

Date _____

Student Name _____

ALL Charity - Part 1 Questions

Instructions: This examination contains 10 questions. You must answer 100% correctly in order to pass this examination. Please answer all questions below by circling the correct answer(s).

1. The six C's of service excellence are:

A	Caring, consistency, compassion, courtesy, communication, competence
B	Caring, coddling, correcting, creating, confronting, complying
C	Complying, caring, consistency, comorbidity, counseling, corrective
D	Customizes, compassion, checking, confidence, coding, competence

2. The Five Fundamentals of Service or A-I-D-E-T provides a good framework to apply Key Words at Key Times. A-I-D-E-T stands for:

A	Arrange, Interview, Deliberate, Enlist, Tell
B	Acknowledge, Introduce, Duration, Explanation, Thank you
C	Ask, Initiate, Duration, Exit, Thank you
D	Alleviate, Institute, Diminish, Elaborate, Transfer

3. CMS indicators in Value-Based purchasing are (select all that apply):

A	HCAHPS (Patient Satisfaction) scores
B	Mortality Index
C	Readmission Index
D	Infection Rate

4. The most common cause of elder abuse is:

A	Self-Neglect
B	Physical
C	Financial Exploitation
D	Neglect

5. All Healthcare Providers are required to report suspected child abuse.

	True
	False

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6. The Risk Management Program's number one priority is concerned with:

A	Lawsuits
B	Employee satisfaction
C	Patient satisfaction
D	Patient safety

7. The Joint Commission conducts surveys of organizations that receive reimbursement from:

A	MediGov Fund
B	Medicare and Medicaid
C	CCM and Medicaid
D	CDC and WHO

8. Understanding Cultural Diversity is important in our everyday lives because:

A	As a healthcare provider we are mandated to be caring
B	Pretending you are sympathetic requires good acting
C	Different cultural practices and beliefs can make a patient feel better
D	All of the above

9. All deaths have to be called in to the LiveOnNY organ donor network within:

A	30 minutes of death
B	1 hour of death
C	2 hours of death
D	3 hours of death

10. The quality methodology that Bon Secours Health System, Inc. has adopted is:

A	Six Sigma
B	Lean Six Sigma
C	Plan-Do-Study-Act (PDSA)
D	Plan-Do-Create-Act (PDCA)