Overview
Health care administrators manage the business side of health services, ensuring effective use of resources to ensure the best medical care to the community. These skills include managing office activities, enhancing communication skills, identifying legal and ethical issues in healthcare practices, managing financial functions, and enhancing employability skills.

This is an individual objective test.

Competencies
http://www.fbla-pbl.org/docs/ct/FBLA/HEALTHCAREADMINISTRATION.pdf

Web Site Resources
- Agency for Health Care Policy and Research
  http://www.ahcpr.gov/
- American Association of Healthcare Consultants
  http://www.aahc.net/
- American Public Health Association
  http://www.apha.org/
- America's Health Insurance Plans
  http://www.aahp.org/
- Glossary of Managed Care Terms
  http://www.pohlv.com/terms.html
- Healthcare Financial Management Association
  http://www.hfma.org/
- Health Care Quality Resources
  http://www.oualitv.org/html/hc-res.html
- Hospitals and Healthcare Companies
  http://www.pohlv.com/companies.html
- Integrated Healthcare Association
  http://www.iha.org/
- World Health Organization
  http://www.who.org/

HEALTH CARE ADMINISTRATION SAMPLE QUESTIONS

1. The methods medical system administrators use to increase employee job performance include increasing:
   a. employees' barriers and bias
   b. delegation and cross training
   c. administrator's authority
   d. employees' quid pro quo

2. The prohibits job discrimination.
   a. Employee State Government Manual
   b. Equal Employment Opportunity Law
   c. Employee Training Manual
   d. Employee Federal Government Manual

---

3. Which one of the following describes a time frame that most employers require to evaluate new employees?
   a. practice
   b. probationary
   c. flex-time
   d. productivity

4. Which one of the following reflects the communication cycle?
   a. sender and receiver
   b. sender, message, and receiver
   c. sender, message, channel, receiver, and questions
   d. sender, message, channel, receiver, and feedback

5. Barriers to communication can be caused by which one of the following?
   a. listening
   b. information
   c. eye contact
   d. culture

6. Unfair treatment of a group is referred to as which option?
   a. dependence
   b. discrimination
   c. displaced anger
   d. depression

7. The American Medical Association adopted which one of the following guides to physicians' standards of conduct?
   a. Oath of Hippocrates
   b. AAMA Code of Ethics   •
   c. Principles of Medical Ethics for the Physician
   d. Modern Hippocratic Oath

8. _____ are permanent legal documents stating the results of an examination.
   a. Medical reports
   b. Diagnosis
   c. Medical records
   d. Laboratory report

9. Which option describes under penalty?
   a. law suit
   b. subpoena
   c. plaintiff
   d. privileged information

10. Accounts that are more than 30 days past due are considered to be which one of the following?
    a. notes payable
    b. aging accounts
    c. accounts payable
    d. closed accounts

11. Which law allows for collection of taxes to funds state government programs?
    a. Federal Unemployment Tax Act (FUTA)
    b. Federal Unemployment Payment Tax (FUPT)
    c. Federal Withholding Tax Act
    d. Federal Insurance Contributions Act (FICA)

12._____ are conditions of insurance.
    a. Exclusions
    b. Physicians medical history
    c. Physicians staff
    d. Physicians office hours

13. Controlling health care costs refers to the following:
    a. only hospitals
    b. all health care settings
    c. only physicians in private practice
    d. laboratory settings

14. Individuals who adhere to laws refers to which one of the following?
    a. complaint
    b. defendant
    c. deposition
    d. compliance

15. The _____ states the desires of an individual if they become incompetent because of injury or illness when death is imminent.
    a. implied consent
    b. privileged information
    c. living will
    d. litigation

16. Eligibility for Medicaid is established by:
    a. federal government
    b. state government
    c. city government
    d. county government

17. Which process judicially settles payment on an insurance claim?
    a. adjudicate
    b. third party payment
    c. fee schedule
    d. waiver

18. The _____ position where the last name is coded in a personal name.
    a. second
    b. third
    c. first
    d. fourth

19. Which is the correct sequence for filing records?
    a. sort, code, index
    b. code, sort, index
    c. index, code, sort
    d. sort, index, code

20._____ represents the given name.
    a. Surname
    b. First name
    c. Middle name
    d. Nickname

21. _____ is a mental process of determining the filing segment by which a record is to be stored.
   a. Storing
   b. Indexing
   c. Maintenance
   d. Distribution

22. Latent infection is:
   a. non-persistent infection without symptomatic relapses and remission
   b. persistent infection without symptomatic relapse and remission
   c. non-persistent infection with symptoms that relapses and goes into remission
   d. persistent infection of symptoms that relapses and goes into remission

23. Health Information Management focuses on:
   a. healthcare facilities and managerial human resources
   b. healthcare data and the management of healthcare information resources
   c. healthcare facilities and patient healthcare rights
   d. healthcare facilities and patient human resources

24. The Centers for Disease Control and Prevention (C) is the principal agency concerned with the health and safety of people throughout the:
   a. world
   b. Southwest region
   c. United States
   d. Northwest region

25. Which one of the following represents a collection of information stored electronically?
   a. network
   b. printer
   c. database
   d. computer port

26. E-mail refers to which one of the following?
   a. a manual process of sending, receiving, storing, or forwarding messages
   b. an in-office communication
   c. a mail delivery person
   d. a computerized process of sending, receiving, storing, or forwarding messages

27. The five phases of the record life cycle include which of the following?
   a. creation distribution, use, maintenance, and transference
   b. creation, distribution, use, maintenance, and destruction
   c. creation distribution, use, protection, and retention
   d. creation, distribution, use, maintenance, and disposition

28. Hippocrates is considered as the father of:
   a. physicians
   b. nursing administrators
   c. medicine
   d. patients' rights

29. Medical Assisting is a team of medical:
   a. registered nurses that perform administrative and clinical procedures
   b. optometrists that perform administrative and clinical procedures
   c. professionals that perform administrative and clinical procedures
   d. radiologists that perform administrative and clinical procedures

30. Certified Medical Assistant: CM represents attaining a certain level of knowledge and skills for:
    a. ophthalmologists
    b. pharmacists
    c. medical assistants
    d. podiatrists

FBLA Principles & Procedures Answer Key

1)	C	11)	A	21)	C
2)	B	12)	A	22)	D
3)	C	13)	B	23)	B
4)	A	14)	A	24)	D
5)	C	15)	D	25)	A
6)	A	16)	D	26)	A
7)	D	17)	B	27)	C
8)	D	18)	A	28)	B
9)	A	19)	D	29)	A
10)	A	20)	A	30)	C

Future Business Leader Answer Key

1)	B	11)	B	21)	A
2)	B	12)	B	22)	B
3)	C	13)	A	23)	A
4)	C	14)	C	24)	C
5)	D	15)	A	25)	B
6)	B	16)	B	26)	D
7)	D	17)	C	27)	A
8)	C	18)	A	28)	B
9)	C	19)	C	29)	A
10)	B	20)	A	30)	A

Global Business Answer Key

1)	C	11)	C	21)	A
2)	B	12)	A	22)	B
3)	A	13)	C	23)	B
4)	B	14)	D	24)	B
5)	D	15)	A	25)	A
6)	D	16)	A	26)	D
7)	C	17)	D	27)	C
8)	C	18)	D	28)	A
9)	A	19)	D	29)	C
10)	B	20)	B	30)	C

Health Care Administration Answer Key

1)	B	11)	A	21)	B
2)	B	12)	A	22)	D
3)	B	13)	B	23)	B
4)	D	14)	D	24)	A
5)	D	15)	C	25)	C
6)	B	16)	B	26)	D
7)	A	17)	A	27)	D
8)	A	18)	C	28)	C
9)	B	19)	C	29)	C
10)	B	20)	B	30)	C

Help Desk Answer Key

1)	A	11)	B	21)	C
2)	A	12)	B	22)	A
3)	C	13)	A	23)	B
4)	D	14)	B	24)	D
5)	C	15)	A	25)	C
6)	B	16)	A	26)	B
7)	A	17)	C	27)	C
8)	A	18)	D	28)	D
9)	D	19)	D	29)	D
10)	B	20)	D	30)	A