

**Overview of Health Care Management – CH1**

**1. “Planning, organising, directing and controlling”:**

- a. Management.**
- b. Health Care Management.**
- c. Manager.**
- d. Leader.**

**Answer: A**

**2. “The art of getting things done by and through people”:**

- a. Management.**
- b. Health Care Management.**
- c. Manager.**
- d. Leader.**

**Answer: A**

**3. “Is the application of management principles for Health care”:**

- a. Management.**
- b. Health Care Management.**
- c. Manager.**
- d. Leader.**

**Answer: B**

**4. “Is a growing profession with increasing opportunities” (Choose the most accurate):**

- a. Management.**
- b. Health Care Management.**
- c. Manager.**
- d. Leadership.**

**Answer: B**

**5. Which of the following is true, regarding the Bureau of Labor Statistics:**

- a. (BLS, 2014) indicates health care management is one of the slowest-growing occupation.**
- b. The BLS projects that employment of medical and health services managers is growing faster than the average for all occupations.**
- c. Health care management is a growing profession with increasing opportunities in direct care only.**
- d. The Health Care managers are expected to be needed in both inpatient and outpatient care facilities, but mostly in the inpatient centers and clinics.**

**Answer: B**

**6. “Are those organizations that provide care directly to a patient”:**

- a. Direct care settings.**
- b. Indirect care settings.**
- c. Non direct care settings.**
- d. None of the above.**

**Answer: A**

**7. "Resident or client who seeks services from the organization" which one of these settings it is related to:**

- a. Direct care settings.**
- b. Indirect care settings.**
- c. Non direct care settings.**
- d. None of the above.**

**Answer: A**

**8. "Are indirectly involved in providing care to persons needing health services":**

- a. Direct care settings.**
- b. Indirect care settings.**
- c. Hospitals.**
- d. None of the above.**

**Answer: B**

**9. "Support the care of individuals through products and services made available to direct care settings" which one of these settings it is related to:**

- a. Direct care settings.**
- b. Indirect care settings.**
- c. Hospitals.**
- d. None of the above.**

**Answer: B**

**10. Regarding the direct care settings, it includes both inpatient and outpatient care settings, which of the following is back to the inpatient care settings:**

- a. General community hospitals.**
- b. Chiropractic practices.**
- c. Clinics.**
- d. Marketing firms.**

**Answer: A**

**11. Which one of the following matches is wrong, regarding the direct care settings:**

- a. Specialty hospitals – Inpatient.**
- b. Dentist – Outpatient.**
- c. Substance abuse centres – Outpatient.**
- d. Nursing homes – Outpatient.**

**Answer: C**

**12. The right match among the following is:**

- a. Behavioural centres treatment – Outpatient.**
- b. Laboratories – Inpatient.**
- c. Long stay facilities – Outpatient.**
- d. Urgent care centres – Inpatient.**

**Answer: C**

**13. "It is the profession that provides leadership and direction to organizations that deliver personal health services":**

- a. Management.**
- b. Health Care Management.**
- c. Manager.**
- d. Leader.**

**Answer: B**

**14. Which of these professions provides significant rewards and personal satisfaction for those who want to make a difference in the lives of others:**

- a. Management.**
- b. Health Care Management.**
- c. Manager.**
- d. Leader.**

**Answer: B**

**15. All the following are wrong, except:**

- a. Health care organizations aren't that complex and dynamic.**
- b. The nature of organizations requires that managers provide leadership, as well as the supervision and coordination of employees.**
- c. In health care organizations, the scope and complexity of tasks carried out in provision of services are so great that individual staff operating on their own could get the job done.**
- d. The coordination of many highly specialized disciplines that must not work together.**

**Answer: B**

**16. Regarding the non-direct care settings, all of the following are true examples of this setting, except:**

- a. Marketing firms.**
- b. Hospitals.**
- c. Fitness firms.**
- d. Tracker apps and personal coach.**

**Answer: B**

**17. Managers are needed in the health care organization:**

- a. To Ensure organizational tasks are carried out in the best way possible to achieve organizational goals.**
- b. To Make sure that appropriate resources, including financial and human resources, are adequate to support the organization.**
- c. Both Above are right.**
- d. Both Above are wrong.**

**Answer: C**

**18. Health care managers are appointed to positions of authority, where they shape the organization by:**

- a. Firing employees.**
- b. Hiring employees.**
- c. Making decisions.**
- d. Donations.**

**Answer: C**

**Firing employees and hiring employees**

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**19. Which of the following is example of decisions that Health care managers make:**

- a. Recruitment.**
- b. Staffing.**
- c. Acquisition of technology.**
- d. All are right examples.**

**Answer: D**

**20. Decisions made by health care managers, which is wrong:**

- a. Focus on ensuring that the patient receives the most inappropriate, timely, and effective services possible.**
- b. Address achievement of performance targets that are desired by the employees.**
- c. It doesn't impact the organization's overall performance.**
- d. All are wrong.**

**Answer: D**

**21. "Refers to the influences, resources, and activities that exist outside the boundary of the organization but that significantly affect the organization":**

- a. The external domain.**
- b. The internal domain.**

**Answer: A**

**22. “Refers to those areas of focus that managers need to address on a daily basis, such as ensuring the appropriate number and types of staff, financial performance, and quality of care”:**

- a. The external domain.**
- b. The internal domain.**

**Answer: B**

**23. All of the following are examples of the external domain, except:**

- a. Regulations.**
- b. Staffing.**
- c. Competitors.**
- d. Medicaid.**

**Answer: B**

**24. All of the following are examples of the internal domain, except:**

- a. Quality services.**
- b. Staffing.**
- c. Budgeting.**
- d. Insurers.**

**Answer: D**



**25. “The process, comprised of social and technical functions and activities, occurring within organizations for the purpose of accomplishing predetermined objectives through human and other resources”:**

- a. Management.**
- b. Health Care Management.**
- c. Managers.**
- d. Leaders.**

**Answer: A**

**26. “They Work through and with other people, carrying out technical and interpersonal activities to achieve the desired objectives of the organization”:**

- a. Management.**
- b. Health Care Management.**
- c. Managers.**
- d. Leaders.**

**Answer: C**

**27. “Is anyone in the organization who supports and is responsible for the work performance of one or more other persons”:**

- a. Management.**
- b. Health Care Management.**
- c. Manager.**
- d. Leader.**

**Answer: C**

**28. All of these are Management functions, except:**

- a. Staffing.**
- b. Controlling.**
- c. Planning.**
- d. Directing.**
- e. All are right.**

**Answer: E**

**29. This function requires the manager to set a direction:**

- a. Staffing.**
- b. Controlling.**
- c. Planning.**
- d. Directing.**
- e. Decisions making.**
- f. Organizing.**

**Answer: C**

**30. This function determine what needs to be accomplished:**

- a. Staffing.**
- b. Controlling.**
- c. Planning.**
- d. Directing.**
- e. Decisions making.**
- f. Organizing.**

**Answer: C**

**31. This function means setting priorities and determining performance targets:**

- a. Staffing.**
- b. Controlling.**
- c. Planning.**
- d. Directing.**
- e. Decisions making.**
- f. Organizing.**

**Answer: C**

**32. This function refers to the overall design of the organization:**

- a. Staffing.**
- b. Controlling.**
- c. Planning.**
- d. Directing.**
- e. Decisions making.**
- f. Organizing.**

**Answer: F**

**33. This function means designating reporting relationships and intentional patterns of interaction:**

- a. Staffing.**
- b. Controlling.**
- c. Planning.**
- d. Directing.**
- e. Decisions making.**
- f. Organizing.**

**Answer: F**

**34. Determining positions, teamwork assignments, and distribution of authority and responsibility are critical components of which function of the following:**

- a. Staffing.**
- b. Controlling.**
- c. Planning.**
- d. Directing.**
- e. Decisions making.**
- f. Organizing.**

**Answer: F**

**35. This function refers to acquiring and retaining human resources:**

- a. Staffing.**
- b. Controlling.**
- c. Planning.**
- d. Directing.**
- e. Decisions making.**
- f. Organizing.**

**Answer: A**

**36. This function refers to developing and maintaining the workforce through various strategies and tactics:**

- a. Staffing.**
- b. Controlling.**
- c. Planning.**
- d. Directing.**
- e. Decisions making.**
- f. Organizing.**

**Answer: A**

**37. This function refers to monitoring staff activities and performance and taking the appropriate actions for corrective action to increase performance:**

- a. Staffing.**
- b. Controlling.**
- c. Planning.**
- d. Directing.**
- e. Decisions making.**
- f. Organizing.**

**Answer: B**

**38. The focus in this function is on initiating action in the organization:**

- a. Staffing.**
- b. Controlling.**
- c. Planning.**
- d. Directing.**
- e. Decisions making.**
- f. Organizing.**

**Answer: D**

**39. This function is critical to all of the aforementioned management functions:**

- a. Staffing.**
- b. Controlling.**
- c. Planning.**
- d. Directing.**
- e. Decisions making.**
- f. Organizing.**

**Answer: E**

**40. This function related to making effective decisions based on consideration of benefits and the drawbacks of alternatives:**

- a. Staffing.**
- b. Controlling.**
- c. Planning.**
- d. Directing.**
- e. Decisions making.**
- f. Organizing.**

**Answer: E**