Healthcare Core Curriculum

Behaviors for Success in Health Care Settings Module

Multiple Choice Quiz

Competency 1: Discuss healthcare fields and the types of workers needed.

1. Which of the following is required for an individual to be eligible to provide direct patient care?
   1. Associate’s degree
   2. Valid driver’s license
   3. Complete physical exam
   4. Clear criminal background check

Answer: d

1. Medical transcriptionists, Nurse Informaticists and Medical Illustrators are under which healthcare career pathway?
   1. Diagnostic services
   2. Therapeutic services
   3. Emergency medicine services
   4. Health information and communication services

Answer: d

Competency 2: Discuss ways healthcare personnel can balance their work and personal life to maintain personal wellness

1. Which behavior is most important for promoting personal health and wellness?
   1. Listening to co-workers’ advise
   2. Learning from previous mistakes
   3. Focusing on faults and weaknesses
   4. Avoiding exercise when emotionally stressed

Answer: b

1. Why is lifelong learning essential for those with health care careers? To:
   1. Avoid disciplinary action
   2. Compete with co-workers
   3. Earn more respect and money
   4. Improve skills and increase job retention

Answer: d

1. Which of the following is the best strategy for preventing disease?
   1. Wear seatbelts
   2. Find a good healthcare provider
   3. Receive routine health screenings
   4. Eat red meat at least two times a day

Answer: c

Competency 3: Describe the expectations employers have of healthcare personnel

1. When completing an application, what is most important?
   1. Ensure writing is neat with correct spelling
   2. Write in pencil so changes can be made easily
   3. Provide false information if will help get the job
   4. Have a friend fill out the application if time is an issue

Answer: a

1. What would be most appropriate when interviewing for a job?
   1. Speak quietly and at a slow pace
   2. Dress in comfortable shoes and clothes
   3. Sit up straight and make eye contact with the interviewer
   4. Bring a bottle of water and sip intermittently during the interview

Answer: c

1. Which information should be included on a resume?
   1. Health status
   2. Phone number
   3. Expected pay rate
   4. Preferred religion

Answer: b

1. A healthcare employee realizes they are going to be late for work because of a family emergency. What would be the most appropriate action for the employee to take?
   1. Resign and begin searching for a new job
   2. Follow the facility policy for reporting in with contact information
   3. Take care of the family emergency and then worry about work
   4. Ask a co-worker to let the employer know they are going to be late

Answer: b

1. Why should healthcare providers avoid using perfume?
   1. Nice perfumes are expensive
   2. Perfumes may damage uniforms
   3. Clients may be sensitive to perfumes
   4. Healthcare providers don’t know which scents clients prefer

Answer: c

1. Which employee would an employer prefer? An employee who:
   1. Takes their time when performing assigned tasks
   2. Recognizes tasks to be performed and completes them
   3. Performs unfamiliar tasks when there is no one else around
   4. Avoids changing routines no matter what happens during the workday

Answer: b

1. Teamwork in healthcare:
   1. Costs more
   2. Slows work productivity
   3. Increases continuity of care
   4. Decreases employee satisfaction

Answer: c

1. Employees have the right to:
   1. Yearly pay raises
   2. Family health insurance
   3. Work in a safe environment
   4. Paid time off to attend school

Answer: c

Competency 4: Identify quality issues in healthcare facilities and their impact on healthcare workers and delivery of care

1. Which statement best describes quality healthcare? Quality health care occurs when:
   1. general acute care hospitals provide standardized care for all clients
   2. health services provided to clients improve desired health outcomes
   3. insurance companies agree to pay for all health services in a timely manner
   4. health care facilities utilize the most advanced and expensive diagnostic testing

Answer: b

Competency 5: Describe the responsibilities of users of the health care system

1. What is the best way an individual can improve their own health care?
   1. Educate oneself about health care needs
   2. Use social media to self-diagnose
   3. Only go to a healthcare provider when extremely ill
   4. Have family members make decisions about treatments

Answer: a

Competency 6: Describe selected types of healthcare facilities/systems including organizational and financial structure, departments and services, type and levels of healthcare employees, and common policies and requirements.

1. Which type of healthcare service would a client utilize if they check-in, have a surgical procedure completed, and go home all in the same day?
   1. Primary care
   2. Assistive care
   3. Ambulatory surgery
   4. General acute care hospital

Answer: c

1. When considering a nursing home organizational chart, which of these positions is at the top level just under the Medical Director?
   1. Registered nurse (RN)
   2. Nursing Assistant (NA)
   3. Director of nursing (DON)
   4. Licensed practical nurse (LPN)

Answer: c

1. What is a policy?
   1. Rules established and followed by an organization
   2. A set of written physician orders followed by nurses
   3. An evaluation and rating of an employee’s performance
   4. A document which identifies specific steps needed to perform a task

Answer: a

Competency 7: Describe the different health care delivery systems.

1. Medicare belongs to which type of health care delivery category?
   1. Private
   2. Personal
   3. Non-profit
   4. Government

Answer: d

Competency 8: Using a problem-solving process applied to healthcare situations; describe behaviors for success in healthcare.

1. An assisted living manager hears several clients complain that they are not receiving adequate care from an employee. What should be the manager’s next step?
   1. Identify another employee problem
   2. Create solutions to remedy the problem
   3. Implement actions to solve the problem
   4. Gather further information regarding the problem

Answer: d