81. "The fundamental purpose" is which of the following:

a. Respect.

b. Principles.

c. Mission.

d. Vision.

e. Values.

Answer: C

82. "What the organization seeks to achieve" is which of the following:

a. Respect.

b. Principles.

c. Mission.

d. Vision.

e. Values.

Answer: C

83. "Are principles, the organization believes in and shape the organization's purpose, goals, and day-to-day behaviors" is which of the following:

a. Purpose.

b. Organizational Culture.

c. Mission.

d. Vision.

e. Values.

Answer: E

84. "Codes of conduct" is same as:

a. Standards of employes.

b. Standards of patients.

c. Standards of behavior.

d. Standards of workers.

Answer: C

85. Which is true, regarding the (ROLE OF THE MANAGER IN ESTABLISHING AND MAINTAINING ORGANIZATIONAL CULTURE) section:

a. Statements of values, mission, and vision result from the believes.

b. Visions and Missions and Values are communicated rarely with the workers and the community outside.

c. Organizations are establishing codes of conduct that all patients must follow.

d. The standards that the organizations established align with the values, mission, and vision.

Answer: D

86. Which of the following is wrong:

a. Managers can measure and evaluate employee compliance with organizational values and standards of behavior.

b. Statements of values, mission, and vision result from the organizational strategic planning process.

c. Mid-level and Upper-level managers are instrumental to organization-wide adoption.

d. The role of managers in the oversight of <u>standards of behavior</u> is critical.

Answer: C

Mid and lower تذكر

87. "Securing and retaining the talent needed to do the job in the best way, rather than simply filling a role" is:

a. Quality management.

b. Talent management.

c. Staffing.

d. Recruiting.

Answer: B

88. Depending on the (Talent management), Developing and retaining those staff who are excellent performers by which of the following:

a. Lower level mangers.

b. Leaders.

c. Managers

d. Coordinator.

Answer: C

89. "The motivation and commitment of staff to contribute to the organization" is which of the following:

a. Motivation.

b. Direct care settings.

c. Organizational culture.

d. Employee engagement.

Answer: D

90. Which of these strategies (used by managers to develop and maintain excellent performers) is formal method:

a. Feedbacks.

b. Conducting periodic employee reviews.

c. Rounds and employee huddles

d. Offering training programs

e. Offering employee suggestion programs.

Answer: D

91. Which of these strategies (used by managers to develop and maintain excellent performers) is Non-formal method:

a. Identifying employee needs.

b. Providing continuing education.

c. Managing employee relations & engagement.

d. Providing leadership development programs.

e. Measuring employee satisfaction through engagement surveys.

Answer: C

92. Which of the following refers to "High-performing organizations as being championship organizations" OR "Championship processes":

a. CSM.

b. Hamel.

c. Griffith.

d. Thompson.

Answer: C

93. Regarding Griffith and its processes, which is wrong:

a. For each championship process, the organization should establish measures of desired performance.

b. Respective divisions, units, and services will set targets.

c. Standers by which performance will be measured means "Targets or Objectives".

d. A control process for managers is <u>4</u> steps in the performance management process.

Answer: D
Five not four

94. Regarding the [Performance management] processes, the correct path is:

a. Measure performance – Compare performance – Set objectives – Determine reasons for deviation – Take corrective action.

b. Set objectives - Measure performance - Take corrective action - Determine reasons for deviation - Compare performance.

c. Set objectives - Measure performance - Compare performance - Determine reasons for deviation - Take corrective action.

d. Set objectives - Take corrective action - Measure performance - Compare performance - Determine reasons for deviation.

Answer: C

95. which of the following established a website that compares hospital performance along a number of critical dimensions:

a. CMC.

b. CSM.

c. CMS.

d. SMC.

Answer: C

96. "Never events":

a. Shocking events.

b. Events that should not happen.

c. Medication errors.

d. Widely hospital infection.

e. All are right.

f. All are wrong.

Answer: E

97. Which of the following have a primary role in ensuring managers have the knowledge and skills to provide effective leadership:

a. Senior executives.

b. Senior management.

c. Junior management.

d. Junior executives.

Answer: A

98. Which of the following plays a key role in succession planning:

a. Senior executives.

b. Senior management.

c. Junior management.

d. Junior executives.

Answer: B

99. Senior management also plays a key role in succession planning to ensure vacancies at _____ of the organization:

a. Lower levels.

b. Lower and Mid levels.

c. Mid and upper levels.

d. Lower and upper levels.

Answer: C

100. Defined as educational interventions and skill building activities designed to improve the leadership capabilities of individuals:

a. Leaders.

b. Managers.

c. Leadership development.

d. Mid level Management development.

Answer: C

101. Training and leadership development on a variety of required topics, through a formally designated program is which of the following:

a. Leadership development program.

b. Managers.

c. Leadership development.

d. Mid level Management development.

Answer: A

102. Refers to the concept of taking actions to ensure staff can move up in management roles within the organization to replace those managers who retire or move to other opportunities in other organizations:

a. Staffing.

b. Recruiting.

c. Talent Management.

d. Succession planning.

Answer: D

103. Health care organizations are engaged in several practices to address leadership succession needs, <u>the first one is</u>:

a. Targeting specific skill sets of individuals and assessing their match to specific jobs.

b. Mentoring programs for junior management.

Answer: B

104. Health care organizations are engaged in several practices to address leadership succession needs, <u>the second one is</u>:

a. Targeting specific skill sets of individuals and assessing their match to specific jobs.

b. Mentoring programs for junior management.

Answer: A

105. Which of the following describes management innovation and operational innovation:

a. CSM.

b. Hamel.

c. Griffith.

d. Thompson.

Answer: B

106. Addresses the organization's management processes as the practices and routines that determine how the work of management gets conducted on a daily basis:

a. Management innovation.

b. Organizational change.

c. Operational innovation.

d. Longest *et al* model.

Answer: A

107. "Practices as internal communications, employment assessment, project management, and training and development" are examples on which of the following:

a. Management innovation.

b. Organizational change.

c. Operational innovation.

d. Longest *et al* model.

Answer: A

108. Addresses the organization's business processes is the:

a. Management innovation.

b. Organizational change.

c. Operational innovation.

d. Longest *et al* model.

Answer: C

109. "Customer service, procurement of supplies, some operational innovation is structural in nature and involves acquisition of clinical products… etc." are examples on which of the following:

a. Management innovation.

b. Organizational change.

c. Operational innovation.

d. Longest *et al* model.

Answer: C

110. A culture of innovation depends upon _____ who are generating ideas for operational innovation:

a. Patients.

b. Staff.

c. Doctors.

d. C+B

e. A+C

Answer: D

111. Regarding the barriers of innovation, which is the wrong barrier:

a. Lack of efforts.

b. Daily priorities (No free time to create and to think of new ideas).

c. High costs.

d. Lack of an innovation culture.

e. Informal rules and regulations.

Answer: E
Formal not informal

112. Is a structured management approach to improving the organization and its performance:

a. Management innovation.

b. Organizational change.

c. Operational innovation.

d. Longest *et al* model.

Answer: B

113. Which of the following is a necessary prerequisite to change management:

a. Mangers.

b. Leaders.

c. Patients.

d. Knowledge of performance gaps.

Answer: D

114. Is managing the change process within health care organizations critical:

a. Yes.

b. No.

Answer: A

115. A process model of change its "problem-based model", which of the following model it is related to:

a. Matrix model.

b. Vertical model.

c. Longest et al model.

Answer: C

116. Regarding the Longest et al model, the rational problem-based model identifies <u>five</u> key steps in systematically understanding and managing the change process:

a. True.

b. False.

Answer: B

(REMEMBER ITS FOUR)

117. Regarding the Longest et al model and its processes, which of following is the right orientation:

a. Identification of the need for change - implementing the change - evaluating the change - planning for implementing the change.

b. Implementing the change - evaluating the change - planning for implementing the change - identification of the need for change.

c. Evaluating the change - implementing the change - planning for implementing the change - identification of the need for change.

d. Identification of the need for change - planning for implementing the change - implementing the change - evaluating the change.

Answer: D

118. Which of the following suggests the key management competencies that health care managers need to possess to effectively manage change within their organizations:

a. CSM.

b. Hamel.

c. Griffith.

d. Thompson.

Answer: D

GOODLUCK :33

Done by Momen Allala

Hakam Shbailat