# *Leading Ancillary and Support Departments to Higher Performance - The New Service Imperative for Patient Care 1st edition Tortorella Test Bank*

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1. ch12-001
Which of the following regulate(s) clinical laboratories under Centers for Medicare & Medicaid Services jurisdiction in the United States?

a. Protecting Access to Medicare Act
b. Health Information Technology for Economic and Clinical Health Act
*c. Clinical Laboratory Improvement Amendments
d. All of the above

2. ch12-002
Education requirements for staff who perform clinical tests are not regulated.

a. True
*b. False

3. ch12-003
Clinical laboratories may be directed only by physicians.

a. True
*b. False

4. ch12-004
Transfusion Services is responsible for administration of

a. transfer specimens
*b. blood products
c. intravenous poles
d. all of the above

5. ch12-005
The Clinical Laboratory Improvement Amendments were first implemented in what year?

*a. 1988
b. 1998
c. 2008
d. 2018

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1. ch02-001
Baldrige can BEST be described as

a. a regulatory requirement for healthcare
*b. a systems approach to help organizations improve
c. an accreditation process
d. a solution to world peace

2. ch02-002
Most organizations using Baldrige today tend to be in

a. business-service
b. business-manufacturing
*c. healthcare
d. education

3. ch02-003
Which of the following is NOT a key element that helps make Baldrige scalable and practical?

a. Leadership commitment
b. Systematic yet adaptable
c. Creating early traction
*d. Leveraging diversity

4. ch02-004
The Baldrige framework is based on a set of

a. criteria
b. questions
c. organizational best practices
*d. all of the above

5. ch02-005
The OP is considered a snapshot of your organization; it describes what matters most and establishes context. What is the OP?

a. Opportunity proposition
b. Operational productivity
*c. Organizational profile
d. Overriding priorities

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6. ch02-006
The Baldrige categories include all of the following EXCEPT

*a. technology
b. strategy
c. customers
d. operations

7. ch02-007
Baldrige's Criteria for Performance Excellence are considered prescriptive in nature.

a. True
*b. False

8. ch02-008
Which of the following is NOT one of the process evaluation factors?

a. Approach
b. Deployment
*c. Listening
d. Integration

9. ch02-009
Which of the following is NOT one of the five results items addressed in Category 7?

a. Leadership and Governance
*b. Societal Responsibility
c. Customer
d. Financial, Market, and Strategy

10. ch02-010
A typical "journey to excellence" process includes all but which of the following steps?

a. Documenting current processes and results
b. Assessing processes and results using evaluation factors
c. Reviewing and prioritizing assessment feedback
*d. Explaining why progress has not been made in lower-performing areas

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