

What every Administrator should know to be Successful in LTC

By: Sam Stoddard

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Recording # 2 The Vision of a Leader:

<https://storage.googleapis.com/affordableceus-com/audio/an-administrators-vision-key-to-success.mp3>

Recording # 3 The Purpose of Your Business:

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Recording # 4 Group Interviews:

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1. A health care professional has questions regarding leadership and change. Which of the following informational points of interest should be communicated to the health care professional?

- A. Effective leaders should work to change everything around them within the first month of leadership.
 - B. Effective leaders avoid change.
 - C. If you refuse to change, everything will change for you.
 - D. If you will change, everything will change for you.
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2. According to the course, what is the purpose of a leader?

- A. The purpose of a leader is to motivate people to focus on keeping their job.
 - B. The purpose of a leader is to help people become more.
 - C. The purpose of a leader is to lead through intimidation.
 - D. The purpose of a leader is to lead through manipulation.
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3. A health care professional has questions regarding the three Rs of leadership. Which of the following informational points of interest should be communicated to the health care professional?

- A. The three Rs of leadership include the following: Raise the bar; help them Reach it; Review.
- B. The three Rs of leadership include the following: Raise the bar; help them Reach it; Revise.
- C. The three Rs of leadership include the following: Raise the bar; help them Reach it; Reward those close to you.

D. The three Rs of leadership include the following: Raise the bar; help them Reach it; Rework the process of leadership.

4. A leader sets a standard for an organization. How can the leader ensure the standard is met?

- A.** Ensure everyone has what they need (e.g., training) to achieve the standard.
 - B.** Ensure everyone understands the consequences of not achieving the standard.
 - C.** Lead through fear.
 - D.** Lead through a penalties and reward system.
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5. According to the course, what are the two keys to employee retention?

- A.** Hiring the right people; and how you treat them after they are in the work environment.
 - B.** Hiring the right people; and how you penalize them when they fail.
 - C.** Hiring the right people; and knowing how to manipulate individuals.
 - D.** Hiring the right people; and knowing when to terminate employment.
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6. According to the course, which of the following statements is most accurate?

- A.** Leaders should set low standards and motivate individuals to achieve them.
 - B.** Leaders should set high standards.
 - C.** Leaders should only set high standards for individuals in middle management.
 - D.** Leaders should avoid setting standards.
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7. According to the course, which of the following best describes a business transaction in the health care system?

- A.** Increasing the number of beds in a health care facility.
- B.** Increasing the resident/patient population of a health care facility.
- C.** Increasing the budget of a health care facility.

D. Providing a care service to a resident or patient.

8. What should be the goal of a leader?

- A. Treat people as they are.
 - B. Treat people as what they can potentially become.
 - C. Only treat people like they want to be treated.
 - D. Only treat people with respect when they deserve it.
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9. A health care professional has questions regarding mentors. According to the course, which of the following informational points of interest should be communicated to the health care professional?

- A. Effective mentors can help individuals in leadership positions move forward with their vision.
 - B. Effective mentors can help individuals limit their vision.
 - C. Only individuals under the age of 18 should seek mentors.
 - D. Individuals over the age of 25 should not seek mentors.
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10. According to the course, which of the following statements is most accurate?

- A. A leader does not require a vision.
 - B. A leader needs to have a vision that inspires people.
 - C. A leader needs to have a vision that motivates individuals through fear.
 - D. A leader needs to have a vision that shocks and intimidates individuals.
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11. A health care professional has questions regarding visionary goals. Which of the following informational points of interest should be communicated to the health care professional?

- A. Individuals should not include other individuals' ideas when creating a visionary goal.

- B.** Individuals should include other individuals' ideas when creating a visionary goal.
 - C.** Individuals should only include other individuals' ideas when creating a visionary goal that does not involve patient care.
 - D.** Individuals should only include other individuals' ideas when creating a visionary goal that does not involve health care administration.
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12. According to the course, which of the following statements is most accurate?

- A.** Deny the power of facts to control your attention.
 - B.** Deny facts to control your attention.
 - C.** Accept and focus on the power of facts to control your attention.
 - D.** Facts and attention are not related.
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13. According to the course, what are the three keys to success?

- A.** People; profit; culture
 - B.** People; systems; culture
 - C.** Profit; people; systems
 - D.** Profit; costs; systems
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14. According to the course, who are the most important customers in a senior living facility?

- A.** Residents
 - B.** Families
 - C.** Associates
 - D.** Third party providers
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15. According to the course, what are the two key factors that are essential to obtaining loyalty?

- A.** Cost; and savings

B. Cost; and returns

C. The manner in which you do the things that are expected; and how fast you get them done

D. The manner in which you do the things that are expected; and what you do that is special

16. A health care professional has questions regarding "ministration." According to the course, which of the following informational points of interest should be communicated to the health care professional?

A. "Ministration" occurs in the office.

B. "Ministration" deals with policies.

C. "Ministration" deals with procedures.

D. "Ministration" deals with people.

17. A health care professional has questions regarding leadership and culture. Which of the following informational points of interest should be communicated to the health care professional?

A. Often there is a cultural issue at the root of a problem.

B. Only system issues cause problems.

C. Effective leaders do not focus on culture.

D. Effective leaders do not work to establish a culture within an organization.

18. According to the course, what should the interview process focus on?

A. What an applicant can do

B. Who an applicant is

C. The applicant's previous work experience

D. Why the applicant wants to be hired

19. Which of the following statements best defines the term "group interview"?

- A.** The process of interviewing 4 - 8 people at the same time in groups of two.
 - B.** The process of interviewing 4 - 8 people over the course of 48 hours.
 - C.** The process of interviewing 10 - 14 people at the same time in a group setting.
 - D.** The process of interviewing 10 - 14 people over the course of 48 hours.
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20. A health care manager has questions regarding hiring. According to the course, which of the following informational points of interest should be communicated to the health care professional?

- A.** Organizations should only interview individuals when a position is open.
 - B.** Organizations should only hire individuals when positions are open.
 - C.** Conduct reoccurring group screenings to build a hiring pool.
 - D.** Only conduct group screenings when a position is open.
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