACK:
   a. Incorrect. Healthcare organizations include physician offices and clinics, home care agencies, and laboratories. See Nature of Healthcare Organizations.
   b. Incorrect. Healthcare organizations include physician offices and clinics, home care agencies, and laboratories. See Nature of Healthcare Organizations.
   c. Incorrect. Healthcare organizations include physician offices and clinics, home care agencies, and laboratories. See Nature of Healthcare Organizations.
   d. Correct. Healthcare organizations include physician offices and clinics, home care agencies, and laboratories. See Nature of Healthcare Organizations.

POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: 1.1 - Identify the types of healthcare organizations.
TOPICS: A-head: Nature of Healthcare Organizations
KEYWORDS: Bloom's: Remember
DATE CREATED: 3/16/2021 7:02 AM
DATE MODIFIED: 3/16/2021 7:09 AM

2. According to the Bureau of Labor Statistics, the healthcare share of total employment is what percent in the United States?
   a. 9
   b. 12
   c. 13
   d. 15

ANSWER: b

FEEDBACK:
   a. Incorrect. The healthcare share of total employment in the United States is approximately 12 percent. See Nature of Healthcare Organizations.
   b. Correct. The healthcare share of total employment in the United States is approximately 12 percent. See Nature of Healthcare Organizations.
   c. Incorrect. The healthcare share of total employment in the United States is approximately 12 percent. See Nature of Healthcare Organizations.
   d. Incorrect. The healthcare share of total employment in the United States is approximately 12 percent.

POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: 1.2 - Describe the current and future states of the healthcare industry.
TOPICS: A-head: Nature of Healthcare Organizations
KEYWORDS: Bloom's: Remember

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3. Which healthcare facilities employ the most healthcare workers?
   a. Physicians' offices and clinics
   b. Hospital and health systems
   c. Nursing facilities
   d. Dental offices

ANSWER: b

FEEDBACK:
   a. Incorrect. Figure 1-1 shows that hospital and health systems make up the largest amount of healthcare workers at 32 percent of the total employment of workers in healthcare facilities. See Nature of Healthcare Organizations.
   b. Correct. Figure 1-1 shows that hospital and health systems make up the largest amount of healthcare workers at 32 percent of the total employment of workers in healthcare facilities. See Nature of Healthcare Organizations.
   c. Incorrect. Figure 1-1 shows that hospital and health systems make up the largest amount of healthcare workers at 32 percent of the total employment of workers in healthcare facilities. See Nature of Healthcare Organizations.
   d. Incorrect. Figure 1-1 shows that hospital and health systems make up the largest amount of healthcare workers at 32 percent of the total employment of workers in healthcare facilities. See Nature of Healthcare Organizations.

POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: 1.1 - Identify the types of healthcare organizations.
TOPICS: A-head: Nature of Healthcare Organizations
KEYWORDS: Bloom's: Understand
DATE CREATED: 3/16/2021 7:32 AM
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4. What has been the primary impetus behind changes to correct inadequate health insurance coverage in healthcare?
   a. Federal and state governmental involvement
   b. Availability of new technology
   c. Shortage of skilled labor
   d. Shareholder demand for profits

ANSWER: a

FEEDBACK:
   a. Correct. Since the Patient Protection and Affordable Care Acts was enacted and implemented in 2010 (collectively known as ACA), the number of uninsured in the United States has decreased. See Nature of Healthcare Organizations.
   b. Incorrect. Since the Patient Protection and Affordable Care Acts was enacted and implemented in 2010 (collectively known as ACA), the number of uninsured in the United States has decreased. See Nature of Healthcare Organizations.
   c. Incorrect. Since the Patient Protection and Affordable Care Acts was enacted and implemented in 2010 (collectively known as ACA), the number of uninsured in the United States has decreased. See Nature of Healthcare Organizations.
   d. Incorrect. Since the Patient Protection and Affordable Care Acts was enacted

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and implemented in 2010 (collectively known as ACA), the number of uninsured in the United States has decreased. See Nature of Healthcare Organizations.

POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: 1.2 - Describe the current and future states of the healthcare industry.
TOPICS: A-head: Nature of Healthcare Organizations
KEYWORDS: Bloom's: Understand
DATE CREATED: 3/16/2021 7:46 AM
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5. Receptionist, secretary, and business office support personnel are all considered which type of employee?
   a. Service workers
   b. Technical workers
   c. Clerical workers
   d. First-line supervisors

ANSWER: c
FEEDBACK:
   a. Incorrect. Figure 1-2 Healthcare Position Hierarchy shows that receptionist, secretary, and business office support personnel are all considered clerical workers. See Nature of Healthcare Organizations.
   b. Incorrect. Figure 1-2 Healthcare Position Hierarchy shows that receptionist, secretary, and business office support personnel are all considered clerical workers. See Nature of Healthcare Organizations.
   c. Correct. Figure 1-2 Healthcare Position Hierarchy shows that receptionist, secretary, and business office support personnel are all considered clerical workers. See Nature of Healthcare Organizations.
   d. Incorrect. Figure 1-2 Healthcare Position Hierarchy shows that receptionist, secretary, and business office support personnel are all considered clerical workers. See Nature of Healthcare Organizations.

POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: 1.1 - Identify the types of healthcare organizations.
TOPICS: A-head: Nature of Healthcare Organizations
KEYWORDS: Bloom's: Knowledge
DATE CREATED: 3/16/2021 7:53 AM
DATE MODIFIED: 3/16/2021 7:56 AM

6. Of the following positions, which position would generally require the largest number of workers in a hospital?
   a. Sterilization personnel
   b. Registered nurses
   c. Lab technicians
   d. Medical transcriptionists

ANSWER: a
FEEDBACK:
   a. Correct. Figure 1-2 Healthcare Position Hierarchy shows that sterilization

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personnel are at the bottom of the hierarchy, making them part of the largest number of workers in a hospital. See Nature of Healthcare Organizations.

b. Incorrect. Figure 1-2 Healthcare Position Hierarchy shows that sterilization personnel are at the bottom of the hierarchy, making them part of the largest number of workers in a hospital. See Nature of Healthcare Organizations.

c. Incorrect. Figure 1-2 Healthcare Position Hierarchy shows that sterilization personnel are at the bottom of the hierarchy, making them part of the largest number of workers in a hospital. See Nature of Healthcare Organizations.

d. Incorrect. Figure 1-2 Healthcare Position Hierarchy shows that sterilization personnel are at the bottom of the hierarchy, making them part of the largest number of workers in a hospital. See Nature of Healthcare Organizations.

POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: 1.1 - Identify the types of healthcare organizations.
TOPICS: A-head: Nature of Healthcare Organizations
KEYWORDS: Bloom's: Apply
DATE CREATED: 3/16/2021 7:57 AM
DATE MODIFIED: 3/16/2021 8:01 AM

7. Which of the following is NOT a key area identified in the text regarding the current environment of healthcare?

a. Advances in technology
b. Health Insurance Portability and Accountability Act
c. Shortages of needed personnel
d. Growing numbers of insured persons

ANSWER: d
FEEDBACK:

a. Incorrect. The areas identified in the current environment of healthcare are Technology Driven, Difficulties in Accessing Healthcare Services, Legal Risk Management Affects Practice Behavior, Healthcare Worker Shortages, Healthcare Reforms and Health Policy, Need to Provide Culturally Competent Care. See Nature of Healthcare Organizations.

b. Incorrect. The areas identified in the current environment of healthcare are Technology Driven, Difficulties in Accessing Healthcare Services, Legal Risk Management Affects Practice Behavior, Healthcare Worker Shortages, Healthcare Reforms and Health Policy, Need to Provide Culturally Competent Care. See Nature of Healthcare Organizations.

c. Incorrect. The areas identified in the current environment of healthcare are Technology Driven, Difficulties in Accessing Healthcare Services, Legal Risk Management Affects Practice Behavior, Healthcare Worker Shortages, Healthcare Reforms and Health Policy, Need to Provide Culturally Competent Care. See Nature of Healthcare Organizations.

d. Correct. The growing number of uninsured people is not a key area identified in the text regarding the current environment of healthcare. See Nature of Healthcare Organizations.

POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: 1.2 - Describe the current and future states of the healthcare industry.

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TOPICS: A-head: Nature of Healthcare Organizations
KEYWORDS: Bloom's: Understand
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8. Which of the following is a "driver" of future healthcare that can be predicted with reasonable certainty?
   a. Stabilization of cost for healthcare delivery
   b. Move to value-based care
   c. Increasing public opinion ratings
   d. Need to deal with the uneven supply of healthcare resources

ANSWER: b
FEEDBACK:
   a. Incorrect. Figure 1-3 identifies the move to value-based care as one of the "drivers" of future healthcare. See Nature of Healthcare Organizations.
   b. Correct. Figure 1-3 identifies the move to value-based care as one of the "drivers" of future healthcare. See Nature of Healthcare Organizations.
   c. Incorrect. Figure 1-3 identifies the move to value-based care as one of the "drivers" of future healthcare. See Nature of Healthcare Organizations.
   d. Incorrect. Figure 1-3 identifies the move to value-based care as one of the "drivers" of future healthcare. See Nature of Healthcare Organizations.

POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: 1.2 - Describe the current and future states of the healthcare industry.
TOPICS: A-head: Nature of Healthcare Organizations
KEYWORDS: Bloom's: Understand
DATE CREATED: 3/16/2021 11:00 PM
DATE MODIFIED: 3/16/2021 11:06 PM

9. The main cause of the increased demand for healthcare and growth in the health workforce in the future is due to which of the following?
   a. Diversity trends
   b. Financial pressures
   c. The aging of the U.S. population
   d. Technological advancements

ANSWER: c
FEEDBACK:
   a. Incorrect. Healthcare occupations are projected to add more jobs than any other occupational group due to the aging of the U.S. population, leading to greater demand for healthcare. See Nature of Healthcare Organizations.
   b. Incorrect. Healthcare occupations are projected to add more jobs than any other occupational group due to the aging of the U.S. population, leading to greater demand for healthcare. See Nature of Healthcare Organizations.
   c. Correct. Healthcare occupations are projected to add more jobs than any other occupational group due to the aging of the U.S. population, leading to greater demand for healthcare. See Nature of Healthcare Organizations.
   d. Incorrect. Healthcare occupations are projected to add more jobs than any other occupational group due to the aging of the U.S. population, leading to greater demand for healthcare. See Nature of Healthcare Organizations.

POINTS: 1

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DIFFICULTY: Easy
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: 1.2 - Describe the current and future states of the healthcare industry.
TOPICS: A-head: Nature of Healthcare Organizations
KEYWORDS: Bloom's: Remember
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10. One of the most prominent challenge(s) facing healthcare employers, with regard to human resources, is which of the following?

a. Recruitment and retention
b. Efficient maintenance of medical records
c. Replacing competent employees with capable employees
d. Restricting the amount of changes affecting healthcare employees

ANSWER: a
FEEDBACK:

a. Correct. Two of the most prominent challenges to HR are the recruitment and retention of the correct number of qualified staff and managing the changes that affect healthcare. See HR Challenges in Healthcare.
b. Incorrect. Two of the most prominent challenges are the recruitment and retention of the correct number of qualified staff and managing the changes that affect healthcare employees. See HR Challenges in Healthcare.
c. Incorrect. Two of the most prominent challenges are the recruitment and retention of the correct number of qualified staff and managing the changes that affect healthcare employees. See HR Challenges in Healthcare.
d. Incorrect. Two of the most prominent challenges are the recruitment and retention of the correct number of qualified staff and managing the changes that affect healthcare employees. See HR Challenges in Healthcare.

POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: 1.3 - List and briefly describe human resource management activities.
TOPICS: A-head: HR Challenges in Healthcare
KEYWORDS: Bloom's: Remember
DATE CREATED: 3/16/2021 11:13 PM
DATE MODIFIED: 3/16/2021 11:17 PM

11. Over the next 15 years, the U.S. healthcare system will face all of the following critical problems EXCEPT

a. a shortage of workers
b. available workers will not have the skills needed for the emerging health system
c. alternative care delivery options are rapidly gaining momentum
d. decreased needs for ambulatory care

ANSWER: d
FEEDBACK:

a. Incorrect. The U.S. healthcare system will face the critical problems of a shortage of workers, available workers will not have the skills needed for the emerging health system, and alternative care delivery options are rapidly gaining momentum. See HR Challenges in Healthcare.

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b. Incorrect. The U.S. healthcare system will face the critical problems of a shortage of workers, available workers will not have the skills needed for the emerging health system, and alternative care delivery options are rapidly gaining momentum. See HR Challenges in Healthcare.

c. Incorrect. The U.S. healthcare system will face the critical problems of a shortage of workers, available workers will not have the skills needed for the emerging health system, and alternative care delivery options are rapidly gaining momentum. See HR Challenges in Healthcare.

d. Correct. The increased need for ambulatory care as healthcare delivery continues to move from inpatient to outpatient or ambulatory care will be a critical problem the U.S. healthcare system will face in the future. See HR Challenges in Healthcare.

POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: 1.5 - Discuss several of the human resource challenges existing in healthcare.
TOPICS: A-head: HR Challenges in Healthcare
KEYWORDS: Bloom's: Understand
DATE CREATED: 3/16/2021 11:17 PM
DATE MODIFIED: 3/16/2021 11:21 PM

12. The demand for nurses is projected to increase significantly in which part(s) of the healthcare system?

a. Independent practice
b. Ambulatory care
c. Health service business
d. All of these choices are correct.

ANSWER: d
FEEDBACK:

a. Incorrect. The demand for nurses and allied health workers will be driven by significant growth of independent practice, ambulatory care, and health service businesses. See HR Challenges in Healthcare.

b. Incorrect. The demand for nurses and allied health workers will be driven by significant growth of independent practice, ambulatory care, and health service businesses. See HR Challenges in Healthcare.

c. Incorrect. The demand for nurses and allied health workers will be driven by significant growth of independent practice, ambulatory care, and health service businesses. See HR Challenges in Healthcare.

d. Correct. The demand for nurses and allied health workers will be driven by significant growth of independent practice, ambulatory care, and health service businesses. See HR Challenges in Healthcare.

POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: 1.4 - Explain the unique aspects of managing human resources in healthcare organizations.
TOPICS: A-head: HR Challenges in Healthcare
KEYWORDS: Bloom's: Knowledge
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13. Which of the following trends is true regarding recruitment and retention in healthcare?
    a. Healthcare has been offering more attractive wages than other career choices.
    b. The relationship between management and employees has been improving due to an increasing threat of unionization.
    c. Many women, who have historically chosen health careers, are pursuing other non-health-related career paths.
    d. The healthcare workplace is becoming less stressful for care providers due to advances in technology.

ANSWER: c

FEEDBACK:
    a. Incorrect. As career opportunities for women have broadened over the last 50 years, many women who would have historically chosen health careers have pursued other non-health-related career paths. See HR Challenges in Healthcare.
    b. Incorrect. As career opportunities for women have broadened over the last 50 years, many women who would have historically chosen health careers have pursued other non-health-related career paths. See HR Challenges in Healthcare.
    c. Correct. As career opportunities for women have broadened over the last 50 years, many women who would have historically chosen health careers have pursued other non-health-related career paths. See HR Challenges in Healthcare.
    d. Incorrect. As career opportunities for women have broadened over the last 50 years, many women who would have historically chosen health careers have pursued other non-health-related career paths. See HR Challenges in Healthcare.

POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: 1.3 - List and briefly describe human resource management activities.
TOPICS: A-head: HR Challenges in Healthcare
KEYWORDS: Bloom's: Knowledge
DATE CREATED: 3/16/2021 11:35 PM
DATE MODIFIED: 3/16/2021 11:38 PM

14. How must HR contribute to the need for managing costs in healthcare organizations?
    a. Reducing the level of administrative expense
    b. Hiring independent contractors
    c. Managing the number and skill mix of employees
    d. Instituting initiatives to increase budgets

ANSWER: c

FEEDBACK:
    a. Incorrect. Managing costs almost always means managing the number, skill mix, or wages of employees. See HR Challenges in Healthcare.
    b. Incorrect. Managing costs almost always means managing the number, skill mix, or wages of employees. See HR Challenges in Healthcare.
    c. Correct. Managing costs almost always means managing the number, skill mix, or wages of employees. See HR Challenges in Healthcare.
    d. Incorrect. Managing costs almost always means managing the number, skill mix, or wages of employees. See HR Challenges in Healthcare.

POINTS: 1
DIFFICULTY: Easy

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QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: 1.4 - Explain the unique aspects of managing human resources in healthcare organizations.
TOPICS: A-head: HR Challenges in Healthcare
KEYWORDS: Bloom's: Understand
DATE CREATED: 3/16/2021 11:39 PM
DATE MODIFIED: 3/16/2021 11:42 PM

15. How should HR contribute to the requirement of complying with quality standards?
    a. Writing job descriptions
    b. Monitoring employee performance
    c. Establishing employees' wages
    d. Determining levels of promotions

ANSWER: b
FEEDBACK:
    a. Incorrect. The tasks of orienting, training, and continually monitoring employees' performance relative to safety, quality, and care standards are crucial for HR planning and programming. See HR Challenges in Healthcare.
    b. Correct. The tasks of orienting, training, and continually monitoring employees' performance relative to safety, quality, and care standards are crucial for HR planning and programming. See HR Challenges in Healthcare.
    c. Incorrect. The tasks of orienting, training, and continually monitoring employees' performance relative to safety, quality, and care standards are crucial for HR planning and programming. See HR Challenges in Healthcare.
    d. Incorrect. The tasks of orienting, training, and continually monitoring employees' performance relative to safety, quality, and care standards are crucial for HR planning and programming. See HR Challenges in Healthcare.

POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: 1.4 - Explain the unique aspects of managing human resources in healthcare organizations.
TOPICS: A-head: HR Challenges in Healthcare
KEYWORDS: Bloom's: Knowledge
DATE CREATED: 3/16/2021 11:43 PM
DATE MODIFIED: 3/16/2021 11:47 PM

16. How is HR impacted by diversity?
    a. HR planning and programming needs to help match provider and patient demographics.
    b. HR professionals must lobby for tolerance for differences among employees.
    c. Recruiting efforts must be targeted toward minority groups.
    d. HR professionals need to provide foreign language training to its workforce.

ANSWER: b
FEEDBACK:
    a. Correct. HR planning and programming to match provider and patient demographics are virtually unending and continually changing as demographics change. See HR Challenges in Healthcare.
    b. Incorrect. HR planning and programming to match provider and patient

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demographics are virtually unending and continually changing as demographics change. See HR Challenges in Healthcare.

c. Incorrect. HR planning and programming to match provider and patient demographics are virtually unending and continually changing as demographics change. See HR Challenges in Healthcare.

d. Incorrect. HR planning and programming to match provider and patient demographics are virtually unending and continually changing as demographics change. See HR Challenges in Healthcare.

POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: 1.4 - Explain the unique aspects of managing human resources in healthcare organizations.
TOPICS: A-head: HR Challenges in Healthcare
KEYWORDS: Bloom's: Knowledge
DATE CREATED: 3/16/2021 11:47 PM
DATE MODIFIED: 3/16/2021 11:51 PM

17. Which of the following are recommended solutions to the concern for quality of work life for employees in healthcare organizations?

a. Altering the organization's business hours to accommodate employees with families
b. Offering all employees schedules between 8:00 a.m.–5:00 p.m.
c. Providing employees recreation and activity rooms for family visitations
d. Providing on-site day care

ANSWER: d
FEEDBACK:

a. Incorrect. HR policy development is required to continually monitor and initiate solutions such as flexible scheduling programs, on-site day care, employee assistance programming, and other efforts to aid employees in this difficult area. See HR Challenges in Healthcare.

b. Incorrect. HR policy development is required to continually monitor and initiate solutions such as flexible scheduling programs, on-site day care, employee assistance programming, and other efforts to aid employees in this difficult area. See HR Challenges in Healthcare.

c. Incorrect. HR policy development is required to continually monitor and initiate solutions such as flexible scheduling programs, on-site day care, employee assistance programming, and other efforts to aid employees in this difficult area. See HR Challenges in Healthcare.

d. Correct. HR policy development is required to continually monitor and initiate solutions such as flexible scheduling programs, on-site day care, employee assistance programming, and other efforts to aid employees in this difficult area. See HR Challenges in Healthcare.

POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: 1.5 - Discuss several of the human resource challenges existing in healthcare.
TOPICS: A-head: HR Challenges in Healthcare
KEYWORDS: Bloom's: Understand
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18. The Joint Commission on Accreditation of Healthcare Organizations is an accreditation organization concerned with which of the following?

a. The fair treatment of healthcare employees
b. The compliance with federal employment laws
c. The quality of care given to consumers of healthcare
d. The competency and certification requirements of U.S. healthcare workers

ANSWER: c

FEEDBACK:

a. Incorrect. The Joint Commission and CARF are accreditation organizations concerned with quality that determine compliance with quality standards to ensure that the consumers of healthcare receive consistent levels of safe, quality care. See The Joint Commission and the Commission on Accreditation of Rehabilitation Facilities (CARF).
b. Incorrect. The Joint Commission and CARF are accreditation organizations concerned with quality that determine compliance with quality standards to ensure that the consumers of healthcare receive consistent levels of safe, quality care. See The Joint Commission and the Commission on Accreditation of Rehabilitation Facilities (CARF).
c. Correct. The Joint Commission and CARF are accreditation organizations concerned with quality that determine compliance with quality standards to ensure that the consumers of healthcare receive consistent levels of safe, quality care. See The Joint Commission and the Commission on Accreditation of Rehabilitation Facilities (CARF).
d. Incorrect. The Joint Commission and CARF are accreditation organizations concerned with quality that determine compliance with quality standards to ensure that the consumers of healthcare receive consistent levels of safe, quality care. See The Joint Commission and the Commission on Accreditation of Rehabilitation Facilities (CARF).

POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: 1.5 - Discuss several of the human resource challenges existing in healthcare.
TOPICS: A-head: The Joint Commission and the Commission on Accreditation of Rehabilitation Facilities (CARF)
KEYWORDS: Bloom's: Understand
DATE CREATED: 3/16/2021 11:56 PM
DATE MODIFIED: 3/17/2021 12:01 AM

19. What two things have contributed to the evolution of the HR management function in healthcare over the last two decades?

a. Employee growth and compensation complexity
b. Need for more efficient and effective HR support, and the increase in HR professionals' training, skills, understanding, and competencies
c. Delegation of administrative tasks and development of HRIS
d. Changes in leadership model and new medical technologies

ANSWER: b

FEEDBACK:

a. Incorrect. This trend has evolved for two critical reasons: First, it is due to the clear need to provide HR support more efficiently and effectively. Second, healthcare HR professionals are increasing their training, skills, understanding,

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and competency, all of which increase their ability to contribute to their organizations. See The HR Function in Healthcare.

b. Correct. This trend has evolved for two critical reasons: First, it is due to the clear need to provide HR support more efficiently and effectively. Second, healthcare HR professionals are increasing their training, skills, understanding, and competency, all of which increase their ability to contribute to their organizations. See The HR Function in Healthcare.

c. Incorrect. This trend has evolved for two critical reasons: First, it is due to the clear need to provide HR support more efficiently and effectively. Second, healthcare HR professionals are increasing their training, skills, understanding, and competency, all of which increase their ability to contribute to their organizations. See The HR Function in Healthcare.

d. Incorrect. This trend has evolved for two critical reasons: First, it is due to the clear need to provide HR support more efficiently and effectively. Second, healthcare HR professionals are increasing their training, skills, understanding, and competency, all of which increase their ability to contribute to their organizations. See The HR Function in Healthcare.

POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: 1.4 - Explain the unique aspects of managing human resources in healthcare organizations.
TOPICS: A-head: The HR Function in Healthcare
KEYWORDS: Bloom's: Understand
DATE CREATED: 3/17/2021 12:01 AM
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20. What is the central focus of HR management?

a. Contribute to organizational success
b. Payroll administration
c. Benefits design and selection
d. Compensation analysis

ANSWER: a
FEEDBACK:

a. Correct. The central focus for healthcare HR management is to contribute to organizational success. See The HR Function in Healthcare.

b. Incorrect. The central focus for healthcare HR management is to contribute to organizational success. See The HR Function in Healthcare.

c. Incorrect. The central focus for healthcare HR management is to contribute to organizational success. See The HR Function in Healthcare.

d. Incorrect. The central focus for healthcare HR management is to contribute to organizational success. See The HR Function in Healthcare.

POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: 1.3 - List and briefly describe human resource management activities.
TOPICS: A-head: The HR Function in Healthcare
KEYWORDS: Bloom's: Knowledge
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21. Which of the following activities are performed under employee and labor/management relations?
    a. Employee rights and privacy
    b. Incentives
    c. Health and wellness
    d. Affirmative action

ANSWER: a

FEEDBACK:
    a. Correct. According to Figure 1-6, activities performed under employee and labor/management relations include employee rights and privacy, HR policies, and union and management relations. See The HR Function in Healthcare.
    b. Incorrect. According to Figure 1-6, activities performed under employee and labor/management relations include employee rights and privacy, HR policies, and union and management relations. See The HR Function in Healthcare.
    c. Incorrect. According to Figure 1-6, activities performed under employee and labor/management relations include employee rights and privacy, HR policies, and union and management relations. See The HR Function in Healthcare.
    d. Incorrect. According to Figure 1-6, activities performed under employee and labor/management relations include employee rights and privacy, HR policies, and union and management relations. See The HR Function in Healthcare.

POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: 1.3 - List and briefly describe human resource management activities.
TOPICS: A-head: The HR Function in Healthcare
KEYWORDS: Bloom's: Knowledge
DATE CREATED: 3/17/2021 12:11 AM
DATE MODIFIED: 3/17/2021 12:14 AM

22. Key tasks of HR management include which of the following?
    a. Labor relations
    b. Training and development
    c. Government compliance
    d. All of these are correct.

ANSWER: d

FEEDBACK:
    a. Incorrect. According to Figure 1-6, tasks included in HR management include labor relations, training and development, and government compliance. See The HR Function in Healthcare.
    b. Incorrect. According to Figure 1-6, tasks included in HR management include labor relations, training and development, and government compliance. See The HR Function in Healthcare.
    c. Incorrect. According to Figure 1-6, tasks included in HR management include labor relations, training and development, and government compliance. See The HR Function in Healthcare.
    d. Correct. According to Figure 1-6, tasks included in HR management include labor relations, training and development, and government compliance. See The HR Function in Healthcare.

POINTS: 1
DIFFICULTY: Moderate

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QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: 1.3 - List and briefly describe human resource management activities.
TOPICS: A-head: The HR Function in Healthcare
KEYWORDS: Bloom's: Understand
DATE CREATED: 3/17/2021 12:14 AM
DATE MODIFIED: 3/17/2021 12:17 AM

23. Activities performed under HR development include which of the following tasks?
    a. HR planning
    b. Equal employment opportunity
    c. Job analysis
    d. Orientation

ANSWER: d
FEEDBACK:
    a. Incorrect. According to Figure 1-6, tasks included in HR development include orientation, training, employee development, career planning, and performance management. See The HR Function in Healthcare.
    b. Incorrect. According to Figure 1-6, tasks included in HR development include orientation, training, employee development, career planning, and performance management. See The HR Function in Healthcare.
    c. Incorrect. According to Figure 1-6, tasks included in HR development include orientation, training, employee development, career planning, and performance management. See The HR Function in Healthcare.
    d. Correct. According to Figure 1-6, tasks included in HR development include orientation, training, employee development, career planning, and performance management. See The HR Function in Healthcare.

POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: 1.3 - List and briefly describe human resource management activities.
TOPICS: A-head: The HR Function in Healthcare
KEYWORDS: Bloom's: Knowledge
DATE CREATED: 3/17/2021 12:18 AM
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24. Which of the following is a component of staffing?
    a. Orientation
    b. Job analysis
    c. Career planning
    d. Incentive programs

ANSWER: b
FEEDBACK:
    a. Incorrect. According to Figure 1-6, staffing includes job analysis, recruiting, and selection. See The HR Function in Healthcare.
    b. Correct. According to Figure 1-6, staffing includes job analysis, recruiting, and selection. See The HR Function in Healthcare.
    c. Incorrect. According to Figure 1-6, staffing includes job analysis, recruiting, and selection. See The HR Function in Healthcare.

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d. Incorrect. According to Figure 1-6, staffing includes job analysis, recruiting, and selection. See The HR Function in Healthcare.

POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: 1.3 - List and briefly describe human resource management activities.
TOPICS: A-head: The HR Function in Healthcare
KEYWORDS: Bloom's: Knowledge
DATE CREATED: 3/17/2021 12:23 AM
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25. Why has workplace security grown in importance?
a. High cost of lawsuits
b. Increased frequency of theft
c. OSHA requirements
d. Increase in workplace violence

ANSWER: b
FEEDBACK:
a. Incorrect. According to Figure 1-6, staffing includes Job analysis, Recruiting, Selection. See The HR Function in Healthcare.
b. Incorrect. According to Figure 1-6, staffing includes Job analysis, Recruiting, Selection. See The HR Function in Healthcare.
c. Incorrect. According to Figure 1-6, staffing includes Job analysis, Recruiting, Selection. See The HR Function in Healthcare.
d. Correct. According to Figure 1-6, staffing includes Job analysis, Recruiting, Selection. See The HR Function in Healthcare.

POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: 1.3 - List and briefly describe human resource management activities.
TOPICS: A-head: The HR Function in Healthcare
KEYWORDS: Bloom's: Knowledge
DATE CREATED: 3/17/2021 12:27 AM
DATE MODIFIED: 3/17/2021 12:29 AM

26. In some areas, physicians and surgeons are increasingly working in group medical practices, including clinics, emergency care centers, and ambulatory surgical centers.
a. True
b. False

ANSWER: True
RATIONALE: Group practice has become the recent trend, including clinics, freestanding emergency care centers, and ambulatory surgical centers.
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: True / False
HAS VARIABLES: False

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LEARNING OBJECTIVES: 1.1 - Identify the types of healthcare organizations.
TOPICS: A-head: Nature of Healthcare Organizations
KEYWORDS: Bloom's: Knowledge
DATE CREATED: 3/17/2021 12:30 AM
DATE MODIFIED: 3/17/2021 12:34 AM

27. Home health care services are provided mainly to those with terminal illnesses.
    a. True
    b. False
ANSWER: False
RATIONALE: Home healthcare services are provided mainly to the elderly and individuals with special needs.
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: 1.1 - Identify the types of healthcare organizations.
TOPICS: A-head: Nature of Healthcare Organizations
KEYWORDS: Bloom's: Understand
DATE CREATED: 3/17/2021 12:39 AM
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28. Most jobs in the healthcare industry are found in physician offices and clinics.
    a. True
    b. False
ANSWER: False
RATIONALE: Figure 1-1 shows that most are in hospitals (32 percent) while physician offices and clinics make up 28 percent (third highest).
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: 1.1 - Identify the types of healthcare organizations.
TOPICS: A-head: Nature of Healthcare Organizations
KEYWORDS: Bloom's: Understand
DATE CREATED: 3/17/2021 12:47 AM
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29. Physicians are difficult to classify in the organizational hierarchy because of the wide variance in specialty areas.
    a. True
    b. False
ANSWER: False
RATIONALE: Physicians could also be associated with any level of executive, senior, or middle management or supervision, and their power associated with their knowledge makes them difficult to classify in a typical hierarchical position chart.
POINTS: 1

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DIFFICULTY: Moderate
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: 1.1 - Identify the types of healthcare organizations.
TOPICS: A-head: Nature of Healthcare Organizations
KEYWORDS: Bloom's: Understand
DATE CREATED: 3/17/2021 12:50 AM
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30. Information technology is a skill needed in the healthcare industry.
    a. True
    b. False
ANSWER: True
RATIONALE: Information technology is a significant skill requirement for healthcare workers.
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: 1.1 - Identify the types of healthcare organizations.
TOPICS: A-head: Nature of Healthcare Organizations
KEYWORDS: Bloom's: Knowledge
DATE CREATED: 3/17/2021 1:00 AM
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31. Studies show that there are significant disparities in how minorities access, receive, and benefit from the nation's healthcare system.
    a. True
    b. False
ANSWER: True
RATIONALE: The increasing diversity of the U.S. population brings opportunities and challenges for healthcare providers to create and deliver culturally competent services.
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: 1.2 - Describe the current and future states of the healthcare industry.
TOPICS: A-head: Nature of Healthcare Organizations
KEYWORDS: Bloom's: Understand
DATE CREATED: 3/17/2021 1:25 AM
DATE MODIFIED: 3/17/2021 1:27 AM

32. Administrative burdens associated with the delivery of healthcare will increase with technological advancement.
    a. True
    b. False
ANSWER: False
RATIONALE: Technological advancements are associated with reducing the administrative burdens of

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the delivery of healthcare.

POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: 1.2 - Describe the current and future states of the healthcare industry.
TOPICS: A-head: Nature of Healthcare Organizations
KEYWORDS: Bloom's: Understand
DATE CREATED: 3/17/2021 3:20 AM
DATE MODIFIED: 3/17/2021 3:25 AM

33. Value is paramount in the fee-for-service environment because it streamlines services and promotes quality rather than quantity of service.

a. True
b. False

ANSWER: False
RATIONALE: The FFS payment model is considered one of the major drivers of high costs because it incents the use of more services. It drives volume, not necessarily value, as payments depend on quantity, not necessarily quality.
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: 1.2 - Describe the current and future states of the healthcare industry.
TOPICS: A-head: Nature of Healthcare Organizations
KEYWORDS: Bloom's: Understand
DATE CREATED: 3/17/2021 1:43 AM
DATE MODIFIED: 3/17/2021 1:50 AM

34. Recruitment and retention of qualified staff is expected to get easier in the near future due to the high unemployment rates.

a. True
b. False

ANSWER: False
RATIONALE: Health worker shortages will pose a persistent long-term concern for the U.S. healthcare system for at least the next decade.
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: 1.2 - Describe the current and future states of the healthcare industry.
TOPICS: A-head: Nature of Healthcare Organizations
KEYWORDS: Bloom's: Knowledge
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35. Over the next decade, the quantity of workers and the quality of their skill sets will be the major obstacles in the healthcare workforce.

a. True

b. False

ANSWER:	True
RATIONALE:	The two problems related to the healthcare workforce is there will not be enough workers, and those who will be available may not have the skills needed in the health system that is emerging.
POINTS:	1
DIFFICULTY:	Moderate
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	1.3 - List and briefly describe human resource management activities.
TOPICS:	A-head: HR Challenges in Healthcare
KEYWORDS:	Bloom's: Understand
DATE CREATED:	3/17/2021 1:53 AM
DATE MODIFIED:	3/17/2021 1:55 AM

36. Between 60 percent and 70 percent of most healthcare organizations' operating costs is spent on employee pay and benefits.

a. True

b. False

ANSWER:	True
RATIONALE:	60 to 70 percent of the total operating costs of most healthcare organizations is for employee pay and benefits.
POINTS:	1
DIFFICULTY:	Easy
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	1.4 - Explain the unique aspects of managing human resources in healthcare organizations.
TOPICS:	A-head: HR Challenges in Healthcare
KEYWORDS:	Bloom's: Knowledge
DATE CREATED:	3/17/2021 3:28 AM
DATE MODIFIED:	3/17/2021 8:31 AM

37. Helping healthcare organizations delivery systems in order to improve clinical performance and performing to quality standards has historically been part of HR's responsibility, but this responsibility is shifting more and more to upper management.

a. True

b. False

ANSWER:	False
RATIONALE:	The tasks of orienting, training, and continually monitoring employees' performance relative to safety, quality, and care standards are crucial for HR planning and programming.
POINTS:	1
DIFFICULTY:	Moderate

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QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: 1.3 - List and briefly describe human resource management activities.
TOPICS: A-head: HR Challenges in Healthcare
KEYWORDS: Bloom's: Understand
DATE CREATED: 3/17/2021 3:31 AM
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38. The Joint Commission and CARF accreditation areas include clinical requirements as well as human resources, information management, leadership, and life safety requirements.

a. True

b. False

ANSWER: True
RATIONALE: The Joint Commission and CARF have requirements for accreditation for a wide array of functions and performance areas. In addition to clinical requirements, other requirements cover such areas as the human resources, information management, leadership, life safety, and others.
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: 1.4 - Explain the unique aspects of managing human resources in healthcare organizations.
TOPICS: A-head: The Joint Commission and the Commission on Accreditation of Rehabilitation Facilities (CARF)
KEYWORDS: Bloom's: Understand
DATE CREATED: 3/17/2021 3:33 AM
DATE MODIFIED: 3/17/2021 8:25 AM

39. JCAHO uses an approach that isolates disciplines to allow for more intense review.

a. True

b. False

ANSWER: False
RATIONALE: The Joint Commission and CARF organizations expect healthcare facilities to use a collaborative and multidisciplinary approach to improve performance, pursue quality initiatives, and develop staff competencies.
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: 1.4 - Explain the unique aspects of managing human resources in healthcare organizations.
TOPICS: A-head: The Joint Commission and the Commission on Accreditation of Rehabilitation Facilities (CARF)
KEYWORDS: Bloom's: Understand
DATE CREATED: 3/17/2021 3:36 AM
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40. Career planning is part of HR development.

a. True

b. False

ANSWER: True

RATIONALE: According to Figure 1-6, HR development includes orientation, training, employee development, career planning, and performance management.

POINTS: 1

DIFFICULTY: Easy

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: 1.3 - List and briefly describe human resource management activities.

TOPICS: A-head: The HR Function in Healthcare

KEYWORDS: Bloom's: Knowledge

DATE CREATED: 3/17/2021 3:37 AM

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41. Contrast the difference in organizational hierarchies you would find in a large health system compared to a clinic or physician group.

ANSWER: It is useful to understand the various levels of positions to appreciate the distribution of power and responsibility within healthcare organizations. Large health systems are especially hierarchical with significant numbers and levels of jobs, while clinics and physician groups have very flat organizational structures with fewer levels.

POINTS: 1

DIFFICULTY: Moderate

QUESTION TYPE: Essay

HAS VARIABLES: False

STUDENT ENTRY MODE: Basic

LEARNING OBJECTIVES: 1.1 - Identify the types of healthcare organizations.

TOPICS: A-head: Nature of Healthcare Organizations

KEYWORDS: Bloom's: Analyze

DATE CREATED: 3/17/2021 3:39 AM

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42. Describe at least three characteristics of the current healthcare environment in the United States.

ANSWER:

- *Growing resource needs* – aging population, growing number of uninsured or underinsured persons
- *Multifaceted workforce crisis* – shortage of qualified workers
- *Ensuring patient safety and reducing variability in service, quality, and cost* – consumers expecting safe, positive, and cost-effective experience
- *Providing culturally competent car*e – disparities in how minorities access, receive, and benefit from healthcare delivery system
- *Technology and information management* – advancing technologies becoming the norm
- *Regulatory poli*cy – Congress given more authority and latitude to define broad policy decisions

POINTS: 1

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DIFFICULTY: Moderate
QUESTION TYPE: Essay
HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: 1.2 - Describe the current and future states of the healthcare industry.
TOPICS: A-head: Nature of Healthcare Organizations
KEYWORDS: Bloom's: Understand
DATE CREATED: 3/17/2021 3:48 AM
DATE MODIFIED: 3/17/2021 4:03 AM

43. Describe some of the ways in which HR can contribute to the challenge of managing change in the healthcare industry.

ANSWER:

- *Cost*: Managing the number, skill mix, or wages of employees
- *Compliance with quality standards*: orienting, training, and continually monitoring employees' performance relative to safety, quality, and care standards
- *Managing diversity and providing culturally competent care*: HR planning and programming to match provider and patient demographics
- *Preparing healthcare workers for new technologies*: orientation and training for current employees, ensuring appropriate skill sets of future healthcare workers
- *Quality of work life*: monitor and initiate solutions such as flexible scheduling programs or on-site day care

POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Essay
HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: 1.4 - Explain the unique aspects of managing human resources in healthcare organizations.
TOPICS: A-head: HR Challenges in Healthcare
KEYWORDS: Bloom's: Apply
DATE CREATED: 3/17/2021 5:05 AM
DATE MODIFIED: 3/17/2021 5:09 AM

44. What is the JCAHO and CARF and what do they do? What are some of the requirements that healthcare organizations must meet for accreditation from these organizations?

ANSWER: JCAHO is the Joint Commission on Accreditation of Healthcare Organizations and CARF is the Commission on Accreditation of Rehabilitation Facilities. It is a quality accreditation organization whose members subscribe to a standard-based review process. Compliance is demonstrated through on-site review by JCAHO reviewers. The Joint Commission and CARF have requirements for accreditation for a wide array of functions and performance areas. In addition to clinical requirements, requirements cover such areas as the human resources, information management, leadership, life safety, and others. Both accrediting organizations expect healthcare facilities to use a collaborative and multidisciplinary approach to improve performance, pursue quality initiatives, and develop staff competencies.

POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Essay

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HAS VARIABLES:	False
STUDENT ENTRY MODE:	Basic
LEARNING OBJECTIVES:	1.2 - Describe the current and future states of the healthcare industry.
TOPICS:	A-head: The Joint Commission and the Commission on Accreditation of Rehabilitation Facilities (CARF)
KEYWORDS:	Bloom's: Understand
DATE CREATED:	3/17/2021 5:09 AM
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45. List the seven major categories of HR Management activities, as identified in the text.

ANSWER:

- HR Planning and Analysis
- EEO Compliance
- Staffing
- HR Development
- Compensation and Benefits
- Health, Safety, and Security
- Employee and Labor-Management Relations

POINTS:	1
DIFFICULTY:	Moderate
QUESTION TYPE:	Essay
HAS VARIABLES:	False
STUDENT ENTRY MODE:	Basic
LEARNING OBJECTIVES:	1.3 - List and briefly describe human resource management activities.
TOPICS:	A-head: The HR Function in Healthcare
KEYWORDS:	Bloom's: Knowledge
DATE CREATED:	3/17/2021 5:12 AM
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