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QUESTION 1

One of the most common rater biases that affect an employee's evaluation is the halo effect. The halo effect suggests that the supervisor

- A. rates everyone as average.
- B. is too lenient or too strict in rating employee performance.
- C. rates the employee on the basis of a strong like or dislike of the person.
- D. bases the employee evaluation on his behavior in the most recent period rather than the entire evaluation period.

Correct Answer: C

QUESTION 2

Physicians at South Seas Clinic are expected to see six patients per hour, on average. The physicians with the highest productivity each week are exempted from on-call responsibilities for the weekend. Which physician will get the weekend off this week?

South Seas clinic physician productivity Week January 2009		
Physician	Number of hours	Number of patients
Robinson	32	185
Beasley	30	161
Hiltz	35	200
Wolf	26	157

- A. Robinson
- B. Beasley
- C. Hiltz
- D. Wolf

Correct Answer: D

QUESTION 3

A DandC is performed for postpartum hemorrhage.

- A. 59160
- B. 58120

C. 58558

D. 58578

Correct Answer: A

QUESTION 4

One best practice to follow in order to establish safeguards for the security and confidentiality of a patient's information when a person makes a request for his or her records in person, is to

A. ask the requester for identification and the request in writing.

B. refuse the request.

C. refer the requester to the facility's attorney.

D. charge an exorbitant fee.

Correct Answer: A

QUESTION 5

According to Frederick Herzberg, challenging work, recognition of workers and accomplishments, and employee self-improvement are examples of

A. maintenance factors.

B. needs.

C. motivators.

D. hygienic factors.

Correct Answer: C

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