

Management Principles for Health Professionals
Joan Gratto Liebler, Charles R. McConnell
Chapter 2—The Challenge of Change

Multiple Choice

1. The Patient Self Determination Act of 1990:

- A) addresses end-of-life decisions and care related thereto
- B) provides for the use of living wills, health care proxies, and advance directives
- C) was made necessary in part by technological advances in life support systems
- D) All of these are correct

Ans: D

Complexity: Easy

Ahead: Review of Successful Change

Subject: Chapter 2

2. Of the following, the most likely reason for entrenched employee resistance to change is:

- A) the uneasiness created among employees when they anticipate having to change the way they do their work
- B) employees' lack of knowledge of what is coming; that is, fear of the unknown
- C) dislike of the manager or distrust of management overall
- D) None of these are correct

Ans: B

Complexity: Moderate

Ahead: Change and Resistance to Change

Subject: Chapter 2

3. In addition to encouraging acceptance of a necessary change affecting their jobs, involvement of employees in changing methods and practices is valuable because _____,

- A) it invariably gives them control over the change
- B) it automatically prevents most resistance
- C) it can empower employees with a sense of ownership of the change
- D) employees are then more accepting of management direction because they have been included

Ans: C

Complexity: Moderate

Ahead: Change and Resistance to Change

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4. All of the following are characteristics of the change process associated with adjustments to Y2K, EXCEPT:

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- A) managers were dealing with a predicted change
- B) the need for the change was known several years ahead of the deadline
- C) the change involved a combination of predictable and unpredictable aspects
- D) the change involved little or no opportunity for making other system wide improvements

Ans: D

Complexity: Moderate

Ahead: Review of Successful Change

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5. The changes associated with the Patient Self-Determination Act resulted in renewed interest in, and activity by, which committee of the patient care team?

- A) Disaster response committee
- B) Peer review committee
- C) Ethics review committee
- D) Utilization review committee

Ans: C

Complexity: Easy

Ahead: Review of Successful Change

Subject: Chapter 2

6. The changes associated with the Patient Self-Determination Act include all of the following, EXCEPT:

- A) rapid routinization through update of existing documentation processes
- B) crisis approach to unanticipated change in requirements for documentation
- C) patient and family outreach and education program offerings
- D) rapid routinization through update of existing admissions processes

Ans: B

Complexity: Moderate

Ahead: Review of Successful Change

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True/False

1. Resistance to change is an unnatural state within the individual.

Ans: False

Complexity: Easy

Ahead: Change and Resistance to Change

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2. The Health Insurance Portability and Accountability Act (HIPAA) was passed principally to ensure that workers could change jobs without being denied health insurance based on preexisting conditions.

Ans: True

Complexity: Easy

Ahead: Review of Successful Change

Subject: Chapter 2

3. Involvement, often the strongest force in overcoming employee resistance to change, is sometimes *not* an available option.

Ans: True

Complexity: Easy

Ahead: Change and Resistance to Change

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4. Conformity to the requirements of HIPAA has cost many organizations considerably more than the government's estimates.

Ans: True

Complexity: Easy

Ahead: Review of Successful Change

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5. There is presently a reasonable chance that HIPAA, because of its unpopularity among healthcare providers, will be repealed.

Ans: False

Ahead: Review of Successful Change

Complexity: Easy

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6. Providing employees with clear, specific orders is probably the most effective means of ensuring acceptance of change.

Ans: False

Complexity: Moderate

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7. The implementation of the electronic health record is an example of proactive change.

Ans: True

Complexity: Easy

Ahead: Review of Successful Change

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8. Implementation of changes within an organization in response to the electronic health record initiatives is the primary responsibility of the American Health Information Association.

Ans: False

Complexity: Moderate

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9. Stakeholders in the implementation processes associated with the electronic health record include the National Library of Medicine.

Ans: True

Complexity: Easy

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10. The American Health Information Association's legislative advocacy program concerning nondiscrimination based on health conditions primarily focuses on the personal health record.

Ans: True

Complexity: Easy

Ahead: Review of Successful Change

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