Quantum Leadership - Creating Sustainable Value in Health Care 7th edition Albert Test Bank

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Name:_____ Class:_____ Date:_____

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Indicate the answer choice that best completes the statement or answers the question.

1.
How can a leader act as a strategist?
a. Detailing the organization's future point in time
b. Analyzing the relationship of the system to its external environment
c. Providing step-by-step guidance on how to implement a defined vision
d. Creating a list of steps through which the organization will move on its way to a preset goal

2.
How has quantum theory influenced the conceptual foundations of the sciences and their social application?
a. It has lead to mass production.
b. It has increased interdisciplinary team action.
c. It has supported compartmentalism and reductionism.
d. It has increased the use of discrete action.

3.
What implication does the concept of chunking have on human organizations and behaviors?
a. Sustainable change operates from the top of a system.
b. All things begin with the simple, and then become more complex.
c. Sustainable change is typically initiated on the outside, and then works it way to the center.
d. There is little interconnectivity between parts.

4.
What implications do fractals have on organizations?
a. At every level of the organization, there exists a self-organizing capacity.
b. Elements of the organizational structure act as a insulation against the demand for reform.
c. The capacity for change implementation is increased.
d. There is an affinity for multidirectional complexity and uncertainty.

5.
Which of the following is a skill set of a knowledge worker?
a. Functional analysis
b. Process practice
c. Unilateral performance
d. Competent care

6.
Which of the following is an example of an informal network?
a. Organizational design
b. Points of service
c. Care communities
d. Financial systems

7.

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Which of the following terms from the science of complex systems describes the process by which systems seek to renew themselves?

a. Autocatalysis
b. Strange attractor
c. Autopoiesis
d. Dissipative structures

8.
Which of the following will happen as a result of the deconstruction of health services?

a. Users of health services will become less accountable for their own health.
b. The core practices of the professions will remain constant.
c. The hospital bed will cease to be the main point of service.
d. The service structure will become more centralized.

Indicate whether the statement is true or false.

9.
True or False? The letter “C” in the acronym POLICE describes the critical-thinking skills required of leaders in the past.

a. True
b. False

10.
True or False? The most important task of the healthcare leader is to communicate their vision of change, and the next most important task is to institute their ideas immediately.

a. True
b. False

Indicate the answer choice that best completes the statement or answers the question.

11.
How can you distinguish between a mistake and an error?

a. Mistakes are random and errors are nonrandom.
b. Mistakes are repeated and errors are repeatable.
c. Mistakes contain lessons and errors do not result in learning.
d. Mistakes foster sustainability and errors impair sustainability.

12.
In times of revolution, _____ determine(s) whether the organization thrives.

a. relationships in the demand for change
b. the leader's ability to apply principles of adaptation
c. the presence of support structures
d. functions of strategic and operational support

13.

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The presence of conflict indicates which of the following?

a. A healthy and energetic system
b. Lack of diversity
c. Issues within an organization
d. Ineffective systems

14.
What determines the value of the system in a service system?

a. Marketing and business planning
b. Flexibility of the services offered
c. Hierarchal structures
d. Character and the content of the services offered

15.
Which of the following best describes a characteristic associated with collateral thinking?

a. Controlling
b. Reductionistic
c. Hierarchical
d. Relational

16.
Which of the following characteristics would you expect to see as a part of a system, versus an institution?

a. Driven by self-interest
b. Survival focused
c. Outcomes driven
d. Highly competitive

17.
Which of the following is an example of living in the actual?

a. Inclusion of coming events
b. Seeing the work as a journey
c. Focus on good outcomes
d. Living the experience now

18.
Which of the following is *true* about the value of work?

a. It should be measured by the quantity of work done.
b. Only large roles and activities have value.
c. It is only tied to the persons who do work.
d. It is closely linked to the products of the work.

Indicate whether the statement is true or false.

19.
True or False? An increasing emphasis on transparency in health care highlights the importance of direct focus

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on value.

a. True
b. False

20.
True or False? *Chunking* is a term used to describe the integration of two large systems into one.

a. True
b. False

Indicate the answer choice that best completes the statement or answers the question.

21.
_____ intelligence reflects the capacity to recognize and use patterns of pictures and spaces in one's mind.

a. Kinesthetic
b. Spatial
c. Logical
d. Linguistic

22.
How can you distinguish between innovation leadership and project management?

a. Innovation leadership involves assuming responsibility to manage the implementation of a technology project and project management is more about integration.
b. Innovation leadership is about the dissemination of processes and project management focuses more on people.
c. Innovation leadership typically uses a top-down approach and project management uses a bottom-up approach.
d. Innovation leadership is about integrating innovative ideas into the operation of an organization and project management focuses on the dissemination of processes.

23.
What are the two essential ingredients of innovation?

a. Process and product
b. Disruptiveness and quality
c. Culture and diversity
d. Novelty and value

24.
What is the purpose of the Health Care Innovations Awards program?

a. To discover innovations that deliver better health, improve care, and lower costs
b. To promote products that enhance consumer convenience, value, and access
c. To support the introduction and testing of novel solutions
d. To recreate methods of healthcare delivery that are both scalable and impactful

25.
Which of the following is an area of healthcare improvement that is needed for the category of selection and integration of technology?

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