

# Health Administration

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Archive

Lecture 1

overview

# Health Administration **Lecture 1**

1. The following are true about HA, EXCEPT?

Select one

- a. Advances in medical science and the growth of hospitals lead to HA development
- b. Hospitals in our times are not as organized and efficient as they were in the 20th century.
- c. Government role in healthcare delivery has increased over the last century
- d. HA is needed for the success of any public health program on All levels.
- e. Decision making in HA can be done on both short and long term

2. Which of the following is TRUE about HA?

answer b

Select one

- a. The work of professionals in healthcare administration occurs behind the scenes
- b. Health care administrators are not considered health care professionals
- c. The role of a Public Health Administrator is to manage both clinical and non-clinical operations
- d. HA is a field of business only.
- e. HA concentrates on management of programs, not people

answer a

3. Management includes all the following EXCEPT?

- a. It is a division of administration
- b. It is the operational part of administration
- c. Transforms outputs into inputs
- d. Goals and Objectives achievement are examples of outputs
- e. A conversion mechanism

answer c

4. All the following are TRUE about lower level managers, EXCEPT? Select one

- a. First line managers
- b. Responsible for production quantity and quality
- c. Organize the division or departmental activities
- d. Give periodic reports to middle level management
- e. The head nurse is an example of lower level manager

answer c

# Health Administration **Lecture 1**

5.Regarding Management and Administration, which one is True

- a. They are the same
- b. Administration is an executive function
- c. Management involves planning and control
- d. Management is mainly influenced by public opinion and external forces
- e. Management includes more technical activities than administration **answer e**

6.What is incorrect about management

Human resources are considered output

7.What is true about objective and goals

Objectives aim towards the goal

8.What is false about management and administration

Management is influenced by public opinion and external forces

9.There are sufficient numbers and mix of staff, fairly distributed; they are competent, responsive and productive

- A.Health service Delivery
- B.Health Workforce^^
- C.Health Information system
- D.LEADERSHIP AND GOVERNANCE
- E.Medical Products

**answer b**

# Health Administration

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Archive

lecture2

overview

# Health Administration **lecture 2**

1. departmental manager does all the following EXCEPT

- a. Carry out plans laid down by the Chief Executive Officer (CEO)
- b. Transfer information from a shift boss to the Chief Operating Officer (COO)
- c. Inspire and motivate other junior department manager
- d. Are in charge of the employment and training of the lower levels
- e. Give instructions to the Board of Directors on their day to day jobs **answer. E**

2. Unity of Command is?

- a. Each department has one person in charge with authority to make command
- b. Each department has multiple people in charge and a vote is taken when commands are made
- c. Not one person is in charge
- d. The department makes one command at a time
- e. A command is only made in emergencies **answer a**

3. The "O" in POSDCORB stands for?

- a. Organizing and Coordination
- b. Organizing
- c. Reporting
- d. Coordination **answer . B**
- e. Ordering

4. Practice of appointing relatives and friends in one's organization to positions even if others who applied might be better qualified is

- a. Nepotism
- b. Staffing
- c. Outsourcing
- d. Redeployment
- e. Shortlisting applicants **Answer. A**

5. A good plan means which of the following?

Select one

- a. Opposite to organization and the health profession philosophy
- b. Based on opinions and experiences of the administrators
- c. Interpreted easily by health professionals and difficult for the public **answer. D**
- d. Can be improved after finding errors by evaluation
- e. A good plan should not be changed due to any reason

# Health Administration **Lecture 2**

## 6.A.specific

A.specific , meaningful , achievable, relevent , time -limited

B.specific , measurable , achievable, relevent , time -limited

answer . B

## 7.Reporting

### control

What is incorrect about budget

should not be flexible

8.An employee leaves his/her job and the position becomes empty, the department manager decides to spread the work of that employee among other staff in the department .This method of staffing is called

a. Reallocation of duties

b. Transfer of posts

c. Redeployment

d. Outsourcing

e. Appointment of a previously identified successor

Answer. A

9.The following are true about Coordination EXCEPT

a. A mother principle in management

b. Sets the action

c. Activities synchronization

d. Different kinds of organization require different amount of coordination

e. Prevents overlapping and conflic

answer. B

# Health Administration

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Archive

Lecture 4

healthcare  
services

# Health Administration **lecture 4**

1. Acute care hospital facilities?

- a. Provide long-term care
- b. Outpatient
- c. Provide only diagnostic care
- d. Twenty-four hours a day
- e. Assisted living

Answer. D

2. ONE is TRUE about factors that have led to more need for formal care

- a. Increased extended families
- b. Changes in caring obligations in most modern societies
- c. Lesser number of elderly people living alone
- d. Family members live near each other
- e. Decreased numbers of nuclear families

answer. B

3. A 48 year old patient was admitted at 12 p.m on the 20th of April to hospital and was discharged at 12 p.m on the 22th of April from hospital, one is TRUE

- a. He was kept 48 hours and 3 dates of service
- b. 48 hours and 2 dates of service
- c. 48 hours and 48 dates of service
- d. 72 hours and 3 dates of service
- e. 72 hours and 72 dates of service

answer . B

4. Walk-in clinics are?

Select one:

- a. Appointment clinics
- b. Private clinics
- c. Inpatient clinics
- d. Limited scope of services
- e. Service that walks to patient's home

answer . D

Hospice is?

**End of life care**

What is correct about lay care?

**Encouraging or discouraging someone to contact formal services**

King Hussein cancer center is considered

**Medical speciality hospital**

Free standing facilities that provide surgical procedures outpatient basis only?

**Ambulatory surgical center**

# Health Administration

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Archive

lecture 5

decision  
making

# Health Administration **lecture 5**

1. All are true about the Garbage can model of decision making, EXCEPT?

- a. Common in organizations which are characterized by ambiguity
- b. Occur step by step
- c. Solutions and problems are matched often by chance
- d. Decisions are made as a result of the interaction between: Problems, solutions, participants, and choice opportunities
- e. It is a non-rational model

2. A staff manager in a hospital is working out a schedule to ensure that all the nursing staff arrive at the hospital on

- a. Non programmed decision
- b. Programmed decision
- c. Risk decision
- d. Crisis decision
- e. Certainty decision

answer. B

3. In a condition of certainty?

Select one

- a. Most outcomes are known
- b. The decision is already made
- c. All outcomes of all alternatives are known
- d. Some alternatives are not known
- e. The probability of occurrence of certain outcomes cannot be assessed

answer. C

4. Which one of the following apply for the rational decision making model?

Select one

- a. Incomplete information
- b. A goal not well established
- c. Unstructured problem
- d. Non-ordinal approach
- e. Ideal

Answer. E

5. Which of the following best describe the Satisficing model

- a. Insufficient
- b. Very satisfying
- c. Accepts suboptimal solution
- d. All alternatives determined
- e. Not criteria dependent

answer. C

# Health Administration **lecture 5**

6. The following is true about Intuition in Decision Making

- a. Slow process
- b. Step by step
- c. Less effort needed
- d. Most organizational decisions are made in a logical, rational manner
- e. Occurs with explicit evaluation of the validity of the alternatives

7. The following reasons explain why Decision making should be Evidence-Based, EXCEPT

- a. Much information and little time
- b. More expensive
- c. Decrease dependency on intuition
- d. Gives more Value of scientific knowledge for decision making
- e. Better transparency

answer .B

What is incorrect about decision making?

Same understanding of evidence

Head nurse assigns shifts every months using computerized program, which of the following is incorrect?

needs high creativity

What is correct about the pyramid of evidence

Clinical practice guidelines are at the top of the pyramid

What type of decision making depends on emotion and feeling

Intuitive