

***Leading Ancillary and Support Departments to
Higher Performance - The New Service
Imperative for Patient Care 1st edition Tortorella
Test Bank***

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1. ch12-001

Which of the following regulate(s) clinical laboratories under Centers for Medicare & Medicaid Services jurisdiction in the United States?

- a. Protecting Access to Medicare Act
- b. Health Information Technology for Economic and Clinical Health Act
- *c. Clinical Laboratory Improvement Amendments
- d. All of the above

2. ch12-002

Education requirements for staff who perform clinical tests are not regulated.

- a. True
- *b. False

3. ch12-003

Clinical laboratories may be directed only by physicians.

- a. True
- *b. False

4. ch12-004

Transfusion Services is responsible for administration of

- a. transfer specimens
- *b. blood products
- c. intravenous poles
- d. all of the above

5. ch12-005

The Clinical Laboratory Improvement Amendments were first implemented in what year?

- *a. 1988
- b. 1998
- c. 2008
- d. 2018

1. ch02-001

Baldrige can BEST be described as

- a. a regulatory requirement for healthcare
- *b. a systems approach to help organizations improve
- c. an accreditation process
- d. a solution to world peace

2. ch02-002

Most organizations using Baldrige today tend to be in

- a. business-service
- b. business-manufacturing
- *c. healthcare
- d. education

3. ch02-003

Which of the following is NOT a key element that helps make Baldrige scalable and practical?

- a. Leadership commitment
- b. Systematic yet adaptable
- c. Creating early traction
- *d. Leveraging diversity

4. ch02-004

The Baldrige framework is based on a set of

- a. criteria
- b. questions
- c. organizational best practices
- *d. all of the above

5. ch02-005

The OP is considered a snapshot of your organization; it describes what matters most and establishes context. What is the OP?

- a. Opportunity proposition
- b. Operational productivity
- *c. Organizational profile
- d. Overriding priorities

6. ch02-006

The Baldrige categories include all of the following EXCEPT

- *a. technology
- b. strategy
- c. customers
- d. operations

7. ch02-007

Baldrige's Criteria for Performance Excellence are considered prescriptive in nature.

- a. True
- *b. False

8. ch02-008

Which of the following is NOT one of the process evaluation factors?

- a. Approach
- b. Deployment
- *c. Listening
- d. Integration

9. ch02-009

Which of the following is NOT one of the five results items addressed in Category 7?

- a. Leadership and Governance
- *b. Societal Responsibility
- c. Customer
- d. Financial, Market, and Strategy

10. ch02-010

A typical "journey to excellence" process includes all but which of the following steps?

- a. Documenting current processes and results
- b. Assessing processes and results using evaluation factors
- c. Reviewing and prioritizing assessment feedback
- *d. Explaining why progress has not been made in lower-performing areas