



Body of Knowledge Review  
Based on the 2014  
ACMPE Exam Blueprint


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## Risk Management

Under HIPAA regulations, what is the definition of a healthcare provider?

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## Risk Management

A person or organization that furnishes, bills or is paid for healthcare in the normal course of business

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## Risk Management

What is the official purpose of medical provider accreditation?

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## Risk Management

Regular verification of the credentials of healthcare practitioners and definition of their privileges are required for increased patient safety, reduction of medical errors and the provision of high-quality healthcare services

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## Risk Management

Medical malpractice judgment's against physicians are reported to what agency?

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## Risk Management

### The National Practitioner Data Bank

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## Risk Management

What are a few of the key federal regulations to which a medical practice must adhere?

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## Risk Management

HIPAA, Stark, OSHA, ADA, CMS, DEA, IRS, FTC,  
CDC, Fair Labor Standards Act, etc.

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## Risk Management

What is a tort?

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## Risk Management

A wrongful act or infringed right leading to a civil liability

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## Risk Management

What are three objectives of internal controls?

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## Risk Management

1. Assets are safeguarded and used for business purposes
2. Business information is accurate
3. Employees comply with laws and regulations

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## Risk Management

What is MSDS

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## Risk Management

### Material Safety Data Sheet

A document that contains information on the potential hazards (health, fire, reactivity and environmental) and how to work safely with a chemical product. It is an essential starting point for the development of a complete health and safety program

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## Risk Management

What is risk management?

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## Risk Management

The identification and assessment and prioritization of risks followed by coordination and economical application of resources to minimize, monitor and control the probability and/or impact of unfortunate events.

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## Patient Centered Care

What is PQRS?

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## Patient Centered Care

### Physician Quality Reporting System

A federal quality reporting program that uses a combination of incentive payments and payment adjustments to promote reporting of quality information by eligible professionals (EPs) services furnished to Medicare Part B fee-for-service (FFS) beneficiaries.

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## Patient Centered Care

On what aspects would an outcomes-management database primarily focus?

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## Patient Centered Care

Patient health outcomes, effectiveness of clinical practice and the consumption of resources

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## Patient Centered Care

What is a patient-centered care methodology?

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## Patient Centered Care

A systematic workflow that is designed from the patient's perspective. Patient "hand-offs" are minimized because staff members and physicians roles are integrated.

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## Patient Centered Care

What is Patient Flow?

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## Patient Centered Care

Patient flow encompasses the systematic process of attending to patients from the time they walk into a medical facility to the time they check out. Patient flow includes both medical and administrative functions which often overlap.

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## Organizational Governance

The roles and responsibilities of the board of directors for a medical practice are delineated in which legal document?

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# Organizational Governance

## Corporate bylaws

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# Organizational Governance

What are the typical duties of a board of directors?

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## Organizational Governance

1. Governing the organization by establishing broad policies and objectives
2. Selecting, appointing, supporting and reviewing the performance of the chief executive
3. Ensuring the availability of adequate financial resources
4. Approving annual budget
5. Accounting to the stakeholders for the organization's performance

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## Organizational Governance

What does a mission statement define?

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## Organizational Governance

The unique and distinctive purpose of the organization, which identifies goals and guides actions and decision making

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## Organizational Governance

What is the purpose of ethical guideline?

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## Organizational Governance

Ethics are standards based on values, which guide action. They identify what is right or wrong, good or bad, moral or immoral and are designed to provide guidance in the decision-making process.

## Human Resource Management

What is the purpose of a performance appraisal?

## Human Resource Management

To measure and improve the performance of employees and increase their future potential and value to the company. Other objectives include providing feedback, improving communication, understanding training needs, clarifying roles & responsibilities, and determining how to allocate rewards.

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## Human Resource Management

What is professional development?

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## Human Resource Management

The skills, knowledge and ongoing learning opportunities undertaken to improve an individual's ability to do his or her job and grow as a professional.

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## Human Resource Management

What is a severance package?

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## Human Resource Management

Pay and benefits that an employee receives when he or she leaves employment at a company

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## Human Resource Management

What is a key benefit of an effective training and development program?

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# Human Resource Management

## Employee Retention

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# Human Resource Management

What are three keys for developing effective adult training?

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## Human Resource Management

1. Answer Why
2. Make it experiential
3. Let them learn it their own way

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## Human Resource Management

What is the most frequently cited reason why employees leave an organization?

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## Human Resource Management

Research says that most employees leave an organization out of frustration and constant friction with their superiors or other team members

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## Human Resource Management

What is the purpose of an employee satisfaction survey?

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## Human Resource Management

To measure employee engagement and find opportunities to improve the workplace environment.

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## Human Resource Management

What three elements are included in a job classification system?

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## Human Resource Management

1. Position analysis
2. Job descriptions
3. Working conditions

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## Financial Management

What is a charge audit?

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## Financial Management

A process to determine whether data in a provider's health record, and/or by appropriate medical policies, documents or supports services listed on a provider's bill

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## Financial Management

What is the International Classification of Diseases (ICD)?

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## Financial Management

The ICD is a coding system and the standard diagnostic tool for epidemiology, health management and clinical purposes. This includes the analysis of the general health situation of population groups. It is used to manage and monitor the incidence and prevalence of diseases and other health problems

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## Financial Management

What does an effective accounts-receivable management process rely on ***the most?***

- A. When the account is 60 days old
- B. Remittance follow up
- C. The initial encounter
- D. When the account is 120 days old

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## Financial Management

Answer: C

The initial encounter

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## Financial Management

What is a cash flow projection?

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## Financial Management

A detailed budget of estimated cash inflows and outflows incorporating both revenue and capital items

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## Financial Management

What are two causes of cash flow problems in a medical practice?

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## Financial Management

1. Slow charge entry
2. Poor claims editing
3. Incomplete denial processes to correct and resubmit rejected or denied claims
4. Inadequate follow-up on unpaid claims.
5. Ineffective payer analysis

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## Financial Management

Why is segregation of duties important?

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## Financial Management

Segregation of duties is a deterrent to fraud because it ensures that there is a “check and balance” system and therefore decreases the opportunity for fraud to occur

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## Financial Management

What are debits and credits?

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## Financial Management

Debits and credits record changes in value resulting from business transactions. Generally speaking, the source account for the transaction is credited and the destination account is debited. Total debits must equal total credits for each transaction; individual transactions may require the recording of multiple debit and credit entries

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## Financial Management

Are payroll records regulated by states or by the federal government?

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# Financial Management

Both


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# Financial Management

What is a payroll deduction?

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## Financial Management

The amount withheld by an employer from an employee's earnings. It typically includes income tax, social security and voluntary benefit deductions.

## Financial Management

What is an operating budget?

## Financial Management

A detailed projection of all estimated income and expenses based on a forecasted sales revenue during a given period (usually one year).

## Financial Management

What is an income statement?

## Financial Management

The income statement is one of the three major financial statements. The other two are the balance sheet and the statement of cash flows. The income statement is divided into two parts: the operating and non-operating sections.

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## Financial Management

What are generally accepted auditing standards (GAAS)?

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## Financial Management

Standards against which the quality of audits are performed and may be judged.

## Operations Management

What should a medical practice complete to allow an outside entity to have access to protected information under its control?

# Operations Management

## A Business Associate Agreement

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# Operations Management

What are the four stages of disaster recovery?

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# Operations Management

1. Preparation
2. Mitigation
3. Response
4. Recovery

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# Operations Management

What are the four Ps of marketing?

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# Operations Management

1. Product
2. Price
3. Placement
4. Promotion

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# Operations Management

What is target marketing?

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# Operations Management

A business strategy to identify and market to a specifically defined market segment

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# Operations Management

What is a benchmark?

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# Operations Management

A standard by which something can be measured

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# Operations Management

What is a work relative value unit (RVU)?

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## Operations Management

Medicare uses a fee schedule to determine payments for more than 7,000 physician services. The fee for each service depends on its RVUs, which rank on a common scale the resources used to provide each service, including the physician's work, expense of practice and liability insurance.

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## Operations Management

What is the fundamental responsibility of the governing body when addressing physician impairment?

- A. Staff notification
- B. Patient safety
- C. Physician protection
- D. Public image

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## Operations Management

Answer: B

Patient Safety

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## Operations Management

What is the role of medical practice norms when identifying problematic physician behavior?

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## Operations Management

A norm is a general standard; a problem is behavior that deviates from the norm beyond an acceptable degree

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## Operations Management

When searching for a new office technology system, best practice dictates that the most proficient staff members choose the vendor.

True or False?

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## Operations Management

**False.**

**Best practice provides for input from all staff and departments who will be affected by the system.**

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## Operations Management

Which federal agency is responsible for regulating workplace safety?

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# Operations Management

The Occupational Safety and Health Administration (OSHA).

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# Operations Management

What is a “just in time” inventory system?

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# Operations Management

Supplies arrive when you are ready to use them.

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# Operations Management

What are two benefits of effective inventory-control procedures?

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## Operations Management

1. Eliminating the waste associated with proper disposal of an expired item.
2. Avoiding the cost associated with inefficiency when a key supply is not in stock

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## Operations Management

What is the main purpose of a strategic plan?

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# Operations Management

To develop long-range objectives and goals.

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# Operations Management

What is an example of a quality assessment tool?

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# Operations Management

## Some examples of quality assessment tools:

1. Process Map
  - a workflow diagram to bring forth a clearer understanding of a process or series of parallel processes
2. HART Report
  - Hospice Abstraction Reporting Tool
3. Pareto Diagram
  - a vertical bar graph in which values are plotted in decreasing order of relative frequency from left to right
4. Decision Matrix
  - a list of values in rows and columns that allows an analyst to systematically identify, analyze, and rate the performance of relationships between sets of values and information