Test Bank

For lec 1 :Health Care Management

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1. What is the main role of a healthcare manager?

A) Providing direct patient care
B) Supporting the care of individuals through products and services
C) Ensuring organizational tasks are carried out efficiently
D) Designing new healthcare facilities

2. Which of the following is considered a direct care setting?

A) An organization providing care directly to patients
B) A company selling medical supplies
C) A consulting firm advising hospitals
D) A health insurance company

3. In healthcare management, what does the external domain refer to?

A) Internal staffing decisions
B) Financial performance reviews
C) Influences and activities outside the organization that affect it
D) Monitoring daily operations within the hospital

4. Which management function is focused on monitoring staff activities and taking corrective action?

A) Directing
B) Controlling
C) Staffing
D) Planning

5. What skill is necessary for a manager to communicate effectively with employees at all levels?

A) Technical skills
B) Conceptual skills
C) Interpersonal skills
D) Analytical skills

6. Which leadership style is considered inappropriate for long-term use in healthcare settings, except in emergencies?

A) Participative
B) Pacesetting
C) Coaching
D) Coercive

7. What leadership style focuses on developing the personal skills of employees?

A) Coaching
B) Pacesetting
C) Participative
D) Coercive

8. In the management hierarchy of healthcare organizations, who has the greatest authority?

A) Lower-level managers
B) Mid-level managers
C) Senior managers
D) Frontline staff

9. Which of the following is an example of technical skills for a healthcare manager?

A) Designing a computer-based staffing model
B) Analyzing patient satisfaction surveys
C) Delegating tasks among staff members
D) Counseling an underperforming employee

10. What is the primary focus of the pacesetting leadership style?

A) High employee motivation
B) Setting high performance standards
C) Encouraging input from employees
D) Rapid decision-making

11. What is the first management function that sets the direction and determines what needs to be accomplished?

A) Organizing
B) Staffing
C) Planning
D) Controlling

12. In healthcare management, what does the term "staffing" refer to?

A) Monitoring staff performance
B) Acquiring and retaining human resources
C) Setting goals for the organization
D) Developing patient care strategies

13. Which skill involves the ability to critically analyze and solve complex problems in healthcare management?

A) Conceptual skills
B) Technical skills
C) Interpersonal skills
D) Leadership skills

14. Which of the following is NOT a typical characteristic of the vertical structure in healthcare organizations?

A) Pyramid-shaped hierarchy
B) Delegation of authority
C) Matrix structure
D) Clear chain of command

15. What does the management function of "directing" primarily involve?

A) Monitoring employee performance
B) Setting organizational goals
C) Guiding and motivating employees
D) Allocating resources efficiently

16. According to Katz's model, what is an example of a task requiring technical skills for a manager?

A) Counseling an employee
B) Developing a marketing strategy
C) Conducting a job interview
D) Implementing a computer system update

17. Which leadership style encourages employees to participate in decision-making processes?

A) Coercive
B) Participative
C) Pacesetting
D) Coaching

18. What is the primary purpose of the controlling function in management?

A) To ensure resources are used efficiently
B) To compare actual performance with organizational standards
C) To develop new healthcare services
D) To motivate employees to achieve high performance

19. In healthcare, what is the service-line management model designed to do?

A) Create separate operational units for clinical specialties
B) Implement a vertical structure for leadership
C) Standardize all services within the organization
D) Integrate services across departments

20. Which type of healthcare leadership is most effective when employees are self-motivated and highly competent?

A) Coercive
B) Coaching
C) Pacesetting
D) Participative

Answers

1- C
2- A
3- C
4- B
5- C
6- D
7- A
8- C
9- A
10- B
11- C
12- B
13- A
14- C
15- C
16- D
17- B
18-B
19-A
20- C