

MULTIPLE CHOICE

1. Health services administrators must demonstrate which characteristics?
 - a. Leadership skills
 - b. Organizational skills
 - c. Communication skills
 - d. All of these

ANS: D DIF: Understand REF: p. 4

OBJ: 2. Discuss the role of the health services administrator

MSC: AAPC: Medical Practice Staff; PAHCOM: Personnel Management; CAHIIM: VI.A.2. Apply the fundamentals of team leadership

2. The individual who provides clinical health services to a patient such as diagnosing disease is known as the:
 - a. clinical administrator.
 - b. provider.
 - c. medical assistant.
 - d. allied health professional.

ANS: B DIF: Remember REF: p. 5

OBJ: 3. Discuss the settings in which a health services administrator may be employed

MSC: AAPC: Types of Healthcare Providers; PAHCOM: 3.a. Personnel Management; CAHIIM: I.B.4. Differentiate the roles and responsibilities of various providers and disciplines, to support documentation requirements, throughout the continuum of care

3. A Certified Physician Practice Manager (CPPM) has obtained a credential from which professional organization?
 - a. AHIMA
 - b. AAPC
 - c. AAMA
 - d. PAHCOM

ANS: B DIF: Remember REF: p. 10

OBJ: 4. List the educational and credentialing requirements for healthcare administrators

MSC: AAPC: Types of Health services Providers; PAHCOM: 3.a. Personnel Management; CAHIIM: V.A.2. Collaborate with staff in preparing the organization for accreditation, licensure, and/or certification

4. Which health care professional is responsible for managing health care personnel, coordinating the daily operations of the health care facility, and ensuring compliance with health care laws and regulations?
 - a. Health services administrator
 - b. Medical office manager
 - c. Administrative medical assistant
 - d. Medical administrative coordinator

ANS: A DIF: Understand REF: p. 7

OBJ: 2. Discuss the role of the health services administrator

MSC: AAPC: Human Resources; PAHCOM: 3.a. Personnel management; CAHIIM: VI.A.3. Apply the fundamentals of team leadership

5. How quickly is the demand for health services administrators expected to grow according to the Bureau of Labor Statistics from 2014 to 2024?
 - a. 5%
 - b. 9%
 - c. 17%
 - d. 28%

ANS: C DIF: Remember REF: p. 12

OBJ: 5. Discuss the job outlook for health services administrators

MSC: AAPC: Human Resources; PAHCOM: 3.a. Personnel Management; CAHIIM: VI.E.2. Explain the return on investment for employee training/development

6. What consequence has occurred due to the increase in preventative health services?
 - a. A younger population of patients is utilizing health services.
 - b. An older population of patients is utilizing health services.
 - c. An increase in chronic illnesses.
 - d. There has been no significant consequence due to the increase of preventative care.

ANS: A DIF: Understand REF: p. 12

OBJ: 3. Discuss the settings in which a health services administrator may be employed

MSC: AAPC: Health Care Reform; PAHCOM: 3.a. Personnel Management; CAHIIM: VI.B.1. Recognize the impact of change management on processes, people, and systems

7. The term “baby boomers” refers to which generational demographic?
 - a. People born between 1964 and 1969
 - b. People born between 1946 and 1964
 - c. People born between 1979 and 1972
 - d. People born between 1972 and 1979

ANS: B DIF: Remember REF: p. 11

OBJ: 3. Discuss the settings in which a health services administrator may be employed

MSC: AAPC: Health Care Reform; PAHCOM: 3.a.: Personnel Management; CAHIIM: VI.B.1. Recognize the impact of change management on processes, people, and systems

8. What may occur if a certification is allowed to lapse or expire?
- The professional may need to retake the certification examination.
 - The professional may lose his/her employment.
 - The professional may need to retake additional continuing education classes.
 - All of these.

ANS: D DIF: Understand REF: p. 11

OBJ: 4. List the educational and credentialing requirements for health services administrators

MSC: AAPC: Human Resources; PAHCOM: 3.a. Personnel Management; CAHIIM: VI.E.2. Explain the return on investment for employee training/development

9. Which professional credential requires both health care experience and education to take and the candidate must have at least 12 college credits in health services or business management?
- CCM
 - CPPM
 - CMA
 - CCM

ANS: D DIF: Understand REF: p. 11

OBJ: 4. List the educational and credentialing requirements for health services administrators

MSC: AAPC: Human Resources; PAHCOM: 3.a. Personnel Management; CAHIIM: VI.E.2. Explain the return on investment for employee training/development

10. A computerized database that is used to compile patient information in a secure environment is known as a/an:
- IPS address.
 - EHR.
 - secure server.
 - chart repository.

ANS: B DIF: Understand REF: p. 5

OBJ: 3. Discuss the settings in which a health services administrator may be employed

MSC: AAPC: Electronic medical Record; PAHCOM: 7.a. Electronic Health Record Systems; CAHIIM: III.A.1. Utilize software in the completion of HIM processes

11. Which software system would be utilized to schedule patient appointments?
- EHR
 - Encoder
 - PM
 - EScript

ANS: C DIF: Understand REF: p. 7

OBJ: 3. Discuss the settings in which a health services administrator may be employed

MSC: AAPC: Modern Health IT; PAHCOM: 7.b. Systems analysis; CAHIIM: III.A.1. Utilize software in the completion of HIM processes

12. What is a claim?
- Verification that an individual has met a professional standard.
 - A measure of the amount of education acquired.
 - A statement sent to a health insurer for payment.
 - A statement from a payer to a provider for services rendered.

ANS: B DIF: Remember REF: p. 5

OBJ: 3. Discuss the settings in which a health services administrator may be employed

MSC: AAPC: Physician Reimbursement; PAHCOM: 1.b. Insurance billing; CAHIIM: IV.2. Evaluate the revenue cycle management processes

13. What type of health care facility is a provider office and ambulatory surgical center?
- Outpatient
 - Inpatient
 - Home health care
 - Hybrid health care center

ANS: A DIF: Remember REF: p. 9

OBJ: 3. Discuss the settings in which a health services administrator may be employed

MSC: AAPC: Health Care Business Process; PAHCOM: 6.a. Facilities Management; CAHIIM: VI.F.3. Describe the differing types or organizations, services, and personnel and their interrelationships across the health care delivery system

14. What is the advantage of completing an internship in health services administration?
- The student obtains hands on experience in health services administration.
 - The student has the ability to apply their classroom learning in a real-world setting.
 - The student makes professional contacts at a health care facility.
 - All of these.

ANS: D DIF: Understand REF: p. 10

OBJ: 4. List the educational and credentialing requirements for health services administrators

MSC: AAPC: Human Resources; PAHCOM: 3.a. Personnel Management; CAHIIM: VI.2.1. Summarize health information related leadership roles

15. Which will impact the role of the health services administrator in the future?
- a. The continued focus on preventative health care.
 - b. The need for additional credentials.
 - c. The decrease in the use of electronic health records.
 - d. The increase in the national birth rate.

ANS: A DIF: Understand REF: p. 12

OBJ: 5. Discuss the job outlook for health services administrators

MSC: AAPC: Human Resources; PAHCOM: 3.a. Personnel Management; CAHIIM: VI.B.1. Recognize the impact of change management on processes, people, and systems

TRUE/FALSE

1. A provider is an individual who provides a supporting function in the health care delivery system.

ANS: F DIF: Understand REF: p. 5

OBJ: 3. Discuss the settings in which a health services administrator may be employed

MSC: AAPC: Health Care Business Processes; PAHCOM: 3.b. Human Resources Laws and Regulations; CAHIIM: VI.D.a. Report staffing levels and productivity standards for health information functions

2. A health services administrator may plan, coordinate, or supervise a particular department or an entire health care facility.

ANS: T DIF: Understand REF: p. 4

OBJ: 1. Explain the function of the health services administrator

MSC: AAPC: Health Care Business Processes; PAHCOM: 3.a. Personnel Management; CAHIIM: VI.A.1. Summarize health information related leadership roles

3. A health services administrator does not need knowledge in financing or budgets since it will be performed by the health services facility accountant.

ANS: F DIF: Understand REF: p. 4

OBJ: 1. Explain the function of the health services administrator

MSC: AAPC: Health Care Business Processes; PAHCOM: 4.b. Practice Accounting; CAHIIM: VI.A.1. Summarize health information related leadership roles

4. Patient registration includes billing and coding the clinical documentation of the patient visit prior to submitting a claim.

ANS: F DIF: Remember REF: p. 5

OBJ: 3. Discuss the settings in which a health services administrator may be employed

MSC: AAPC: Health Care Business Processes; PAHCOM: 6.a. Facilities Management; CAHIIM: VI.A.1. Summarize health information related leadership roles

5. Electronic health records include patient demography and clinical information while computerized practice management software involves patient scheduling and reimbursement.

ANS: T DIF: Remember REF: p. 7

OBJ: 3. Discuss the settings in which a health services administrator may be employed

MSC: AAPC: Electronic Medical Record; PAHCOM: 7.a. Electronic Health Record (EHR) Systems; CAHIIM: III.A.1. Utilize software in the completion of HIM processes

6. Conflict resolution may be a big part of the health services administrator's daily function.

ANS: T DIF: Remember REF: p. 7

OBJ: 2. Discuss the role of the health services administrator

MSC: AAPC: Health Care Business Processes; PAHCOM: 3.a. Personnel Management; CAHIIM: VI.A.1. Summarize health information related leadership roles

7. An allied health professional may also be known as a patient provider.

ANS: F DIF: Remember REF: p. 8

OBJ: 3. Discuss the settings in which a health services administrator may be employed

MSC: AAPC: Health Care Business Processes; PAHCOM: 3.a. Personnel Management; CAHIIM: VI.A.1. Summarize health information related leadership roles

8. A certification is obtained through a state or local government and allows a health care professional to practice under certain limitations.

ANS: F DIF: Remember REF: p. 11

OBJ: 4. List the educational and credentialing requirements for health services administrators

MSC: AAPC: Human Resources; PAHCOM: 6.b. Licensure and Credential Management; CAHIIM: VI.D.2. Interpret compliance with local, state, federal labor regulations

9. Continuing education units are required for continuous certification/credentialing with more professional organizations.

ANS: T DIF: Remember REF: p. 11

OBJ: 4. List the educational and credentialing requirements for health services administrators

MSC: AAPC: Human Resources; PAHCOM: 6.b. Licensure and Credential Management; CAHIIM: VI.D.2. Interpret compliance with local, state, federal labor regulations

10. As the age of the American population becomes older, health services will be utilized less and less.

ANS: F DIF: Understand REF: p. 11

OBJ: 3. Discuss the settings in which a health services administrator may be employed

MSC: AAPC: Health Care Business Processes; PAHCOM: 3.a. Personnel Management; CAHIIM: VI.B.1. Recognize the impact of change management on processes, people, and systems

11. The increase of electronic health records has increased the number of technology specific health care positions and an increased number of health services administrators.

ANS: T DIF: Understand REF: p. 12

OBJ: 5. Discuss the job outlook for health services administrators

MSC: AAPC: Health Care Reform; PAHCOM: 7.a. Electronic Health Record (EHR) Systems; CAHIIM: L III.A.1. Utilize software in the completion of HIM processes; CAHIIM: VI.B.1. Recognize the impact of change management on processes, people, and systems