

1) The S in smart stands for?

Specific

2) What is true about objective and goals?

Objectives aim towards the goal

3) What is false about management and administration?

Management is influenced by public opinion and external forces

4) What is incorrect about management?

Human resources are considered output

5) Main function that the CEO does?

Planning

6) What is incorrect about CEO?

put policies and objectives

involved in planning

assigns managers

has executory function XXX

7) What is false about lower level management?

First line management

head nurse is an example

Organize the division or departmental activities XXX

8) Where is laissez faire most suitable?

When there is highly qualified people

9) What is incorrect about health administration?

Hospitals now are less efficient than before

10) What is incorrect about health administration?

Public health administrator is to supervise clinical and non-clinical operations

11) The O in POSDCORB stands for?

Organizing

12) Which of the following is correctly matched?

Reporting --> controlling function

13) Which of the following is true about organizing function?

Responsibility cannot be delegated

14) According to Katz, what is an example of technical skills?

using technology

15) What management skills does the minister of health need?

Human and conceptual skills

16) What is incorrect about budget?

should not be flexible

17) The acquisition of goods and services for the business is called?

Purchasing

18) An employee leaves his/her job and the becomes empty, the department manager decides to spread the work of that employee among other staff in the department . This method of staffing is called?

Reallocation of duties XXX

Transfer of posts

Redeployment

Outsourcing

Appointment of a previously identified successor

19) Practice of appointing relatives and friends in one's organization to positions even if others who applied might be better qualified is?

Nepotism XXX

Staffing

Outsourcing

Redeployment

Shortlisting applicants

20) What is correct about lay care?

Encouraging or discouraging someone to contact formal services

21) What is incorrect about the type of care?

Secondary care is provided by community

22) A patient was admitted to the hospital in 12:00pm 20th april to 12:00 pm 21st of april?

Two dates of service and 24 hours

23) Free standing facilities that provide surgical procedures outpatient basis only?

Ambulatory surgical center

24) King Hussein cancer center is considered?

Medical speciality hospital

25) Hospice is?

End of life care

26) All the following decreased health care utilization except?

Less self care

27) Primary service area is?

The geographical area from which organization attracts 75% of patients

28) What is correct about outpatient facilities?

Less than 24 hours

29) What is incorrect about decision making?

Same understanding of evidence

30) In a crisis problem

not all outcomes of alternatives are known?

31) Head nurse assigns shifts every months using computerized program, which of the following is incorrect?

needs high creativity

32) What is correct about uncertainty?

Risk decisions are made in uncertainty

33) What type of decision making depends on emotion and feeling?

Intuitive

34) What is correct about ultimate decision-maker?

Responsible for the consequences of decision

35) What is correct about the pyramid of evidence?

Clinical practice guidelines are at the top of the pyramid

36) All are true about the Garbage can model of decision making, EXCEPT?

Common in organizations which are characterized by ambiguity.

Occur step by step. XXX

Solutions and problems are matched often by chance.

Decisions are made as a result of the interaction between:

Problems, solutions, participants, and choice opportunities.

It is a non-rational model.

37) All are causes of development of marketing, except

Less need to contact patients

38) Which of the following is true about wants and needs?

Elective cosmetic surgery is a want

39) Which of the following is correctly matched?

Services are difficult to quantify

40) What is correct about marketing nowadays?

It will return more money (investment)

41) A doctor visits a patient and offers medical advice...

What is correct?

Advice has no residual value

42) Correct match for marketing mix

Promotion - communication

43) What is incorrect about market plan?

It is a process of exclusion

44) One is true about 10-80-10 rule?

You should target the 80%

45) Which of the following is a psychographic?

Smoker

46) What is incorrect about promotion?

Bus signs should include more than 100 words and the logo

47) What is correct about promotions?

Billboards can be seen from a distance

48) What is matched incorrectly?

TV -- Interactive

