Competency #1: Explain the laws related to healthcare and their influence on the delivery system.

1. The Equal Employment Opportunity Commission (EEOC) is responsible for enforcing laws which:
   1. protect clients when they are under the care of a physician in a healthcare facility
   2. protect healthcare providers from clients who make false accusations against them
   3. make it illegal to discriminate against an employee because of race, color, religion, sex, national origin, age, or disability
   4. make it illegal for healthcare facilities to discriminate against who they care for because of race, color, religion, sex, national origin, age, or disability

Answer: c

1. What is the purpose of the Equal Pay Act?
   1. To provide guidelines for vacation and holiday pay
   2. To set rules applying to when overtime pay is given
   3. To require employers to hire the same number of men and women
   4. To ensure men and women in the same workplace are paid equally for equal work

Answer: d

1. A healthcare provider, with a hearing deficit, is applying for a job at a hospital. Which law states that the hospital must give them an equal opportunity for employment?
   1. Right to Work Act
   2. Good Employer Act
   3. Employee’s Bill of Rights
   4. Americans with Disabilities Act

Answer: d

1. What does the Patient Self-Determination Act do?
   1. Gives patients the right to determine how they will pay for healthcare services
   2. Prevents healthcare facilities from turning patients away who do not have medical insurance
   3. Gives patients the right to make choices and decisions about the types of medical care they want
   4. Prevents patients from having a representative make all healthcare decisions in emergency situations

Answer: c

1. What was the purpose of the 1987 Omnibus Budget Reconciliation Act?
   1. To allow certified nursing facilities to decide how many people they will admit per year
   2. To allow states to hire whoever they want to provide services to people living in certified nursing facilities
   3. To create a set of rules which certified nursing facilities must follow regarding how people are billed for services
   4. To create a set of national minimum set of standards of care and rights for people living in certified nursing facilities

Answer: d

1. Which of the following protects a healthcare provider who assists an individual at the scene of an emergency?
   1. Good Samaritan Act
   2. Emergency Service Act
   3. Roadside Assistance Act
   4. Healthcare Provider’s Bill of Rights

Answer: a

1. What is the aim of the 21st Century Cures Act (2016)?
   1. To cure all cancer in the US by 2027
   2. To accelerate medical product development
   3. To increase the costs of medical services
   4. To decrease access to quality healthcare providers

Answer: b

1. Which of the following best describes advanced directives? Documents which:
   1. mandate the use of life support for individuals
   2. identify how assets are divided when a person dies
   3. direct care according to a person’s wishes when they are unable to speak
   4. identify where a person wants to live when they are unable to care for themselves

Answer: c

Competency #2: Describe one’s legal responsibility related to abuse, neglect, exploitation, and the Vulnerable Adults Laws.

1. Which of the following statements is true regarding verbal abuse?
   1. Verbal abuse is less harmful than physical abuse
   2. Verbal abuse is manipulative and controlling in nature
   3. It is easy to recognize when a client is verbally abused
   4. Those who verbally abuse are usually rude to everyone

Answer: b

1. A healthcare provider threatens a client, “I’m not going to answer your call light anymore tonight.” Which type of abuse is this healthcare provider committing?
   1. Sexual
   2. Physical
   3. Financial
   4. Psychological

Answer: d

1. Which of the following is an example of financial exploitation? The caregiver:
   1. does not provide a client with adequate food
   2. gives a client a ride to the bank when the client asks
   3. forges the client’s signature on a credit card purchase for gasoline
   4. suggests to a client which medical supplies they may wish to purchase

Answer: c

1. Which of the following best describes a vulnerable adult? A person over the age of 18 who:
   1. is involved in a verbally and physically abusive relationship
   2. lives with their parents because they do not have a full-time job
   3. does not have a stable place to live and requires food assistance
   4. is dependent upon community care services due to physical or mental disability

Answer: d

1. A medical assistant working at a clinic suspects a client is being physically abused by their family caregiver. What should the medical assistant do?
   1. Report this matter to a supervisor
   2. Tell the client that they should find a new caregiver
   3. Insist the client tells you who is hurting them at home
   4. Monitor the client for bruises and scratches the next time they visit the clinic

Answer: a

1. Why is it important for facilities to keep records of incidents and monitor trends?  
    a. To increase paperwork without purpose  
    b. To improve accountability and identify areas needing improvement in abuse prevention  
    c. To limit the number of staff  
    d. To avoid reporting requirements

Answer: b

Competency #3: Explain client rights and responsibilities and how healthcare providers can ensure those rights.

1. Which of the following is true regarding the Resident’s Bill of Rights?
   1. The Resident’s Bill of Rights identifies what a physician can and cannot bill their clients for
   2. Healthcare facilities can decide if they want to post a copy of the Resident’s Bill of Rights
   3. According to the Resident’s Bill of Rights, patients must participate in research studies
   4. A copy of the Resident’s Bill of Rights must be given to clients upon admission to a healthcare facility

Answer: d

1. What should a healthcare provider do if they believe a client’s rights are being violated?
   1. Tell the supervisor
   2. Immediately call 911
   3. Document their opinion of the incident
   4. Ignore the incident, unless it has happened before

Answer: a

Competency #4: Describe the components of healthcare employee and healthcare facility liability when delivering client care.

1. A healthcare provider gave a client the wrong medication. Which of the following best describes this incident?
   1. Abuse
   2. Assault
   3. Prudence
   4. Negligence

Answer: d

1. Which statement is true regarding policies and procedures?
   1. Policies and procedures guide workers conduct and client care
   2. All healthcare facilities follow the same policies and procedures
   3. Healthcare workers can choose if they want to follow facility policies and procedures
   4. Healthcare workers can complete any task, as long as they follow the facility policies and procedures

Answer: a

Competency #5: Discuss how confidentiality must be maintained in healthcare facilities with clients and their medical records.

1. Which of these is a function of Health Insurance Portability & Accountability Act (HIPAA)?
   1. Ensure all American citizens have adequate health insurance coverage
   2. Increase the cost of managing and storing electronic healthcare records
   3. Encourage healthcare employees to report client fraud and abuse of health insurance
   4. Ensure security and confidentiality of health care information contained in personal health records

Answer: d

1. What is slander?
   1. Firing a person when they should not be fired
   2. Failing to provide services to a person in need
   3. Verbally making false statements about another person
   4. Making false statements about another person in writing

Answer: c

Competency #6: Explore legal issues such as sexual harassment, wrongful discharge, negligence, malpractice and violence in the workplace.

1. What is malpractice?
   1. Standards of behavior
   2. A form of dishonest behavior
   3. Making false statements about another person
   4. Professional negligence that results in harm to a client

Answer: d

1. Which of the following statements is true regarding sexual harassment? Sexual harassment:
   1. is easy to recognize and stop
   2. always occurs between opposite sexes
   3. only applies to inappropriate physical sexual conduct
   4. includes unwelcomed sexual advances or requests for sexual favors

Answer: d

Competency #7: Identify the legal issues for accurate documentation, informed consent and advanced directives.

1. What is informed consent?
   1. Detailed job descriptions given to healthcare employees after they are hired
   2. When a client gives their spouse permission to make all health care decisions for them
   3. When a healthcare provider gives permission to their employer to release personal information
   4. Giving permission for a procedure after it has been thoroughly explained, including possible consequences

Answer: d

Competency #8: Describe the consequences of inappropriate use of health data (including use of social media and email) in terms of disciplinary action.

1. Which of the following is an example of acceptable use of social media?
   1. Texting while on a lunch break
   2. Answering a cell phone in front of a client
   3. Using a smart phone to take pictures of a favorite client
   4. Posting information on Facebook about clients in the hospital

Answer: a

Competency #9: Using a problem-solving process applied to healthcare situations; describe how laws influence healthcare facilities and the care of clients/individuals

1. When using the problem-solving process, what is the first step?
   1. Gather information
   2. Identify the problem
   3. Select and act on solutions
   4. Evaluate and revise as needed

Answer: b