Management of Health Information Functions & Applications 2nd edition Grebner Test Bank

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MULTIPLE CHOICE

1 : ?You have been offered a position in a hospital as a data quality reviewer, but you are hesitant to accept the position as it requires reporting to both the Director of Health Information Management and the Director of Clinical Services, which you recognize to go against the ____ principle of management.
A :
?Authority

B :
?Division of work

C :
?Unity of command

D :
Unity of direction

Correct Answer : C

2 : Which management approach recognizes that not all management decisions may be addressed by a “one size fits all” manner??
A :
?Contingency

B :
?Operational

C :
?Peter Principle

D :
?Scientific

Correct Answer : A

MATCHING

3 : ?Match Taylor’s foci of management to the following activities

A : ?Training checklists are followed for new employees to learn how processes impact each other in the department.	A : ?Standardization of processes
B : ?Coders report to the Assistant Director of HIM and Release of Information Specialists report to the Director of HIM.	B : ?Time studies of tasks
C : ?Applied research is reviewed while developing processes in order to be consistent across the health care industry.	C : ?Systematic selection and training
D : ?All coders with the same designation are evaluated and compensated according to the	D : ?Incentive pay

same productivity standards.

Correct Answer :
A : B

B : C

C : A

D : D

4 : ?Match the following activities to the correct function of management

A : ?Monitoring coding productivity
B : ?Implementing workload distribution
C : ?Managing release of information
D : ?Maintaining data dictionaries
E : ?Designing and implementing security measures to safeguard protected health information
F : ?Preparing for accreditation review
G : ?Responding to fraud or abuse charge
H : ?Developing forms for chart review

A : ?Planning
B : ?Organizing
C : ?Controlling
D : ?Leading

Correct Answer :
A : D

B : B

C : C

D : C

E : A

F : D

G : B

H : A

FILL IN THE BLANK

5 : The best of past and present theories are blended and synthesized into a useful management framework called the _____ model of management.?

Correct Answer : integrated

6 : The _____ process approach to management assumes that all organizations are guided by the same general rational management processes, regardless of the size or the type of organization.?

Correct Answer : universal

7 : Frederick Taylor was a researcher of _____ management theory who introduced the operational approach to management.?

Correct Answer : scientific

8 : Henry Gantt introduced a _____ wage.?

Correct Answer : minimum

9 : The _____ is the focus of the behavioral management theories.?

Correct Answer : employee

10 : _____ popularized the plan–do–check–act cycle.?

Correct Answer : Edward Deming