The Licensing Exam Review Guide in Nursing Home Administration

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The Licensing Exam Review Guide in Nursing Home Administration


864 Test Questions in the National Examination Format on the NAB 2008–2012 Domains of Practice

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Contents

Introduction: Uses of This Study Guide for the 2008–2012 Domains of Practice

Format of the National Exam
The One Best Answer Testing Format
Deciding What the Question Is
Deciding What the Answer Is
Strategies for Test Taking

DOMAINS OF PRACTICE

Part One: Management, Governance, Leadership

1.1.1 Levels of Management
1.1.2 Line–Staff Relationships
1.2 Forecasting
1.3 Planning
1.3.1 Why Plan?
1.3.2 Steps in Planning
1.4 Organizing
1.6 Directing
1.6.1 Policy Making
1.6.2 Decision Making
1.6.3 Leadership
1.6.4 Power and Authority
1.6.5 Communication Skills
1.6.6 Organizational Norms and Values
1.6.7 Additional Related Concepts
1.7 Comparing and Controlling Quality
1.7.2 Diagnosing/Organizational Quality 44
1.8 Innovating 49
1.9 Marketing the Long-Term Care Facility 50
1.9.1 The Turn to Marketing 50
1.9.2 The “Marketing” of Health Care 51
1.9.3 Developing a Marketing Strategy 52

Part Two: Human Resources 57
2.1 Organizational Patterning of the Nursing Facility and Its Staff 57
2.2 Identifying the Human Resources Functions 65
2.3 Planning Employment Needs: Writing Job Descriptions 65
2.6 Hiring Staff 68
2.7 Training Staff 73
2.8 Retaining Employees 74
2.9 Evaluating Employees 81
2.10 Paying Employees 83
2.11 Disciplining Employees 84

Part Three: Finance/Business 87
Legal and Business Terminology: Sources of Law, the Court Systems 107
Legal Terminology 108
Risks Assumed by the Operation of A Long-Term Care Facility 112

Part Four: Environment: The Industry: Its Laws and Regulations 117
Industry Overview 117
42 CFR Part 431 et al.: Medicare and Medicaid; Requirements for Long-Term Care Facilities and Nurse Aide Training and Competency Evaluation Programs 119
§483.1 Basis and Scope 120
§483.10 Resident Rights 121
§483.12 Admission, Transfer, and Discharge Rights 123
§483.13 Resident Behavior and Facility Practices 124
§483.15 Quality of Life 125
§483.20 Resident Assessment 125
§483.25 Quality of Care 126
§483.30 Nursing Services 128
§483.35 Dietary Services 128
§483.55 Dental Services 129
§483.60 Pharmacy Services 129
§483.65 Infection Control 130
§483.70 Physical Environment 130
§483.75 Administration 131
Medicare and Medicaid 134
The Life Safety Code® 135
Americans With Disabilities Act 141
Management and Labor Legislation and Regulations 143
The Occupational Safety and Health Act (OSHA) 146
Health Planning 146
Joint Commission on Accreditation of Healthcare Organizations (JCAHO) 147

Part Five: Patient/Resident Care 151
The Aging Process: Overview and Theories 151
Medical And Related Terms 152
The Aging Process As It Relates to Diseases Common to the Nursing Home Population 176

Rationale for Answers to Questions 1–31 189
Answer Key 193
Introduction: Uses of This Study Guide for the 2008–2012 Domains of Practice

The review questions in this guide are intended for use by persons who are studying for the national licensure examination.

Sample study questions are provided here from several texts and sources in the long-term care field, including more than 70 questions on the Final Rules for Medicare and Medicaid Requirements for Long Term Care Facilities (Appendix PP) and Nurse Aide Training and Competency Evaluation Programs.

National examination questions are picked by computer from a bank of more than 2,000 items. On average, more than 3,000 persons take this examination each year. Generally, about three unique exams are offered each year. The National Association of Boards of Examiners for Long Term Care Administrators (NAB) exam is taken on a computer and each time the exam is taken the applicant will have a different set of questions unique to that exam.

FORMAT OF THE NATIONAL EXAM

The national examination is set up in the multiple choice, select the one best answer style of question to test the level of each candidate’s knowledge.

This manual is designed to acquaint the user with relevant terms and provide practice in the multiple choice, one best answer examination format.

Two basic benefits are received: (1) feedback on comprehension of the terms and concepts in areas similar to those covered in the national examination and (2) experience with the multiple choice testing format used in the national exam.

Use of this manual without the text and similar sources achieves only superficial knowledge about the field of nursing home administration. The bits
and pieces of information obtained from these study questions are not a substitute for systematically studying the basic principles and information contained in the reading materials for Long Term Care Education (LTCE) 201 and 202 (www.LongTermCareEducation.com) and other equivalent resources.

THE ONE BEST ANSWER TESTING FORMAT

There is always one best answer to each of the questions in this book. In the following question, only one answer can be correct.

The Lifespan Respite Care Act, allowing for the first time public payment to relatives to give care to family members, was passed in _____. (J. E. Allen, Nursing Home Administration, 5th ed., 2008, p. 430)

1. 1995
2. 2006
3. 2007
4. 2008

Because the Lifespan Respite Care Act was passed in 2006 (answer 2) all of the other answers are completely wrong.

In the following question, however, options 1, 2, and 4 are all partially correct, but 3 is the correct answer because it is the most complete (best) answer.

In the nursing facility a resident may perform services for the facility if the services are _____. (J. E. Allen, Nursing Home Federal Requirements, 6th ed. 2007, p. 32)

1. voluntary
2. paid at or above prevailing rates
3. in the plan of care
4. light duty in nature

All four options are partially correct, services performed must be voluntarily assumed, paid for at or above prevailing wage rates, and light duty in nature. However, even if services performed by a resident meet the three requirements in options 1, 2, and 4, they are prohibited if not in the resident’s plan of care. Hence, 3 is the one best answer.

Following is an additional example.

Control is the evaluation by the organization decision makers of _____. (J. E. Allen, Nursing Home Administration, 5th ed., 2008, pp. 22–25)

1. capital assets
2. the outputs of the organization
3. deficit spending
4. employee goals

The correct answer is 2, the outputs of the organization. Each of the other options is potentially correct. Organization decision makers do evaluate or make managerial judgments about capital assets, deficit spending if it occurs, and employee goals. However, the key word in the question is control. The correct answer is the answer that best defines control behavior by organizational decision makers. Answer 2 more fully defines control than any of the other three.

Sometimes the respondent is asked to mark the answer that is the least correct.

For example,

The National Labor Relations Board does not _____. (J. E. Allen, Nursing Home Administration, 5th ed., 2008, pp. 414)

1. determine what the bargaining units shall be
2. conduct representation elections by secret ballot
3. investigate unfair labor practices
4. make court decisions

The answer is 4. Answers 1, 2, and 3 are all activities the National Labor Relations Board does do.

**DECIDING WHAT THE QUESTION IS**

A key to successfully answering multiple choice questions is correctly deciding what is being asked.

For example,

In states that still require government permission to build new nursing homes, if the health authority believes a shortage of beds exists, it may _____.

(J. E. Allen, Nursing Home Administration, 5th ed., 2008, pp. 488–489)

1. require that additional beds be built
2. let a contract for building new beds
3. advertise for bids
4. issue a permit to build (Certificate of Need)

The issue being tested here is, does the respondent know the functions and typical scope of powers exercised by a public health planning authority? The respondent needs to know that powers of health planning authorities are limited to granting permission for the applicant to build new beds.
To answer the question correctly, the respondent needs to further understand that local and state health planning authorities normally have no power to require that additional beds be built, to let contracts for building new beds, or to advertise for or let bids for constructing facilities with new beds. These are activities performed by the owners of the new facilities.

**DECIDING WHAT THE ANSWER IS**

Once the respondent has accurately decided *the question* about which he or she is being tested, the *one best answer* to the question must be selected. If the respondent knows what the answer ought to be, a useful technique is to look immediately for the correct answer.

For example,

For nursing facilities, meeting accreditation requirements set by the JCAHO (Joint Commission on Accreditation for Healthcare Organizations) is _____.


1. voluntary
2. mandatory
3. required to receive Medicaid payments
4. required to receive Medicare payments

If the reader knows that meeting requirements set by JCAHO is entirely voluntary for nursing facilities, he or she should look immediately for the correct answer, which in this case is 1. The other options can then be read to assure that there is not a better or more correct or complete option to mark as the correct answer.

To answer this question correctly the reader needs specific information: for example, knowledge of Medicare and Medicaid requirements for nursing facilities and the Federal requirements that must be met for reimbursement for Medicare or Medicaid patient charges. If read hastily, this question could be deceptive because hospital accreditation by JCAHO is required for hospital eligibility for reimbursement of Medicare patient charges. The equivalent for nursing homes is to meet the Federal requirements set by the Federal and state governments.

Thus, several areas of understanding may be tested simultaneously by a single question such as the one in this example.

**STRATEGIES FOR TEST TAKING**

Test taking, like driving a car, is an acquired skill. It is a complex task that, once learned, can become second nature when the techniques are established. In addition, practice in answering the types of questions that may be asked can ease
the tension level when in the actual test situation. The following are some strategies for taking computer-based multiple-choice tests.

In an examination consisting of 150 questions, each with four possible answers, the reader must cycle through 600 possible answers. Giving equal energy to each of the 600 possible options can lead to mental fatigue early in the examination and may result in unintentional errors. Several techniques are available to help reduce mental fatigue.

Marking Questions for Later Review

The test will contain questions that the reader can answer with confidence, but there will inevitably be some where the answer is only a guess.

To save time and energy, it is advisable to proceed through the entire exam at a steady pace, marking for later review questions about which the reader is unsure.

Do not try to puzzle out each doubtful or unknown question in the order in which it appears. Go on to the next. This assures reasonably quick progress through the exam. Using this strategy, it will be found that a large proportion of questions will have been correctly answered during the first run-through. A second attempt to complete the remaining items will often reveal the answers at this stage.

Making Final Choices

Once all items have been marked, it is time to return for a final decision about the choice made.

Experience has shown that the first answer chosen is often the best one. However, if the respondent is sure, on restudying the question, that a different response is the correct one, the answer originally marked should be changed.

Using the Time Available

The goal is to achieve the best possible score on the examination. For most people this should mean taking advantage of all of the time available. Rereading the questions and assuring oneself that the correct answer has been chosen is usually time well spent. In multiple-choice questions there is often one key word or phrase that may elude the reader on the first reading, but might change the answer dramatically.

Final Review

If there is time, the respondent should assure him or herself that the question being asked in every item has been correctly understood and the correct answer marked.
Domains of Practice
PART I
Questions 1–31 portray often encountered situations in the nursing home profession. Rationale for answers to questions 1–31 can be found in the back of this book preceding the answer key.

Questions 32 and following flow sequentially through topics in Nursing Home Administration, 5th ed., by James E. Allen, MSPH, PhD, CNHA. Answers can be found on the page numbers in parentheses following each of these questions. In Part Four, answers can be found in Nursing Home Administration, Fifth Edition and Nursing Home Federal Requirements: Guidelines to Surveyors and Survey Protocols, 6th Edition, by James E. Allen, MSPH, PhD, CNHA (Springer Publishing Company). Those found in Nursing Home Federal Requirements are distinguished by the abbreviation FR.

1. The most likely single cause for the series of bankruptcies among larger nursing home chains around the year 2000 was ____.
   1. too small increases in government reimbursement rates
   2. paying too much for acquisitions in 1998 and 1999
   3. not taking advantage of falling interest rates
   4. thinking too small

2. In a chance conversation with the owner of an eight-facility chain, the newly hired administrator for the oldest facility in the chain indicates that, since the mortgage is fully retired, he will concentrate more on being effective than efficient since his Quality Indicators are all at or above his state’s average. The owner would likely ____.
   1. be pleased
   2. be distressed
   3. be content
   4. praise the newly hired administrator
3. Occupancy of Facility A has been a steady 70% since Prospective Payment System was introduced. Two weeks ago a new 120-bed equally equipped facility opened several blocks away. The Facility A administrator tells the admissions counselor to continue the usual recruitment approach. The chain owners ought to _____.
   1. rest comfortably
   2. seek a new administrator
   3. appoint a new admissions counselor
   4. take no action

4. Bankruptcies among larger nursing home chains prior to 2000 _____.
   1. were frequent
   2. were ubiquitous
   3. were highly unusual
   4. were routinely declared to avoid too much accumulated debt

5. Under the Prospective Payment System nursing facilities’ reimbursed costs _____.
   1. were about the same as earlier
   2. were more bundled
   3. used an unbundled cost structure
   4. were reimbursement for actual costs

6. In recent years Medicare has _____.
   1. allowed facilities to make a modest profit
   2. shifted more costs onto nursing facilities
   3. eased up on economic pressures previously placed on facilities
   4. remained relatively unchanged in its reimbursement structure

7. The nurse newly promoted to director of nurses (DON) insists on giving four RN hours of patient care each day on the Alzheimer’s wing in the 175-bed facility. The administrator should _____.
   1. praise the new DON for her resident-centeredness
   2. appoint an assistant DON
   3. adapt the job description to fit her pattern
   4. seek a new DON
8. The applicant for the administrator position in a facility near a large teaching hospital who insists that, if hired, as before with his rural facility he would not let the Medicare reimbursement policies affect his case mix _____.
   1. should be hired
   2. is likely to succeed if hired
   3. can likely succeed in his goal
   4. is out of touch

9. The newly hired assistant to the administrator insists the organizational chart line between his position and the Department of Nursing be a solid line. The administrator should _____.
   1. agree in general
   2. agree to this special case
   3. ask the DON for his or her opinion
   4. be forewarned

10. The medical supplies provider tells the administrator of a facility that has not paid bills the past 3 months, but is now operating under a bankruptcy judge’s approved plan for restructuring, that no more deliveries will be made until past bills are fully paid. The medical supplies provider _____.
    1. is smart to cut losses at that point
    2. does not understand how bankruptcy works
    3. will now likely get his past due bills paid
    4. is farsighted

11. An administrator who adopts the management-by-walking-around (MBWA) approach by walking through the facility and intently observing weekly has _____.
    1. become an effective leader
    2. chosen a good management style
    3. failed to understand MBWA
    4. implemented a useful strategy

12. The nursing facility administrator who using the management-by-walking-around (MBWA) technique succeeds in actually making appropriate corrections on the spot during his rounds _____.
    1. is effectively implementing the concept
    2. gains additional power through the process
    3. exhibits appropriate leadership
    4. doesn't understand MBWA
13. The rate of increase in the total number of nursing facilities in the United States during the years 2008–2012 is _____.
   1. likely to be about level
   2. likely to double
   3. likely to triple to accommodate the Baby Boomer generation
   4. likely to decrease markedly

14. The applicant for administrator of the facility insists that he has successfully used democratic leadership to the exclusion of all other leadership styles. The interviewer should _____.
   1. recommend hiring this candidate
   2. praise the candidate
   3. be favorably impressed
   4. continue to interview candidates

15. The candidate for administrator said she used a variety of administrative styles, but couldn't say exactly which she would use in every circumstance. The interviewer should be _____.
   1. favorably impressed
   2. unfavorably impressed
   3. concerned about possible indecisiveness
   4. looking for one leadership style

16. The candidate for administrator indicated that she consistently chose the charismatic style of leadership. This should ____ the interviewer.
   1. reassure
   2. alert
   3. confirm the candidate's qualifications to
   4. please

17. The costs of providing subacute care to nursing home residents _____.
   1. is perhaps triple that of the more typical patient
   2. covered by Medicare
   3. absorbed by Medicaid if Medicare coverage is inadequate
   4. mostly covered by private insurance
18. The nurse supervisor who had just been appointed DON announced at the first department head meeting that she had circulated a memo among the nurses that only formal communications were to be allowed in the nursing department. The administrator should _____.

1. be relieved
2. confirm the decision
3. be supportive
4. anticipate problems

19. The department head was not surprised to learn that the employee had only heard his positive comments to the employee and ignored his criticisms. The department head’s grasp of the communication process is _____.

1. deficient
2. appropriate
3. out of focus
4. inadequate

20. The administrator routinely accepted as his nearly exclusive information source the director of nursing’s positive reports on how nursing was going well. The administrator is _____.

1. showing appropriate confidence in the DON
2. utilizing the DON properly
3. realizing a successful appointment has been made
4. placing him at risk

21. Periodic shortage of nurses available for nursing home employment _____.

1. is being solved by community college programs
2. is decreasing
3. can be readily solved by hiring temporary nurses
4. is likely to remain for the foreseeable future

22. Congress and the federal rule makers behave as if the facility will run successfully if Congress and Centers for Medicare and Medicaid Services can write enough rules. They are _____.

1. incorrect
2. correct, according to behavior theory
3. pessimistic about the need for rules
4. correct, according to emerging management theory
23. When the administrator notices that the DON seeks to turn as many duties as possible over to housekeeping, the administrator should conclude that the DON is _____.
   1. behaving normally
   2. holding a grudge against housekeeping
   3. unwilling to be cooperative
   4. wielding power desirably

24. The administrator insists that a timely copy of all reports generated within the facility come across her desk before anyone signs them. The administrator is _____.
   1. not rationalizing her management information system
   2. making appropriate and desirable requests
   3. exercising good judgment
   4. initiating an appropriate management information system

25. The administrator notices that incident reports are being insufficiently filled out, but does nothing, believing that the situation will likely correct itself. The administrator is _____.
   1. practicing effective control
   2. likely to be correct
   3. failing to control effectively
   4. right to monitor the situation for a period of time

26. Corporate sends a directive to its flagship facility administrator directing the administrator's attention more toward outcome of resident care than cost of resident care during the coming 12 months. Corporate is more concerned with _____ than with _____.
   1. effectiveness    efficiency
   2. efficiency        effectiveness
   3. expenses          inputs
   4. expenses          throughput

27. The long-term care sector receiving increased funding and attention from the federal government is the _____.
   1. home health care sector
   2. volunteer hospice group association
   3. long-term care hospital sector
   4. private insurance industry
28. The concept that nursing homes should be reimbursed by states for their actual costs was part of the _____.
   1. emerging Medicare approach
   2. federal administration’s goal as seen in new budgetary appropriations
   3. Hatch Amendment
   4. goal statements of most state governments

29. The intense health care cost-shifting efforts among providers such as Medicare, Medicaid, and local governments is _____.
   1. on the wane
   2. likely to continue
   3. leading to increased reimbursements
   4. good for the nursing home profession

30. Worried about the level of actual resident care being achieved in the facility, the administrator directs the nurses to spend less time charting and more time focusing on the effectiveness of care being given to residents. The likely result will be _____.
   1. better resident care, possibly increased deficiency citations
   2. better resident care, decreased deficiency citations
   3. no real improvement in resident care, decreased charting
   4. greater sensitivity to resident need and better documentation

31. The new social worker informs the head of nursing that admissions is all she has time for and that nursing must monitor and document each resident’s sociopsychological experiences. The new social worker is _____.
   1. responding appropriately to priorities
   2. achieving a better balance of assignments within the facility
   3. responding inappropriately
   4. likely to improve the case mix dramatically

32. Attempting to find the right person for each well-defined job is known as the management function of _____. (pp. 4–7)
   1. personnel work
   2. interviewing
   3. staffing
   4. the job search
33. The administrator who takes steps that assure the goals are accomplished and that each job is done as planned is successfully _____. (pp. 4–7)
   1. getting results
   2. improving outputs
   3. controlling quality
   4. sensing organizational needs

34. The administrator’s job is to assure that the _____ employees do the tasks of the organization at an acceptable quality level. (pp. 4–7)
   1. best prepared
   2. trained
   3. appropriate
   4. unmotivated

35. The administrator who conducts a national search for a director of nursing position and interviews 20 candidates from 7 different surrounding states by phone is engaged in the managerial function of _____. (pp. 4–7)
   1. directing personnel development
   2. staffing
   3. broad personnel searches
   4. in-depth interviewing

36. In the end, it can be said that the administrator’s responsibility to meet resident care needs and facility financial needs are _____. (pp. 4–7)
   1. clearly unequal
   2. a mismatch
   3. both about equal
   4. unclear

37. Superior performance, in Tom Peters’ view, depends on taking exceptional care of residents via superior service and ____. (pp. 4–7)
   1. constant attention to the bottom line
   2. constant innovation
   3. attention to detail
   4. a good attitude
38. Superior performance for a nursing facility, in Tom Peters’ view, comes through _____. (p. 7)
   1. having all the beds full
   2. achieving consistent profitability
   3. innovation in ways to serve residents
   4. efficient management of the budget

39. The superb nursing facility, in Tom Peters’ view, is superb by virtue of its _____. (p. 7)
   1. success in attention to consistent profitability
   2. success in serving the residents
   3. reputation in the community as a friendly place
   4. achieving superior ratings

40. Answering the phones and resident call bells with common courtesy and doing things that work are examples of what Tom Peters advocates as a management model based on _____. (p. 7)
   1. good sense
   2. uncommon perceptions
   3. an ability to be practical
   4. a blinding flash of the obvious

41. Giving every employee the space to innovate at least a little; listening to residents and acting on their ideas; and wandering around with residents, staff, and suppliers, are, in Tom Peters’ view, examples of the difficult-to-achieve _____. (p. 7)
   1. long-range goals
   2. short-range goals
   3. common sense, obvious
   4. typical facility approach

1.1.1 Levels of Management

42. In a facility of 120 beds the administrator _____ personally perform each of the management tasks. (pp. 7–8)
   1. need not
   2. should
   3. over a month will
   4. over a year will