Basic Concepts of Health Care Human Resource Management 2nd edition Niles Test Bank

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Chapter 2 Test Bank

Twenty True/False Questions. Twenty Multiple Choice Questions. Ten Matching Vocabulary Exercise.

True/False Questions

1) Law is created so that there is a minimal standard of action required by individuals and organization. TRUE p. 30

2) Law is created so that there is a maximum standard of action required by individuals and organization. FALSE p. 30 minimal

3) The minimal standard for action is federal law, although state law may be more stringent. TRUE p. 30

4) The minimal standard for action is state law, although federal law may be more stringent. FALSE p. 30

5) The Civil Rights Act of 1964, Title VII, protects employees and job applicants 40 years or older from discrimination in hiring, firing, promotion, layoffs, training, benefits, and assignments. FALSE P. .30 Age Discrimination in Employment Act of 1967 (ADEA).

6) The Occupational Safety and Health Administration (OSHA) reports that there are two million victims of workplace violence annually; which is considered an underreporting of this issue. TRUE p. 29

7) Failing to hire an applicant because she is a transgender woman is an example of legal discrimination. FALSE p. 32

8) The Pregnancy Discrimination Act of 1978 is enforced by the U.S. Department of Labor. FALSE p. 34 EEOC.

9) The **Drug-Free Workplace Act of 1988** requires any employers who receive federal grants or have a federal contract of $50,000 or greater to certify that they operate a drug-free workplace. FALSE p. 35

10) The **Worker Adjustment and Retraining Notification Act of 1989 (WARN)** requires that employers with 50 employees or more must give their employees 30 days' written notice of layoffs and business closings. FALSE P. 35 100 and 50 days

11) The **HIPAA National Standards** of 2002 or **Privacy Rule** is intended to further protect patients' personal medical records and other personal health information maintained by healthcare providers, hospitals, insurance companies, and health plans. TRUE o 37

12) OSHA has identified five healthcare settings of risk of workplace violence: hospitals,

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nursing homes, mental health centers, community care centers, and home health worker visits. TGRUE p 43

13) Part of the CRA of 1964*, reasonable accommodation* is an employer's reasonable action to accommodate a disabled individual, such as providing special computer equipment or furniture to accommodate a physical limitation. FALSE p. 35

14) The **MeToo Movement** was started years ago by Tarana Burke, a social activist against sexual abuse. In 2017, it became a national movement with the multiple sexual allegations of Hollywood producer, Harvey Weinstein. The hashtag MeToo provided an opportunity to tweet about sexual harassment and abuse experiences. This online tool gave individuals a voice that was previously silent. TRUE p. 39

15) In 1992, Andrea Adams, a BBC journalist, coined the term "**workplace bullying**," describing an ongoing harassing workplace behavior among employees, which results in negative health outcomes for the targeted employees. TRUE p. 40

16) There is no specific US federal legislation in the United States that forbids workplace bullying. TRUE p. 41

17) There are two federal laws that can be applied in workplace bullying: the OSHA Act of 1970 and Title VII of the Civil Rights Act of 1964. The OSHA Act of 1970 states that employers must provide a safe and healthy working environment for their employees. Under Title VII of the Civil Rights Act, if an employee in a protected class (e.g., gender, religion, ethnicity) is bullied by another employee, the action might be illegal based on the concept of a hostile work environment. TRUE p. 41

18) The federal government has endorsed a protocol of "**Run, Hide, Fight**" if an active shooter is nearby: Call 911 when it is safe to do so, identify the two closest exits, close and lock the door, and as a last resort, attempt to take the shooter down. TRUE p. 44

19) **Employee Activist Programs (EAPs)** are voluntary, work-based programs that offer free and confidential assessments, short-term counseling, referrals, and follow-up services to employees who have personal and/or work-related problems. FALSE p. 44 Employee Assistance programs

20) EAPs are used frequently by employees because of the large range of services offered to them. FALSE. P. 44 Most employees are unaware even though large companies offer EAPS.

Twenty Multiple Choice Questions

1)The Wellstone Act is also called the:
a) Genetic Information Nondiscrimination Act of 2008
b)Lily Ledbetter Fairy Pay Act of 2009
c)Mental Health Parity and Equity Addiction Act of 2008 XXX 38

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d) None are correct

2) According to OSHA, a risk factor for workplace violence in the health industry is:
a) home visits
b)poorly lit corridors
c)no employee training for workplace violence
d) all are correct XXX p. 43

3) What is HR's role when a work place violence scenario occurs?
a) Employees should notify HR if they see a suspicious person
b) Offer psychological training post incident
c) Offer emotional support services
d) all are correct XX p. 44

4) According to the Department of Homeland Security, what is a characteristic of an active shooter situation?
a)Victims are selected at random XXX 44
b)The event evolves slowly over time.
c) Active shooters typically select a wide open area so they can escape easily.
d) None are correct

5). In an Active Shooter situation, what should you do when law enforcement arrives?
a) Remain calm and follow instructions
b)Raise hands and spread fingers
c)Keep hands visible at all times.
d. All are correct p 31

6) Which statements are correct about workplace bullying?
a) Over 60% of workplace bullies are bosses.
b) There is no federal legislation that specifically addresses workplace bullying.
c) Vertical violence also occurs in health care, which is defined as "nurse to nurse" aggression, demonstrated by both verbal and non-verbal behavior.
d)A and B. XX p. 40-41

7) Which statements about ergonomics are true?
a) It is a study of working conditions that affect the mental capacity of employees
b)It is a study of working conditions that affect the physical condition of employees.
c) Ergonomically friendly equipment is made to eliminate work related injuries.
d) b and c. XX p. 34

8) Which healthcare membership organization released a statement about the issues of workplace bullying in healthcare in 2008?
a) The Joint Commission XX p. 43
b) The Nurses Association
c) The American College of Physicians

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d) The American Medical Association

9) What is the impact of workplace bullying?
a) lowered job satisfaction rates
b) increased absenteeism
c)more work stress anxiety
d) all are correct XX p. 40-42

10)To reduce or eliminate workplace bullying, the organization should:
a) fire workplace bullies because it is an illegal activity
b) bully the workplace bully so the bully will understand their actions
c) adopt a zero tolerance policy against this type of behavior. XX p. 42-43
d) encourage all employees to be bullies so no one feels left out.

11) The Hazard Communication Standard requires:
a)enforces the use of personal protective equipment
b)performs research on carpal tunnel syndrome
c)developed standards for ergonomics
d)requires companies to label hazardous materials. XXX p. 33

12)What is an EEO-1 report?
a) it is an ethical environment opportunity report for healthcare industries.
b) it is a piece of legislation that requires reporting of gender discrimination.
c)Employers with 50 or more employees must file a report of women and minorities who hold positions.
d) Employers with 100 or more employees must file a report indicating the number of women and minorities who are employed. XXX p. 37-38

13) What are essential functions?
a) IQ less than 70 points.
b)job duties that must be performed by an employee that will provide a satisfactory rating. XXX p.35
c) reasonable action taken by employers to accommodate disabled employees.
d) None are correct

14)According to the provisions of the Americans with Disabilities Act of 1990, which statement is NOT correct?
a) Alcohol and other drug abuses are covered under ADA.XX p.35-36
b) Disabilities include learning disabilities, mental disabilities, epilepsy, cancer, arthritis, mental retardation, AIDS, asthma, and traumatic brain injury.
c) A nursing home cannot refuse to admit a person with AIDS that requires a nursing service if the hospital has that type of service available.
d) Individuals who are morbidly obese can be considered disabled if the obesity was related to a physical cause.

15) The Equal Pay Act of 1963 amended which Act?
a)Americans with Disabilities Act of 1990
b) Civil Rights Act of 1964
c) Pregnancy Discrimination Act of 1978
d) Fair Labor Standards Act of 1935 XXX p. 33

16) Sexual harassment:
a) is defined as unwelcome sexual conduct that negatively impacts an employees
b) can occur as a sexual favor in return for job favor
c) A and B XX. P. 32
d) neither statement is correct

17) The purpose of the Employee Retirement Income Security Act of 1974 (ERISA) is:
a) to regulate pension and benefit plans for employees, including medical and disability benefits
b) to protect employees because it forbids employers from firing an employee so that the employee
cannot collect under their medical coverage.
c) that employers cannot force an employee to leave so that the employer does not have to pay the employee's medical coverage.
d) all are correct. XX p.34

18) Which statement is correct about the Lily Ledbetter Fairy Pay Act of 2009?
a) Its goal is to protect employees from unlawful compensation practices. XXX p. 39
b) It is the amendment to the American Disabilities Act
c)Lily Ledbetter was an employee of Coca Cola and was paid less than her male workers.
d. A & C

19). Which conditions in the workplace are conducive to sexual hararssment?
a). a large variance in power in the workplace XXX p. 39
b) a policy in place is not enforced
c) A&B xxx p. 39
d. Neither is correct.

20) What is the Security Rule?
a) It is a rule that was developed to protect electronic patient information XXX p. 38
b) It was developed to protect healthcare employees' salary information.
c) It was developed to protect the salaries of the CEO and other executives.
d) none are correct.

10 Matching Vocabulary Exercise

A. OSHA has also developed standards for _____-, which is required when employees might be exposed to hazardous materials or working conditions.

B. An _____outlines the employer's standard on recruitment and hiring process to

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increase the diversity of the company's workforce.

C. a wrist injury common to repetitive hand motion that occurs in jobs such as that of grocery cashier and in computer users.

D. Refers to employers that take reasonable action to accommodate a disabled individual such as providing special computer equipment or furniture to accommodate a physical limitation.

E. Landmark legislation that strengthens employer funding requirements for employee pension plans and creates a stronger pension insurance system. Enforced by the U.S. Department of Labor. Which law is it?

F. All employers must provide equal pay to both genders that have the same position with equal responsibilities and skills. Enforced by the U.S. Department of Labor. Which act is it?

G. When the judiciary system interprets previous legal decisions with respect to a case, they create _____.

H. Which occurs when sexual activities occur in return for an employment benefit.

I. People were afraid to change jobs in fear of losing their health insurance. COBRA changed that, allowing people to purchase health care coverage between jobs.

J. This is a landmark act that prohibits discrimination based on race, sex, color, religion, and national origin

Answers
A. personal protective equipment (PPE)
B. affirmative actin plan
C. carpal tunnel syndrome
D. reasonable accommodation
E. Pension Protection Act of 2006
F. Equal Pay Act of 1963
G. common law
H. quid pro quo
I. job lock
J. Civil Rights Act of 1964 Title VII

Discussion Board guidelines can be used for short essay questions. These are also under the Instructor Manual section.

1. Discuss three ways workplace bullying impacts the healthcare organization.
Intimidating and disruptive behaviors can foster medical errors, contribute to poor patient satisfaction and to preventable adverse outcomes, increase the cost of care, and cause qualified

clinicians, administrators, and managers to seek new positions in more professional environments.

2. Identify three ways to protect employees from workplace violence.
Leadership needs to be fully committed to developing a violence prevention program to eliminate many of these risk factors. The program should be customized for the site, so a workplace analysis should be initiated first to evaluate the potential hazards before moving forward with a program. The program must include an employee safety and training program that will provide strategies that can be used during a crisis. There should be practice drills for crisis situations. Managers and supervisors need to be assigned roles in a violence prevention program and be held accountable. There also needs to be a debriefing after an incident occurs with mental health counselors available for all of the employees. Employees should be surveyed during program development to ensure that all of their needs are addressed.

3. Discuss three employment-related pieces of legislation that you believe are very important and why. Student responses will vary. Will obtain information from the Table 2.1
Family Medical Leave Act of 1993 (FMLA): Requires employers with 50 or more employees within a 75-mile radius who work more than 25 hours per week and who have been employed more than 1 year to provide up to 12 work weeks of unpaid leave to an employee during any 12-month period, so the employee may provide care for a family member or obtain care for himself or herself. Enforced by the U.S. Department of Labor.
Health Insurance Portability and Accountability Act of 1996 (HIPAA): Increased restrictions on patient information confidentiality by creating a standard for patient information sharing. Enforced by U.S. Health and Human Services
Occupational Safety and Health Act of 1970: This act requires employers to provide a safe and healthy work environment. Guidelines for working with hazardous chemicals and for working ergonomically. Enforced by the Occupational Safety and Health Administration.

4. What is an affirmative action plan? Perform an Internet search and discuss with your classmates the issues regarding this type of plan.
An affirmative action plan outlines the employer's standard on recruitment and hiring process to increase the diversity of the company's workforce. This plan is created to correct past discrimination in a company. These potential employees must be qualified for the job. Although an affirmative action plan encourages hiring protected-class candidates, an employer cannot set quotas for this process. They can develop strategies to encourage applications from diverse candidates.
An employer who develops an affirmative action plan must perform an analysis of the demographics of the current workforce compared to the eligible pool of qualified applicants. The employer must also calculate the percentage of those protected classes in the qualified applicants. The percentages are compared to determine if there was an underrepresentation of diverse employees in the organization. If it is determined that the current workforce is not diverse, then an employer develops a timetable that is aimed at hiring diverse employees and that also includes a recruitment plan.

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