Planning in healthcare system :

1. **Which of the following is a set point framed for long term plans but is yet something that cannot be quantified or measured?**
   (a) Target
   (b) Goal
   (c) Objective → smart
   (d) Mission

Answer B

2. **Set of statement for monitoring Progress towards goal is referred as:**
   (a) Target
   (b) Objective
   (c) Programme
   (d) Procedure → not statement

Answer D
- **Mission** – the purpose
- **Primary Objective** – what you hope to achieve to support your mission
- **Secondary Objective** – objectives established to support the Primary Objective
- **Target** – an indicator established to determine how successfully you are achieving an objective.
- **Policies** provide broad guidelines for the smooth operation of the organization.
- **Procedures** are steps to be followed in established and repeated operations. Procedures should reflect the policies of the company and support the organization's long-term goals.
- **Regulations** refer to what is allowable and what is strictly prohibited in an organization.
- ❖ **Goals** describe objectives that are specific with respect to magnitude and time.
- ❖ A goal is a realistic, measurable, time-dated target of accomplishment in the future.
- ❖ Goals are like stair steps to your mission and vision.
- ❖ Goals become the bridge to turn your mission and vision to reality.
- ❖ Goal is an indicator established to determine whether you have achieved your objective.

> **Aim:** Attempt to reach a certain goal.
>
> **Objective:** A stated measureable target of how to achieve the business or marketing aims.

3. **Dr Ali is the new director of the ER department in his hospital. He primarily worries about assembling and coordinating the human, financial, physical, and other resources needed to achieve his goals. Which managerial function is Dr Ali primarily concerned about?**
   A. Organizing
   B. Controlling

C. Planning

D. Leading

Answer is A

Organizing: assembling and coordinating the human, financial, physical, informational, and other resources needed to achieve goals (getting them to act usefully in an intelligent way)

Planning: specifying the goals to be achieved and deciding in advance the appropiate actions needed to achieve those goals (thinking ahead, creating a map)

Controlling: the management function of monitoring performance and making needed changes (learning and changing)

Leading: stimulating people to be high performers (getting people to act)

Management: the process of working with people and resources to accomplish organizational goals

4. **The process of monitoring performance, comparing it with goals and correcting any significant deviations is known as:**
   A. Planning
   B. Organizing
   C. Leading
   D. Controlling

Answer is D

5. **In order to communicate, motivate and delegate a manager must have:**
   A. Political skills
   B. Conceptual skills
   C. Technical skills
   D. Interpersonal skills

Answer is D

6. **In the pyramid of levels of management, non-managerial staff is placed at/in:**
   A. Top → decision maker
   B. Middle → manager and coordinator
   C. Bottom → employee, and stuff
   D. None of the given options

Answer is C

7. **The plans which deal with fairly small set of activities are called:**
   A. Strategic plan → high level
   B. Tactical plan

C. Operational plan → initiatives, programs and projects
D. Personal plan

Answer is C

8. **Dr Ahmed is the new medical director of his hospital. He is negotiating with a company to supply his hospital with a CT scan. During the negotiation, he is insisting to get a CT scan that has an acceptable quality with lowest price. The best description of Dr Ahmed managerial attitude is:**
   A. He is caring about the effectiveness
   B. He is caring about the efficiency → value for money
   C. He is not a leader.
   D. He is lacking to the interpersonal skills.

   Answer is B

Quality Management and Accreditation

1) **Which of the following represent the characteristics of quality?**
   a. Efficiency and effectiveness.
   b. Improvement and continuity.
   c. Safety, stability, and timeliness.
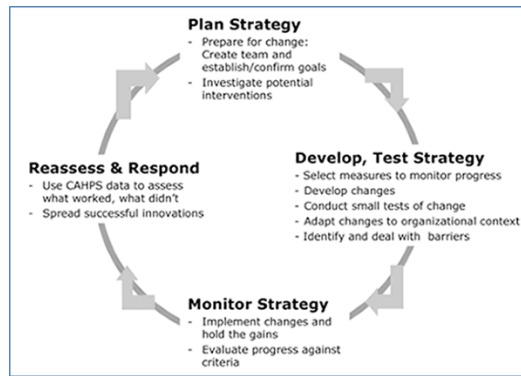   d. All of the above.

   Answer D

2) **The following are main components of quality management EXCEPT:**
   a. Quality control.
   b. Quality assurance.
   c. Quality improvement.
   d. Quality time.

   Answer D
   Quality management ensures that an organization, product or service is consistent. It has four main components: quality planning, quality assurance, quality control and quality improvement.

3) **Which of the following should be included in a quality improvement process?**
   a. Measuring degree of performance against a standard.
   b. Implementing corrective measures for detected defects.
   c. Monitoring the results of the corrective measures.
   d. All of the above.

   Answer D

Plan Strategy
- Prepare for change: Create team and establish/confirm goals
- Investigate potential interventions

Develop, Test Strategy
- Select measures to monitor progress
- Develop changes
- Conduct small tests of change
- Adapt changes to organizational context
- Identify and deal with barriers

Monitor Strategy
- Implement changes and hold the gains
- Evaluate progress against criteria

Reassess & Respond
- Use CAHPS data to assess what worked, what didn't
- Spread successful innovations

4) **The following are key concepts in total quality management EXCEPT:**
   a. Quality is defined by customers' requirements.
   b. Top management has direct responsibility for quality improvement.
   c. Quality improvement is a continuous effort and conducted throughout the organization.
   d. Limited quality comes from systematic analysis and improvement of work processes.

   Answer D

8 principles of Total Quality Management
1. Customer focus. ...
2. Total employee commitment. ...
3. Process approach. ...
4. Integrated system. ...
5. Strategic and systematic approach. ...
6. Continual improvement. ...
7. Fact-based decision-making. ...
8. Communications.

5) **Which of the following are the accreditation bodies that accredit and certify healthcare organizations (e.g., hospitals) in Saudi Arabia?**
   a. Joint Commission International (JCI).
   b. Central Board for Accreditation of Healthcare Institutions (CBAHI).
   c. International Organization for Standardization (ISO).
   d. Choices a and b.

   Answer D

6) **Which of the following is one of the initial steps in implementing new accreditation standards in an organization?**
   a. Obtaining and becoming aware of the accreditation standards.
   b. Conducting workshops to facilitate full implementation of the accreditation standards.
   c. Conducting internal (auto-)evaluation to audit the organization's standards.
   d. Celebrating the full implementation of the accreditation standards.

   Answer A

7) **Internal (auto-)evaluation of the quality standards of an organization is recommended to be conducted:**
   a. Once a year.

b. Twice a year.
c. Three times a year.
d. Four times a year.

Answer B

GOOD LUCK

Health Needs Assessment Lecture

Q1) Health needs assessment provides several advantages because it is:
a) Improved communication with the community and the organization
b) Strengthened community involvement in decision-making
c) Better use of resources
d) All of the above

Q2) please organize the following items according to the steps of health needs assessment:
__3__ Assessing a health priority for action
__4__ Planning for change
__2__ Identifying health priorities
__1__ Getting started
__5__ Monitoring and evaluation

Q3) Retrospective cohort study is a type of:
   a) Experimental study
   b) Random sampling study
   c) Observational study
   d) Case-control study

Developing Research Projects in Healthcare System

Q1) According to WHO, developing research projects in healthcare system can be successfully achieved through:
a) 5 Steps
b) 6 Steps
c) 7 Steps
d) 8 Steps

Q2) patient on diabetes therapy, which prolongs his life by 10 years at a slightly reduced quality level of 0.8, therefore the QALYs gained is:
   a) 8 years
   b) 0,8 years
   c) 80 years
   d) 10 years

Q3) Human resources and timetable are necessary elements of which step in Health Systems Research:
   a) Formulation of research objectives
   b) Selection, analysis, and statement of the research
   c) Work plan
   d) Budget

Evaluating Health Services

Q1) "Is the systematic investigation of the <mark>merit</mark>, <mark>worth</mark> or significance of an object":
a) Research
b) Evaluation → Usually at the end of the program and provides judgments about the value and success of the intervention
c) Surveillance
d) Monitoring→Usually during program process and provides insights into ongoing performance and potential issues.

Q2) " To strengthen evaluation judgments and the recommendations that follow", this describes the following step in evaluation program:
a) Justify conclusions
b) Focus the evaluation design
c) Gather credible evidence
d) Engage stakeholders

Q3) Program Evaluation Standers includes:
   a) 35 standers
   b) 4 groups of standers
   c) 6 standers
   d) 4 standers

1. Which of the following management skills are particularly important for first-line managers and are much less important at the top management level?
a. Conceptual skills   → top management
b. Interpersonal skills
c. Detailed Technical skills and motivational skills
d. Decision making skills

Key: C

2. Term such as Quality adjusted Life years (QALYs) and Disability adjusted life years (DALYs) are to measure:
a. Disease burden, subjective utility gained with treatment and or intervention and years lost with the disease respectively.
b. Life expectancy.
c. The number of years gained and lost with specific intervention.
d. None of the above.

Key: A

3. Human resources and timetable are necessary elements of which step in Health Systems Research:
a. Formulation of research objectives
b. Selection, analysis, and statement of the research
c. Workplan
d. Budget

Key: C

4. To strengthen evaluation judgments and the recommendations that follow", this describes the following step in evaluation program:
a. Justify conclusions
b. Focus on evaluation design and methodology
c. Gather credible evidence and information
d. Engage stakeholders

Key: C

5. Policy Analysis is used to support decision making in order to conduct an effective policy analysis the following elements are required:
a. Problem stream, policy stream, political stream
b. Data collection, Analysis and surveillance
c. Identifying goals and objectives, target population, mechanisms, costs, alternatives, potential unintended positive or negative consequences.
d. Input, process and outcome evaluation.

Key: C

6. The whole Essence from applying Lean Six sigma in any healthcare institute is to be able to achieve the following:
a. Reducing the defects per million opportunities (DPMO)

b. Minimizing the cost
c. Improving quality
d. All of the above

Key: D

planning, organizing, leading, and controlling resources

7. *Management* is known to be the operational part of administration it is defined as:
a. Strategic plans, operation plans and financial plans
b. A set of interactive processes through which the utilization of resources results in the accomplishment of organization objectives.
c. Efficient utilization of human and non-human resources only.
d. The art and science of guidance, leadership, and control of the efforts of a group of individuals.

Key: B

8. *Some of the core functions of Top Management include:*
a. Focuses on change management
b. Autocratic style of management
c. Policy Formulation, Strategic direction, appointment of mid-level managers, approving organization/department budgets.
d. All of the above.

Key: C

9. *Within the steps of Program evaluation is set to measure the progress in achieving the program objectives, the following are true regarding process evaluation:*
a. The amount of change expected in the performance and utilization of interventions that impact the stakeholders.
b. The extent of the change in population occurred for a given health problem.
c. Taking the required action to change the intervention
d. None of the above.

Key: A

10. *Identifying health priorities are curtail steps in health needs assessment in planning for health, the following best describes priority criteria:*
a. Prioritization Criteria to identify both the priority problem and the priority intervention.
b. PEARL is the only method to identify priority.
c. Problems with high volume and high impact.
d. Strategy grid is the most commonly used method to plot the criteria in it.

Key: A

11. *In Strategic planning the following are some methods used to translate vision into actions:*
a. Established mission, vision and values.
b. Customer oriented indicators
c. SWOT analysis , strategic objectives, Balance score card

d. vision should be based on client satisfaction and experience.

Key: C

12. The differences between Research and evaluation in health care include the following:

a. Research output is not usually generalizable.
b. Evaluation is derived either by funder or by stakeholders and usually judgmental.
c. Evaluation results are always published.
d. None of the above.

Key: B

13. "Health inequality" is a common term used in health needs assessment to describe the following:

a. a systematic method for reviewing the health issues facing a population, leading to agreed priorities and resource allocation that will improve health and reduce inequalities
b. The differences in health status or in the distribution of health determinants between different population groups.
c. Brief description to access to care.
d. Cross-sectorial partnership working together and developing creative and effective interventions.

Key: B

14. Please mark as True or False:

a. Planning relates to past   True/**False**
b. Human resource consumes only 20% of budget   True/**False**

Health planning and management MCQS

Choose one best correct answer:

1- What is the measure of effect used in cost utility analysis (CUA) ?

a. Premature births averted
b. Quality adjusted life years
c. Sight years gained
d. Years life gained
   The answer is :

6- In management fire fighting is respenting to whatever task or problem that comes up what term is caused for is ?

a. Management by crisis
b. Contingency management
c. Organization management
d. Management by thong

The answer is :

7- Since there has been no hurricane damage or other disaster for ten years, development of a disaster management plan has been a low priority. There is no comprehensive disaster management plan.

However there is a strong, well – organized government and an environmental health unit within the ministry of Health. Disaster management of environmental health is assigned immediately to this ministry.

What is the most essential service that must be assured immediately after the disaster?

a. Provide adequate shelter
b. Provide safe drinking water
c. Remove human excrete and liquid and solid wastes
d. Control vectors that transmit disease .

The answer is :

8- Social norms or standards of the group are the key determinants of individual work behavior

This was the main principal of the management theory of :

a. Elton Mayo
b. Taylor
c. Jim Collins
d. Ricardo Semler

The answer is :

9- Which one of the following practices is a leadership practice?

a. Organizing
b. Implementing
c. Monitoring
d. Inspiring

The answer is :

10- Achieving maximum productivity with minimum wasted effort or expense is called ?

a. Effectiveness

b. Efficiency

c. Flexibility

d. Inspiring

The answer is :

11- If you are a policy maker, which of the following clusters of diseases will be your first choice as a priority problem?

a. Food and water borne diseases

b. Sexual transmitted diseases

c. Arthropod borne diseases

d. Blood borne diseases

The answer is :

12- What type of quality approaches is proactive, rather than a waits for problems to occur?

a. Total quality

b. Quality control

c. Quality assurance

d. Continuous quality improvement

The answer is :

13- Which of the following concepts explained that measuring quality is healthcare is possible ?

a. System theory

b. Accreditation

c. Total quality improvement

d. Data – driven decision – making

The answer is :

14- Which of the following procedures is more appropriate to use when a subjective decision should be made

a. Brainstorming

b. Ranking

c. Voting

d. Nominal group technique

The answer is :

15- Which of the following is not included in the scope of Human resource management ?   14

a.   Retirement of employees

b.   Manpower planning

c.   Training of employee

d.   Maintenance of accounts

The answer is :