

## Patient Centered Care

1. The Clinical Laboratory Improvement Amendments resulted in which of the following?
  - A. Moderately complex laboratories no longer allowed in physician practices.
  - B. Standards for personnel, proficiency testing and quality control.
  - C. A simplification of laboratory regulations.
  - D. Expanded lab services within physician practices.

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**Answer: B**

**Standards for personnel, proficiency testing and quality control.**

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2. What kind of guidelines are intended to prevent transmission of blood borne pathogens in a healthcare setting?

- A. Hazardous waste management.
- B. Universal precautions.
- C. Protective isolation.
- D. Disaster response.

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**Answer: B**

**Universal precautions.**

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3. Which of the following practices increases the change that a medication error will occur?
- A. Developing a policy for taking verbal orders from a physician.
  - B. The use of technology to eliminate reliance on handwriting.
  - C. Writing the diagnoses or indication for use on the prescription.
  - D. The use of abbreviations when writing prescriptions.

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## Patient Centered Care

**Answer: D**

**The use of abbreviations when writing prescriptions.**

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4. Which of the following is an important patient education strategy?

- A. Exam room information posters.
- B. Patient information handbooks.
- C. Patient satisfaction surveys.
- D. Medical practice newsletters.

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**Answer: C**

**Patient satisfaction surveys.**

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5. What is the main benefit to the medical practice when physicians use evidence- based research on Websites to answer clinical questions?

- A. Reduced volume of clinical consultations.
- B. Time savings.
- C. Reduced use of Internet resources.
- D. Lower research costs.

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## Patient Centered Care

**Answer: B**

**Time savings.**

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6. Which of the following is NOT part of fostering positive referral relationships?

- A. Compensate referring physicians.
- B. Make referrers feel as if they are part of the team.
- C. Meet regularly with referring physicians.
- D. Volunteer for medical staff committees.

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## Patient Centered Care

**Answer: A**

**Compensate referring physicians.**

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7. What is advanced access scheduling?

- A. Scheduling that creates a patient schedule based on demand and capacity.
- B. Scheduling that requires the practice to have 100% availability at all times.
- C. Scheduling that establishes the basis for a walk-in clinic.
- D. Scheduling that screens patients to determine if they must be seen the same day.

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## Patient Centered Care

**Answer: A**

**Scheduling that creates a patient schedule based on demand and capacity.**

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8. What authority is responsible for regulating drug samples?

- A. Federal authorities.
- B. State authorities.
- C. Both state and federal authorities.
- D. The Pharmaceutical industry.

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## Patient Centered Care

**Answer: C**

**Both state and federal authorities.**

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9. When must the HIPAA "Notice of Privacy Practices" be provided to patients?

- A. Annually, by mail.
- B. The first time a patient visits the practice.
- C. At registration, each time a patient has an appointment for treatment.
- D. At checkout, after a patient has seen a physician.

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**Answer: C**

At registration, patients arriving at any medical facility should be provided with a "Notice of Privacy Practices." The Notice of Privacy Practices must be offered to each patient in paper form, although practices may have laminated copies available for those that do not want a paper copy to take with them.

However, it is the duty of the practice to offer a paper copy to each patient. The privacy rule requires physician organizations to provide each patient with the notice, prior to treatment, as of the April 14, 2003 deadline.

Each practice must make a good faith effort to have patients sign the notice. Acknowledgement of receipt of the notice is required.

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10. In addition to improving how you greet callers, using technology wisely and teaching staff to process calls more efficiently, what should your telephone improvement initiative include?

- A. Reducing the demand for calls.
- B. Increasing the demand for calls.
- C. Routing calls to an answering service.
- D. Finding ways to lay off telephone operators.

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**Answer: A**

When tending to telephones demands more staff time or patients can't get through, the traditional solutions have been to add more telephone lines, buy new equipment, and/or hire another telephone operator. These steps may be necessary but there are other options.

Before adding to your practice's current telephone infrastructure, look for ways to reduce telephone demand. Consider changing how you handle scheduling, prescription renewals, referrals and other processes.

Maybe your practice is unintentionally causing many of its current telephone issues. You may have plenty of telephone lines but perhaps you are driving patients to use them too often.

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11. What is modified wave scheduling?

- A. Asking patients to arrive 30 minutes early for their appointment.
- B. Booking all patients at 9 a.m. for the morning clinic and 1 p.m. for the afternoon clinic.
- C. Scheduling a long, complicated visit at the same time as a short visit.
- D. Charging for patient no-shows.

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## Patient Centered Care

Answer: C

In modified wave scheduling, a long or complicated patient visit is scheduled at the same time as a visit of shorter duration. This intentional double booking can allow the physician to begin performing the short visit while his or her clinical assistant prepares the longer visit.

For example, scheduling a well-woman visit and a sore throat patient to both begin at 9:00 a.m. allows the patient getting the well-woman check-up time to undress, weigh in, and do other intake activities under the direction of the physician's clinical assistant. Meanwhile, the physician handles the acute visit patient whose visit is shorter.

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12. What is a "high-alert" medication?

- A. A medication that is a controlled substance.
- B. A medication that has not yet been approved by the FDA.
- C. A medication that is identified on a "high alert list" by the DEA.
- D. A medication that may cause adverse drug events if taken improperly.

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## Patient Centered Care

**Answer: D**

An aspect of medication safety includes high-alert medications, which may cause adverse drug events if taken improperly.

Such medications include opiates, warfarin, anticonvulsants, anti-psychotics, antidepressants, insulin and immunomodulator medications.

These medications can cause significant patient harm when used incorrectly. Your practice should have a list of these medications and the steps to administer them safely so that appropriate staff members have the important information at hand.

For example, you could create a chart that organizes the medications by category and lists the safety procedures, storage and any other specific strategies for each category. Once your team establishes this list, they must regularly update it to ensure that the safety procedures are followed and share lessons learned with each other.

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13. Which of the following is NOT part of an effective process for dismissing problem patients?

- A. Creating a policy addressing patient dismissals.
- B. Consulting with the practice attorney.
- C. Allowing each physician to dismiss patients in his/her own way.
- D. Sending a written notice of dismissal.

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## Patient Centered Care

**Answer: C**

**Dismissing a patient from a group practice has legal and ethical implications. Therefore it is not acceptable for a medical practice to allow individual physicians to have inconsistent patient termination procedures.**

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14. What is outcome evaluation defined as in a quality assurance program?

- A. Overall quality of services provided.
- B. A mandate for additional funding for healthcare.
- C. A desired outcome for specific structures and processes of care.
- D. Improvements in patient satisfaction.

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## Patient Centered Care

**Answer: C**

**A desired outcome for specific structures and processes of care.**

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## Patient Centered Care

15. What is six sigma?

- A. The variance in a given process being studied.
- B. A statistical concept that measures a process in terms of defects.
- C. A process that requires an increase in human resources.
- D. The number of different outcomes a given process can produce.

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## Patient Centered Care

**Answer: B**

**A statistical concept that measures a process in terms of defects.**

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16. How should the medical practice administrator respond to physicians' concerns about the surgical skills of a long-time group member?

- A. Ask for a vote of the partners to dismiss or keep the partner.
- B. Set up an in-house peer review committee with legal counsel to review cases.
- C. Contact the hospital to see if there have been any adverse incident reports.
- D. Ask the physician to document continuing medical education to see if it is adequate.

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## Patient Centered Care

**Answer: B**

**Set up an in-house peer review committee with legal counsel to review cases.**

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## Patient Centered Care

17. Which of the following is NOT part of the role of a patient advocate?

- A. Educating patients about the cost of the care they need.
- B. Advising patients on legal issues.
- C. Helping patients understand the care they receive.
- D. Informing patients about their rights and responsibilities.

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## Patient Centered Care

**Answer: B**

**Advising patients on legal issues.**

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18. What is the most common reason why customer service programs fail in a medical practice?

- A. Business staff is not trained in customer service skills.
- B. Support staff are aware of the program.
- C. Physicians do not support the program.
- D. Customers do not appreciate the changes.

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## Patient Centered Care

**Answer: C**

**Physicians do not support the program.**

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19. Within a medical practice, what does a benchmark compare organizational performance against?

- A. Local competitors.
- B. Established standards.
- C. Previous history.
- D. Projected budget.

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## Patient Centered Care

**Answer: B**

**Established standards.**

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20. All of the following are reasons to use a Balanced Scorecard tool to measure medical practice success EXCEPT for which of the following?

- A. It connects short-term actions with long-term strategies.
- B. It complements financial measures with metrics from other parts of the business that contribute to long-term success.
- C. It shows that all performance measurements can ultimately be linked to the financial bottom line.
- D. It links financial indicators to internal measurements for customer satisfaction, process improvement and employee learning.

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## Patient Centered Care

**Answer: C**

**It shows that all performance measurements can ultimately be linked to the financial bottom line.**

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21. What is a benefit of creating a standardized national credentialing form for physicians?

- A. It would feed into the National Provider Data Bank.
- B. It would decrease the cost of the credentialing process.
- C. It would allow the Federal government to verify credentials.
- D. It would stop problem physicians from relocating to another state.

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## Patient Centered Care

**Answer: B**

**It would decrease the cost of the credentialing process.**

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22. A medical practice's credentialing manual should include instructions for what?

- A. Applying for hospital privileges.
- B. Securing workers' compensation insurance.
- C. Contacting the state Department of Labor.
- D. Obtaining insurance company fee schedules.

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## Patient Centered Care

**Answer: A**

**Applying for hospital privileges.**

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23. What level of Clinical Laboratory Improvement Amendments (CLIA) certificate is needed to perform tests that pose little risk of harm if they are done incorrectly?

- A. Microscopy.
- B. Accreditation.
- C. Waiver.
- D. Registration.

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## Patient Centered Care

Answer: C

Waiver.

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24. Why does the National Committee for Quality Assurance (NCQA) matter to the practice administrator?

- A. NCQA provides data on the quality of managed care plans.
- B. NCQA designs quality improvement programs for hospitals.
- C. NCQA coordinates credentialing of physicians for state boards.
- D. NCQA provides data on the financial performance of group medical practices.

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## Patient Centered Care

**Answer: B**

**NCQA designs quality improvement programs for hospitals.**

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## Patient Centered Care

### Patient-Centered Care Essay Questions

You are the administrator of a medical group with multiple locations. Your clinical supervisor has just informed you that a patient has been diagnosed with tuberculosis. The patient has recently been seen in your main office as well as two of your satellite offices. The patient is employed in a large office with over a hundred employees.

Describe how you would handle this situation.

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## Patient Centered Care

### Patient-Centered Care Essay Questions

You are the administrator of a medical practice. One physician, with a dynamic personality, receives a large number of directed patient referrals from outside sources. Other physicians are resentful of these referrals and have suggested that referrals to the practice be shared equally among physicians.

Describe how you would handle this situation.

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## Patient Centered Care

### Patient-Centered Care Essay Questions

You are the new administrator of a medical group. The physicians have expressed dissatisfaction with the peer review process saying there was possible favoritism and a lack of transparency.

How would you facilitate the development and implementation of a more effective peer review process?

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## Patient Centered Care

### Patient-Centered Care Essay Questions

You are the administrator of a mid-size multi-specialty practice. The results of your practice's most recent patient satisfaction survey indicate that patients have concerns about lost messages, difficulty getting a hold of their provider, and lack of communication between clinical and office staff.

Describe the steps you would take to improve communication and patient satisfaction.

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