

Human Resource Management

1. Which of the following interview questions can be legally asked, when interviewing a prospective applicant for employment?
 - A. Have you ever been convicted of a felony?
 - B. What clubs or social organizations do you belong to?
 - C. Have you made child care arrangements?
 - D. Do you drink alcohol?

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Answer: A

Have you ever been convicted of a felony?

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2. Which of the following demonstrates a good interviewing technique?

- A. Reading the job description.
- B. Describing challenges of the position.
- C. Explaining the company culture.
- D. Taking extensive notes.

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Answer: C

Explaining the company culture.

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3. What should the classification of a position within an organization be based on?

- A. Volume of work.
- B. Job title.
- C. Reporting relationships.
- D. Job responsibilities.

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Answer: D

Job responsibilities.

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4. Which of the following is the most common reason why group practices lose new employees from diverse backgrounds?
- A. Employees are uncomfortable with the group practice's culture.
 - B. Employees aren't paid enough compensation.
 - C. Employees find better opportunities.
 - D. Employees leave to pursue further education.

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Answer: A

Employees are uncomfortable with the group practice's culture.

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5. Which of the following will help ensure the effectiveness of employee surveys?
- A. Communicating survey results only to the board.
 - B. Distributing surveys right after salary increases.
 - C. Determining the objectives and desired results of the survey.
 - D. Asking for age, gender and job title to accurately identify respondents.

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Answer: C

Determining the objectives and desired results of the survey.

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6. Which of the following is NOT a benefit of employing temporary or part-time workers in a medical practice?

- A. Attracting high caliber employees.
- B. Reducing staffing costs.
- C. Reducing Human Resources Department expenses.
- D. Reducing liability exposure.

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Answer: D

Reducing liability exposure.

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7. What is the name of a common error that can occur when a supervisor's general impression of an employee positively affects the individual ratings of a performance appraisal?

- A. Central tendency.
- B. Attribution factor.
- C. Halo effect.
- D. Negative leniency.

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Answer: C

Halo effect.

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8. What is the best initial approach to address poor employee performance?
- A. Immediate suspension without pay.
 - B. Written warning with reference to future possible suspension or termination.
 - C. Continued observation for patterns in behavior.
 - D. Counseling an action plan and regular progress checks.

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Answer: D

Counseling an action plan and regular progress checks.

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9. Which of the following is an objective measurement that should be part of a performance evaluation of healthcare workers?

- A. Educational level.
- B. Interpersonal skills.
- C. Peer review.
- D. Skill requirements.

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Answer: D

Skill requirements.

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10. Which of the following is NOT a component of the Employee Retirement Income Security Act?

- A. Section 125 cafeteria plan.
- B. 401(K) profit sharing plan.
- C. Money purchase pension plan.
- D. Employee stock option plan.

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Answer: A

Section 125 cafeteria plan.

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11. What is the primary reason for hiring a physician's assistant or nurse practitioner?

- A. Enable more physician time off.
- B. Reduce physician call obligations.
- C. Expand physician capacity.
- D. Perform undesirable tasks.

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Answer: C

Expand physician capacity.

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12. Which of the following should NOT be done if a medical practice decides to implement a staff bonus plan?

- A. Involve the staff in the planning process.
- B. Make frequent adjustments to the bonus formula.
- C. Develop measurable objectives.
- D. Communicate thoroughly with staff.

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Answer: B

Make frequent adjustments to the bonus formula.

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13. What is required of the employer when a nonexempt employee is required to attend a training session outside of a 40-hour work week?

- A. Provide the employee with meals if the training is after 5 p.m.
- B. Offer the employee compensation time equal to the length of the training.
- C. Pay the employee for the hours with an overtime rate.
- D. Give the employee an item with relative value for the number of hours.

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Answer: C

Pay the employee for the hours with an overtime rate.

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14. For a medical practice, which of the following is NOT an effective component of a tuition reimbursement program?
- A. Requirement that only classes receiving a specified grade or higher are eligible for reimbursement.
 - B. Requirement that only classes related to healthcare are eligible for reimbursement.
 - C. Requirement that the program be completed in a specified period of time.
 - D. Requirement that the employee continue working for you for a certain amount of time after completing the program.

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Answer: C

Requirement that the program be completed in a specified period of time.

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15. Which of the following statements about the Consolidated Omnibus Budget Reconciliation Act (COBRA) is correct?

- A. Disabled employees are entitled to COBRA benefits up to a maximum of 18 months.
- B. COBRA does not apply if the employer's plan is self-insured.
- C. The cost of COBRA coverage may not exceed 110% of the applicable premium.
- D. Election of COBRA coverage must occur within 60 days of the eligibility notice.

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Answer: D

Election of COBRA coverage must occur within 60 days of the eligibility notice.

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16. The Equal Pay Act amendment to the Fair Labor Standards Act prohibits salary disparities between employees engaged in:

- A. Full- vs. part-time work
- B. Work requiring equal skill, effort and responsibilities.
- C. Exempt vs. non-exempt.
- D. Independent contract work.

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Answer: B

Work requiring equal skill, effort and responsibilities.

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17. What document does the Occupational Safety and Health Administration (OSHA) require employers with more than 10 employees to post Feb. 1 through April 30 of each year?

- A. Log of Work Related Injuries and Illnesses (OSHA Form 300).
- B. Summary of Work Related Injuries and Illnesses (OSHA Form 300A).
- C. Injury and Illness Report Form (OSHA Form 301).
- D. Emergency Action Plan (OSHA Standard 1910.38).

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Answer: B

Summary of Work Related Injuries and Illnesses (OSHA Form 300A).

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18. Which of the following is NOT part of an effective grievance procedure?

- A. Guarantee non-retaliation to anyone filing a grievance.
- B. Keep policies simple and straightforward.
- C. Solve interpersonal disagreements in a timely manner.
- D. Have legal counsel review policies periodically.

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Answer: C

When you guarantee non-retaliation, it encourages employees to feel safe and come forward with concerns. Clear, concise policies let employees know when and how to come forward to speak with those in power. Legal counsel to maintain compliance is another important component of an effective grievance.

However, interpersonal conflicts can usually be solved through direct communication between parties and do not require grievance procedures. If an interpersonal disagreement requires managerial involvement, you may want to interview the parties separately and then work together to find a solution.

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19. Almost 20 percent of physicians now work part time. Which of the following types of physicians generally make up this part of the work force?

- A. Pre-retirement male physicians.
- B. Mid-career hospitalists.
- C. Generation X physicians of either sex.
- D. Foreign born physicians.

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Answer: A

Pre-retirement male physicians. Early career female physicians also comprise a major portion of part-time physician employment.

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20. How does Title VII of the US Civil Rights Act apply to medical practices?

- A. Requires employers to provide a safe working environment.
- B. Regulates fairness in wage and salary administration.
- C. Regulates employment policies related to individuals with disabilities.
- D. Prohibits discrimination by employer on the basis of religion.

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Answer: D

Title VII prohibits employers with 15 or more employees and from discriminating against individuals because of religion in hiring, firing and other terms and conditions of employment.

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21. Which of the following documents provides the basis for employer decisions related to hiring, training and terminating employees?

- A. Job description.
- B. Grievance procedure.
- C. Strategic plan.
- D. Performance review.

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Answer: A

Implementing and maintaining accurate job descriptions is the safest way for employers to have documentation that supports employment decisions and avoid legal issues and complications related to hiring, training and terminating staff.

A solid job description will clearly communicate what the organization wishes to achieve and how the employee helps fulfill those goals.

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22. Which of the following is NOT a benefit of an Employee Assistance Plan?

- A. It is confidential.
- B. It is implemented on-site.
- C. It can reduce employee turnover.
- D. It can improve employee productivity.

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Answer: B

An employee assistance program (EAP) is a resource that provides confidential, third-party counseling and work/life services to employees in an off-site setting.

The EAP is not a mandated employee benefit, yet it can be very beneficial in reducing employee risk, reducing turnover which cuts recruitment of new employees, and improving employee productivity.

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Human Resource Management Essay Questions

You are the administrator for a medical group. One of your physicians was alleged to have been verbally abusive to a medical assistant in front of several co-workers. The physician claimed that the medical assistant did not assist properly during a procedure. The medical assistant now refuses to work with this physician.

Describe how you would handle this situation.

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Human Resource Management Essay Questions

You are the new administrator of a medical practice. Employee benefits include vacation, sick, personal and holiday time off. The employees have been abusing sick time, disrupting office operations. The physicians have asked you to develop a new policy.

How would you handle this situation?

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