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Shared by Castillo on 06-06-2022

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Question 1

Question Type: MultipleChoice

The family of a patient admitted to a hospital is considered to be

Options:

- A- End users
- B- Intermediate customer
- C- Other affected parties
- D- Internal customers

Answer:

C

Question 2

Question Type: MultipleChoice

The greatest benefit of concurrent clinical review is:

Options:

- A- Ability to focus on patient outcomes.
- B- Ability of discovering overutilization..
- C- Timely assessment of the healthcare provider to check if he is following clinical pathways.
- D- Timely intervention to reduce the risk of adverse outcomes.

Answer:

D

Question 3

Question Type: MultipleChoice

With advances in medical technology, we can apply managed care through:

Options:

- A- Increasing care in outpatient settings.
- B- Lowering preventive care.
- C- Increasing in patient care.
- D- Increasing length of LOS.

Answer:

A

Question 4

Question Type: MultipleChoice

A Prospective review may be beneficial in all the following except:

Options:

- A- A patient that will have an elective total hip replacement.

- B-** A patient that will be readmitted for a bypass surgery.
- C-** A patient which was admitted to the ER with a fractured hip.
- D-** A patient who has a health insurance.

Answer:

C

Question 5

Question Type: MultipleChoice

Put in order the stages of performance improvement team:

I- Norming.

II- Performing.

III- Storming.

IV- Forming.

Options:

A- VI, III, I and II.

B- I, III, IV and II.

C- I, II, IV and III.

D- IV, I, III and II.

Answer:

A

Question 6

Question Type: MultipleChoice

Which of the following teams has members from different departments or specialties?

Options:

A- Cross-functional teams.

B- Performance Improvement teams.

C- Self-leading teams.

D- Project management team.

Answer:

A

Question 7

Question Type: MultipleChoice

A team should not include more than 8 members because:

Options:

A- Conflicts may arise between team members.

B- Active participation of team members may be lost.

C- The team would be difficult to control.

D- It would lead to communication problems.

Answer:

B

Question 8

Question Type: MultipleChoice

Which of the following team types usually select their own leader?

Options:

A- Performance improvement.

B- Cross-functional.

C- Virtual.

D- Self-directed.

Answer:

D

Question 9

Question Type: MultipleChoice

Asking one of the team members to present the quarterly presentation in front of the board of directors of your hospital is considered which type of employee motivator:

Options:

- A- Autonomy.
- B- Recognition.
- C- Respect.
- D- Salary.

Answer:

B

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