

Professionalism in Health Care, 5e (Makely)
Chapter 1 The Health Care Industry and Your Role

1) Which are possible benefits of working in the health care industry? Select all that apply.

- A) Tuition assistance
- B) Paid vacation
- C) Health insurance
- D) Life insurance
- E) Paid holidays
- F) A retirement plan

Answer: A, B, C, D, E, F

Rationale: See page 2 in the text.

Objective: List four benefits of working in the health care industry.

2) What are *hard skills*?

- A) Skills that are difficult to learn
- B) Skills you use to perform the hands-on, technical duties of your job
- C) Skills that pertain more to *who you are* than *what you know*
- D) The same skills as *people skills*
- E) All of the above
- F) None of the above

Answer: B

Rationale: See page 3 in the text.

Objective: Explain the difference between soft skills and hard skills.

3) What are *soft skills*? Select all that apply.

- A) Personality characteristics that enhance your ability to interact effectively with other people
- B) The same skills as *people skills*
- C) Skills you use to perform the hands-on, technical duties of your job
- D) Skills that relate more to *what you know* than *who you are*
- E) None of the above
- F) All of the above

Answer: A, B

Rationale: See page 3 in the text.

Objective: Explain the difference between soft skills and hard skills.

4) Which are reasons for the high cost of health care?

- A) The need to recruit, pay, and retain highly competent doctors and health professionals
- B) The cost of medical research to develop new drugs, devices, and medical procedures
- C) The rising cost of medical equipment, supplies, and utilities
- D) The need to construct, remodel, and maintain medical buildings
- E) The expense of training future doctors, nurses, and other health professionals
- F) All of the above

Answer: F

Rationale: See page 6 in the text.

Objective: List three reasons why health care is expensive and the cost continues to rise.

5) Which are reasons why health care expenses continue to rise? Select all that apply.

- A) Wages are much higher than in other industries.
- B) Medical research is expensive.
- C) Patients expect the best care available.
- D) The expense of training future doctors, nurses, and other health professionals.
- E) All of the above
- F) None of the above

Answer: B, C, D

Rationale: See page 6 in the text.

Objective: List three reasons why health care is expensive and the cost continues to rise.

6) Which are examples of how the Baby Boomer population will impact the health care industry?

- A) 6 out of 10 will have at least one chronic condition.
- B) 1 out of 3 will be considered obese.
- C) 1 out of 4 will have diabetes.
- D) 1 out of 2 will be living with arthritis.
- E) All of the above
- F) None of the above

Answer: E

Rationale: See page 9 in the text.

Objective: Identify two ways that the Baby Boomer population will impact the health care industry.

7) Which are examples of how the Baby Boomer population will impact the health care industry?
Select all that apply.

- A) Almost half of all doctor visits will be made by Baby Boomers by 2030.
- B) Diabetic seniors will need 55 million lab tests per year.
- C) Emergency departments will have 4 million fewer visits each year.
- D) Nearly eight times more knee replacements will be needed than in previous years.
- E) All of the above
- F) None of the above

Answer: A, B, D

Rationale: See page 9 in the text.

Objective: Identify two ways that the Baby Boomer population will impact the health care industry.

8) Which of the following are controversial issues associated with health care reform?

- A) Should people who already have medical problems be eligible for health insurance?
- B) Should insurance companies be required to cover preventive services and, if so, which ones?
- C) Under what conditions, if any, should an insurance company be allowed to cancel a policy?
- D) What role, if any, should the government play in health care and health care reform?
- E) All of the above
- F) None of the above

Answer: E

Rationale: See pages 11 and 12 in the text.

Objective: Describe two controversial issues associated with health care reform.

9) Which of the following is a controversial issue associated with health care reform?

- A) Infant mortality rate
- B) Individual mandate
- C) Sentinel event
- D) Six Sigma
- E) Adverse effects
- F) Gross domestic product

Answer: B

Rationale: See pages 10-12 in the text.

Objective: Describe two controversial issues associated with health care reform.

10) Continuous quality improvement involves (select all that apply):

- A) Using methods and tools to identify, prevent, and reduce the impact of process failures.
- B) Reducing and eliminating waste.
- C) Duplicating blood tests when possible.
- D) Increasing rates of hospital-acquired infections.
- E) All of the above.
- F) None of the above.

Answer: A, B

Rationale: See page 13 in the text.

Objective: Define continuous quality improvement.

11) What questions should you ask when doing quality improvement projects? Select all that apply.

- A) What are we trying to accomplish?
- B) What will happen if we make another mistake?
- C) How will we know if we are successful?
- D) How much money can we save?
- E) What options do we have and which ones might work best?
- F) All of the above

Answer: A, C, E

Rationale: See page 12 in the text.

Objective: List two quality improvement goals.

12) What is a sentinel event?

- A) A milestone that occurs when a health care organization has been in business for 25 years
- B) When a discharged patient has to be readmitted to the hospital
- C) When a patient who was expected to survive an illness does not
- D) A severe injury requiring treatment in an emergency department
- E) All of the above
- F) None of the above

Answer: F

Rationale: See page 16 in the text.

Objective: Define sentinel event.

13) Which of the following describes the connection between sentinel events and patient safety?

- A) Sentinel events result from effective patient safety techniques.
- B) Patient safety techniques help prevent sentinel events.
- C) Improving patient safety is the goal of sentinel events.
- D) Increasing the number of sentinel events improves patient safety.
- E) All of the above
- F) None of the above

Answer: B

Rationale: See page 16 in the text.

Objective: Explain the connection between sentinel events and patient safety.

14) Which are examples of sentinel events? Select all that apply.

- A) A patient leaves the hospital before being discharged.
- B) A patient refuses medical treatment because of his or her religious beliefs.
- C) A patient receives the incorrect blood during a transfusion.
- D) Surgery is performed on the wrong patient.
- E) All of the above
- F) None of the above

Answer: C, D

Rationale: See page 16 in the text.

Objective: Explain the connection between sentinel events and patient safety.

15) Which are National Patient Safety Goals to help reduce sentinel events that occur due to medical errors? Select all that apply.

- A) Improve staff communication
- B) Pause before surgery to check for errors
- C) Use guidelines to prevent infection after surgery
- D) Make improvements on the response to medical equipment alarms
- E) Identify patients using their first and last names
- F) All of the above

Answer: A, B, C, D

Rationale: See page 16 in the text.

Objective: Explain the connection between sentinel events and patient safety.

16) Which is a trend in the supply and demand of registered nurses?

- A) About 55% of RNs plan to retire in the next 10 years.
- B) Approximately 20% of nurses currently work in hospitals.
- C) There are enough new RNs graduating from college to replace all of the retiring RNs.
- D) As the demand for RNs declines worldwide, more foreign-trained nurses will work in the United States.

Answer: A

Rationale: See page 17 in the text.

Objective: Identify two trends in the supply and demand of health care workers.

17) Which are advantages of electronic health records?

- A) Patient confidentiality cannot be breached.
- B) Training is not required to use EHRs.
- C) They are compatible with nearly all other systems.
- D) EHRs decrease errors related to legibility of doctor's orders.

Answer: D

Rationale: See pages 20 and 21 in the text.

Objective: List two advantages of electronic health records.

18) Which are social media sites?

- A) Twitter
- B) LinkedIn
- C) Facebook
- D) SnapChat
- E) YouTube
- F) All of the above

Answer: F

Rationale: See page 25 in the text.

Objective: Give two examples of social media sites.

19) Why is health care expected to continue to be one of the fastest growing occupations in the United States?

- A) Increases in the rate of obesity
- B) The rapid growth of the older population
- C) Expansion of health care information technology
- D) Increases in the number of disabled individuals
- E) All of the above
- F) None of the above

Answer: E

Rationale: See page 2 in the text.

20) Medicare is:

- A) Health care primarily for people age 65 and older.
- B) Health care for low-income people and families.
- C) Private health insurance for adults and children.
- D) Insurance provided through Obamacare.

Answer: A

Rationale: See page 5 in the text.

21) A gatekeeper is someone who:

- A) Monitors the cost of medical research.
- B) Decides which patient claims get paid by insurance.
- C) Manages a patient's care to ensure quality and cost-effectiveness.
- D) Specializes in insurance contracts.

Answer: C

Rationale: See page 7 in the text.

22) The requirement that everyone must have health insurance or be subject to a penalty tax is called a/an:

- A) Individual mandate.
- B) Donut hole.
- C) Capitated expense.
- D) Wait period.

Answer: A

Rationale: See page 10 in the text.

23) Under the Affordable Care Act, parents can keep children on their health insurance policies until the age of:

- A) 16.
- B) 18.
- C) 21.
- D) 26.

Answer: D

Rationale: See page 10 in the text.

24) When a patient has a medical problem prior to applying for health insurance, he or she has a/an:

- A) Preexisting condition.
- B) Benefit limitation.
- C) Out-of-pocket expense.
- D) Individual mandate.

Answer: A

Rationale: See page 10 in the text.

25) An organization that provides comprehensive, coordinated health care to patients who are members is called:

- A) A single-payer system.
- B) Capitation.
- C) A health care exchange.
- D) A medical home.

Answer: D

Rationale: See page 11 in the text.

26) The data that are gathered before a change begins which is used to form a basis for analyzing subsequent changes is called:

- A) Comparative data.
- B) Baseline data.
- C) Outcome data.
- D) Performance data.

Answer: B

Rationale: See page 13 in the text.

27) Lean Sigma concepts are helping health care organizations (select all that apply):

- A) Reduce waste and costs.
- B) Find the root cause of problems.
- C) Improve patient safety.
- D) Reduce productivity.

Answer: A, B, C

Rationale: See page 14 in the text.

28) Which are National Patient Safety Goals? Select all that apply.

- A) To discharge patients as quickly as possible
- B) To use at least two ways to identify patients
- C) To remove labels from syringes and basins to avoid confusion
- D) To improve hand washing
- E) All of the above
- F) None of the above

Answer: B, D

Rationale: See page 16 in the text.

29) Health care is one of the fastest-growing sectors in the U.S. economy. It is projected to generate more than 4 million new jobs between 2012 and 2022-more than any other industry.

Answer: TRUE

Rationale: See page 2 in the text.

Objective: List four benefits of working in the health care industry.

30) Health care professionals need to know about current trends and issues in the health care industry so they can anticipate the potential impact on their jobs, patients, personal health, and careers.

Answer: TRUE

Rationale: See page 6 in the text.

Objective: List two reasons why it's important for health care professionals to know about current trends and issues in the health care industry.

31) Reducing waste and preventing undesirable patient outcomes such as medication overdoses are quality improvement goals.

Answer: TRUE

Rationale: See page 13 in the text.

Objective: List two quality improvement goals.

32) When a patient is given the wrong surgery and dies, a sentinel event has occurred.

Answer: TRUE

Rationale: See page 16 in the text.

Objective: Explain the connection between sentinel events and patient safety.

33) Labeling of all medications should occur in the patient's room to prevent errors.

Answer: FALSE

Rationale: See page 16 in the text.

Objective: Explain the connection between sentinel events and patient safety.

34) About 80% of U.S. doctors are age 55 or older.

Answer: FALSE

Rationale: See page 17 in the text.

Objective: Identify two trends in the supply and demand of health care workers.

35) Hospital-based jobs are on track to be the fastest-growing industry in the U.S. economy, with almost 60% job growth between 2012 and 2022.

Answer: FALSE

Rationale: See page 18 in the text.

Objective: Identify two trends in the supply and demand of health care workers.

36) EHRs reduce delays so that tests and treatments can begin much sooner.

Answer: TRUE

Rationale: See page 20 in the text.

Objective: List two advantages of electronic health records.

37) Health care employs about 10% of all American workers.

Answer: TRUE

Rationale: See page 2 in the text.

38) During the recent economic recession, health care jobs decreased by 8%.

Answer: FALSE

Rationale: See page 2 in the text.

39) Just about everyone has an opinion about the health care industry, what is wrong with it, and how to fix it.

Answer: TRUE

Rationale: See page 4 in the text.

40) Flu shots, vaccinations, and health screenings are examples of preventive health care services.

Answer: TRUE

Rationale: See page 7 in the text.

41) Improving access to health care services will require having more doctors to work in rural and medically underserved urban areas.

Answer: TRUE

Rationale: See page 5 in the text.

42) Costs not covered by insurance, which patients have to pay themselves, are called out-of-pocket expenses.

Answer: TRUE

Rationale: See page 10 in the text.

43) Accountable care organizations (ACOs) are networks of health care providers that work together and share responsibility and accountability for a large group of patients.

Answer: TRUE

Rationale: See page 11 in the text.

44) List four benefits of working in the health care industry.

Answer: Excellent employment opportunities both now and in the future, a diverse array of places to work, flexible work schedules, an abundance of opportunities for career advancement, the opportunity to become multiskilled, and the opportunity to improve the quality of other people's lives.

Rationale: See pages 2 and 3 in the text.

Objective: List four benefits of working in the health care industry.

45) Explain the difference between emotional intelligence quotient (EQ) and intelligence quotient (IQ) and how each is related to *hard* and *soft skills*.

Answer: Emotional intelligence quotient (EQ) is a person's ability to perceive, assess, and manage his or her own emotions and other people's emotions. EQ is related to soft skills that pertain to *who you are*. Intelligence quotient (IQ) is a person's mental ability to learn and understand and is related to *what you know*.

Rationale: See page 3 in the text.

Objective: Explain the difference between soft skills and hard skills.

46) Explain why health care employers are searching for employees with *soft skills* in addition to *hard skills*.

Answer: Soft skills or people skills are the personality characteristics that enhance your ability to interact effectively with other people. Hard skills are the hands-on, technical skills that enable you to perform the duties of your job competently and safely. Once you've graduated from your educational program and obtained credentials to practice, employers will assume you are competent to perform the hands-on, technical, hard skills duties of your job. Hard skills can be learned and improved over time, but soft skills are part of your personality and are much more difficult to acquire and change. Employers are increasingly screening, hiring, paying, and promoting for soft skills to ensure that their employees work harmoniously with other people.

Rationale: See page 3 in the text.

Objective: Explain the difference between soft skills and hard skills.

47) List two reasons why health care workers must be aware of current trends and issues in the health care industry.

Answer: Everyone is affected by the health care industry and needs to be actively involved in making improvements. In addition, if you want to be viewed as a health care professional, you need to know enough about health care trends and issues to discuss them intelligently with other people. You need to be aware of the potential impact of health care trends and issues on your job, your patients, your personal health, and your career.

Rationale: See pages 4 and 5 in the text.

Objective: List two reasons why it's important for health care professionals to know about current trends and issues in the health care industry.

48) Identify two ways that the Baby Boomer population will impact the health care industry.

Answer: This large segment of the population will age, live longer than their predecessors, and consume far more medical services than any elderly population in the past. By the year 2030, six out of 10 seniors will have at least one chronic condition. Four out of 10 adult visits to doctors' offices will be made by Baby Boomers. Since more than 25% of the total health care spending for each patient occurs in the final years of his or her life, the Baby Boomers' consumption of health care services will continue to increase costs.

Rationale: See page 9 in the text.

Objective: Identify two ways that the Baby Boomer population will impact the health care industry.

49) Describe two controversial issues associated with health care reform.

Answer: Eligibility: Should people who already have medical problems be eligible for health insurance? Dependents: What is the maximum age that children can be covered on their parent's insurance policy? Prevention: Should insurance companies be required to cover preventive services and, if so, which ones? Benefit limitations: What limits should be placed on annual and lifetime insurance benefits? Cancellation: Under what conditions should an insurance company be allowed to cancel a policy? Waiting period: How long should a person have to wait for new health insurance coverage to take effect? What role, if any, should the government play in health care and health care reform? Should taxpayers cover the cost of health care for people who can't afford it? What changes, if any, should be made to Medicare and Medicaid to reduce the cost to taxpayers? Should people be required to have health insurance or pay a penalty if they don't want the insurance, believe they don't need it, or can't afford it? Should employers have to provide health insurance for their employees or pay a penalty?

Rationale: See pages 11 and 12 in the text.

Objective: Describe two controversial issues associated with health care reform.

50) Define *continuous quality improvement*.

Answer: Continuous quality improvement is using methods and tools to identify, prevent, and reduce the impact of process failures.

Rationale: See page 12 in the text.

Objective: Define continuous quality improvement.

51) List two quality improvement goals.

Answer: Quality improvement goals include eliminating adverse effects such as patient falls and bed sores, reducing waste and unnecessary expense, preventing undesirable patient outcomes such as hospital-acquired infections or medication overdoses, and avoiding costly hospital readmissions.

Rationale: See page 13 in the text.

Objective: List two quality improvement goals.

52) Define *sentinel event*.

Answer: A sentinel event is an unexpected occurrence involving death, serious physical or psychological injury, or the risk thereof, with "serious injuries" including the loss of a limb or function.

Rationale: See page 16 in the text.

Objective: Define sentinel event.

53) Identify two trends in the supply and demand of health care workers.

Answer: By 2020 there will be a shortage of 1 million nurses in the United States. While 50% of nurses currently work in hospitals, the demand in other care settings is growing. The number of new RNs graduating from college is not sufficient to replace all of the retiring nurses. To meet the demand, new nursing graduates would have to increase by 90% per year. As the demand for RNs increases worldwide, there will be fewer foreign-trained nurses to work in the United States. Labor shortages are also predicted for other types of health care professionals, including doctors. By 2020, there will be at least 100,000 fewer doctors in the workplace than today. There is already a shortage of geriatric doctors, and the supply is declining. Even if the number stabilizes, there will be a shortage of 25,000 geriatricians by 2025.

Rationale: See page 17 in the text.

Objective: Identify two trends in the supply and demand of health care workers.

54) List two advantages of electronic health records.

Answer: Advantages include: Patient information can be shared quickly and frequently among providers at several different locations. When providers can access comprehensive, up-to-date information on each patient, the quality and continuity of care increases and the cost associated with unnecessary duplication of blood tests and radiographs, for example, decreases. EHRs enhance coordination of care because all members of the patient's health care team, regardless of their locations, have access to the same medical information.

Rationale: See page 20 in the text.

Objective: List two advantages of electronic health records.

55) Define *social media*.

Answer: Social media is electronic communication that enables users to establish online communities for the purpose of sharing content, ideas, personal messages, and other information such as videos and photographs.

Rationale: See page 25 in the text.

Objective: Define social media.

56) What is the difference between an *acute* and a *chronic* condition?

Answer: Acute conditions are severe but occur over a short period of time; chronic conditions occur frequently over a long period of time.

Rationale: See page 3 in the text.

57) What is the difference between a *mistake* and an *error*?

Answer: A mistake is when you are incorrect in how you understand, interpret, or estimate something. An error is when you do something incorrectly through ignorance or carelessness.

Rationale: See pages 11 and 15 in the text.