

CRA Practice Test 2019

1. Which of the following is a disadvantage of leasing?
 - a. Tax deduction
 - b. Fixed payments
 - c. Finance charges
 - d. Preserves credit

2. Which tool would be needed to compare the value of a system by looking back at the previous methodology of facility?
 - a. Regression Analysis
 - b. Baseline Analysis
 - c. Capital Projection
 - d. Goals and Objectives

3. The MOST direct method of gathering information from customers is by:
 - a. Surveys.
 - b. Nominal Groups.
 - c. Quality Circles.
 - d. Managerial Observations

4. CPT codes are divided into thirteen sections and are used for claims processing. Most radiology procedures are found in which series of CPT codes?
 - a. 30000 series
 - b. 40000 series
 - c. 60000 series
 - d. 70000 series

5. Suppose a CT scanner costs two million dollars to acquire and install and has a useful life of 60 months. What is the annual depreciation cost at straight-line depreciation?
 - a. \$33,333
 - b. \$200,000
 - c. \$250,000
 - d. \$400,000

6. Which of the following statements describes a key point of a successful rewards program?
 - a. Rewards must be linked to performance
 - b. Expected work should always be rewarded
 - c. Rewards should not always align with organizational goals
 - d. Employees must not believe their efforts may lead to a reward

7. If one employee worked 40 hours each week, another worked 20, another worked 8 hours, and a fourth employee worked 32 hours every week, what would be the worked FTE total?

- a. 2.25
 - b. 2.50
 - c. 3.00
 - d. 4.00
8. Scope of services should be based on customer needs, government regulations, reimbursement policies, and:
- a. Budgeting.
 - b. Strategic Plan.
 - c. Staffing levels.
 - d. Imaging technology.
9. Policies are written to standardize a manner of:
- a. Process.
 - b. Practice.
 - c. Principal.
 - d. Perceptions.
10. Motivation categorized as an activity performed for one's own personal satisfaction is called:
- a. Extrinsic.
 - b. Intrinsic.
 - c. Bidirectional.
 - d. Physiological.
11. Which of the following represents the majority of non-verbal face to face communication?
- a. Body Language
 - b. Eye Contact
 - c. Inflections
 - d. Sounds
12. Increased rates of promotion, accelerated career mobility, decreased job stress, and increased career satisfaction are benefits of a successful:
- a. Mentoring program.
 - b. Performance appraisal program.
 - c. Employee assistance program.
 - d. Employee satisfaction program.
13. The federal agency responsible for protecting public health by ensuring that safe and effective products reach the public is:
- a. MQSA.
 - b. FDA.
 - c. NRC.
 - d. OIG.

14. What is the document that describes all aspects of a venture and provides a framework for success or failure?
- Proforma
 - Space plan
 - Business plan
 - Design development plan
15. The majority of evaluations of an individual employee should reflect performance standards based upon:
- The employee's job description.
 - The task appraisal list provided the employee.
 - The employee's knowledge of task descriptions.
 - Specific criteria from goals established with the employee.
16. The Age Discrimination Act applies to private employers with ____ or more employees.
- 20
 - 40
 - 55
 - 62
17. Relative Value Units (RVU) measure what information in the Imaging Services department?
- Uptime
 - Productivity
 - Revenue and Expenses
 - Performance Improvement
18. When selecting members of a capital equipment evaluation team, why should referring physicians be included?
- To fulfill a variety of agendas
 - To recognize their needs and expertise
 - To facilitate guaranteed referral volumes
 - To offer political maneuvers to the powerful
19. The law prohibiting physician referrals of Medicare patients for designated services to entities having financial relationships with physician (or family member) is:
- Balancing Budget.
 - Medicare Modernization.
 - Benefits Improvement.
 - Stark.
20. An effective performance appraisal tool is designed to continuously measure performance with mechanisms for built-in feedback. The appraisal should measure:
- Employee retention.
 - Desired behaviors.

- c. Employee satisfaction.
 - d. Continuous improvement.
21. The systematic control of the creation, maintenance, use, and disposition of both paper and electronic documents is referred to as:
- a. Records Management.
 - b. Organization of Data.
 - c. Radiology Information Systems.
 - d. Health Information Management.
22. What is the legal violation associated with policies and procedures resulting in a wrongful act – one that violates a duty imposed by law and is grounds for civil action?
- a. Breach of Implied Contract
 - b. Negligence
 - c. Tort
 - d. Fraud
23. Return on Investment (ROI) is calculated by:
- a. $ROI = \text{net return} / \text{total capital expense}$
 - b. $ROI = \text{total capital expense} / \text{net return}$
 - c. $ROI = \text{net revenue} / \text{net expense}$
 - d. $ROI = \text{net return} / \text{net expense}$
24. What type of chart is a graphical or symbolic representation of a process?
- a. Run Chart
 - b. Flow Chart
 - c. Pareto Chart
 - d. Histogram Chart
25. Which of the following is NOT a part of developing an effective strategic plan?
- a. Payor mix
 - b. SWOT analysis
 - c. Workflow assessment
 - d. Profiling customers
26. Which communication method allows employees to have real-time conversations by computer?
- a. Instant Messaging
 - b. Intranet
 - c. Internet
 - d. Email
27. Appraisal systems generally fall within which three (3) classifications:
- a. Analysis, measurement, and feedback.
 - b. Predictions, promises, and implied results.

- c. Essay, rating scale, and results focused.
 - d. Feedback, criticism, and constructive comments.
28. In planning the space and location for a new MRI, the design to keep magnetic forces in restricted areas is critical. Which of the following gauss lines of force need to be within areas that are carefully restricted, usually within the room itself?
- a. 0.1 gauss line
 - b. 0.5 gauss line
 - c. 1 gauss line
 - d. 5 gauss line
29. What is a written document outlining the objectives of a project, work requirements, and expectations of timelines?
- a. Gantt chart
 - b. Project plan
 - c. Capital budget
 - d. Construction budget
30. What is a data set that contains a listing of a hospital's procedural services, department identification, charge description, revenue code, CPT/HCPCS code, and prices?
- a. Fee Schedule
 - b. Operations Budget
 - c. Accounts Receivable
 - d. Charge Description Master
31. HIPAA allows organizations to use and disclose patient's health information for what purposes?
- a. Care, payment, and marketing
 - b. Insurance premiums, screenings, and payment
 - c. Care, payment, and healthcare operations
 - d. Employee health, research, and marketing
32. By which means does an organization manage short-term obligations and working capital?
- a. Comparative ratios
 - b. Liquidity ratios
 - c. Profitability ratios
 - d. Asset management ratios
33. What federal rule created a need for healthcare providers to reengineer their systems to protect patient information infrastructures?
- a. Health Insurance Portability and Accountability Act
 - b. Medical Liability Reform Act
 - c. Medicare Fraud and Abuse Act
 - d. Need to Know Act

34. What strategic alliance can be created to help leverage an imaging department's position of strength to achieve lower purchasing costs for products and services?
- Group Purchasing Arrangements
 - Service Outsourcing
 - Trade Agreements
 - Capital Merger
35. Which term describes a program for the systematic monitoring and evaluation of various aspects of a service to ensure that standards of quality are being met?
- Quality Assurance
 - Process Quality
 - Design Analysis
 - Quality Control
36. What are the levels of supervision in an independent diagnostic testing facility (IDTF)?
- General, direct, and personal supervision
 - General, experienced, and personal supervision
 - Advanced, experienced, and personal supervision
 - General, experienced, and executive supervision
37. What are the three main components of a Continuous Quality Improvement program?
- Collect and evaluate data, staff involvement in all phases of the process, and look for opportunities to improve.
 - Collect data, respond to concerns and complaints, and progressive corrective action plans.
 - Collect and evaluate data, creation of corrective action plans, and implement a process improvement plan.
 - Collect survey data, have staff review complaints, and perform SWOT analysis for all complaints.
38. Which performance improvement method encourages employees to look everywhere for waste and inefficiency and to think creatively for ways to eliminate them?
- Lean Methodology
 - Risk Management
 - Management By Objective
 - Cost Benefit Analysis
39. A radiology administrator is planning a new outpatient radiology facility and anticipates performing 75,000 procedures annually. The assumption is that 6,000 procedures a year can be performed per room utilizing conventional radiographic equipment and film processing. The new department will employ fully digital radiography equipment with a 25% increase in productivity. How many DR rooms should be planned?
- 6.0
 - 7.5

- c. 10.0
 - d. 12.5
40. A SWOT analysis is utilized to measure _____ of an imaging department.
- a. Strengths, weaknesses, opportunities and threats
 - b. Supplies, weekly hours, opportunities and territory
 - c. Strengths, weekly hours, open appointments and threats
 - d. Strengths, weaknesses, open appointments and threats
41. The three MOST commonly used techniques to analyze quantitative data are calculating and comparing means, frequency distribution, and:
- a. Pareto charts.
 - b. Gap measurement.
 - c. Cross tabulating.
 - d. Fishbone analysis
42. Which of the following is required to prove negligence?
- a. Malpractice
 - b. Vicarious liability
 - c. Malfeasance
 - d. Legal duty to care
43. The qualities of critical thinking skills, flexibility, and _____ should be considered when selecting the candidate for managerial positions.
- a. National origin
 - b. Technical speed
 - c. Emotional intelligence
 - d. Intelligence quotient
44. The basic demands of a materials management program require establishing the need for the right product and in the correct:
- a. Location.
 - b. Penumbra.
 - c. Amplitude.
 - d. Matrix.
45. Implementing policies and procedures that limit access, give guidelines for proper use of workstations, and protect workstations and related electronic devices from unauthorized users are required to follow HIPAA guidelines. These are all part of which Security Rule standard under HIPAA?
- a. Physical safeguards
 - b. Technical safeguards
 - c. Administrative safeguards
 - d. Organizational requirements

46. When analyzing a problematic key issue, which of the following can be used to help identify the cause?
- SWOT analysis
 - Constraint analysis
 - Root cause analysis
 - Key Driver analysis
47. Which tool is used in preparing a facilities work force plan to assess the candidate pool size, particularly in long-range planning?
- Solution Analysis
 - Trend analysis
 - Source analysis
 - Cost analysis
48. Which of the following is a statement that describes what success will look like for the imaging department?
- Goal statement
 - Vision statement
 - Mission statement
 - Department statement
49. Key points of a successful rewards program include all of the following EXCEPT:
- Rewards satisfy individual needs.
 - Rewards are for expected behavior or work.
 - Rewards are equitable.
 - Rewards are linked to performance.
50. Topics covered by the ACR-SNM technical standard for diagnostic procedures using radiopharmaceuticals include all of the following EXCEPT:
- Radiopharmacy.
 - Supervising physician rule.
 - Qualifications of personnel.
 - Instrument quality control.
51. This standard requires all healthcare providers to have documented policies and procedures defining how the integrity of patient records will be maintained:
- Federal Register
 - Balance Budget Amendment of 1998
 - Mammography Quality Standards Act
 - Health Insurance Portability and Accountability Act
52. Who is paid through Medicare Part A?
- Payors

- b. Patients
 - c. Physicians
 - d. Hospitals
53. Under the title of the Civil Rights Act of 1964, the Americans with Disabilities Act, and the Discrimination Act, it is illegal to discriminate in any aspect of employment. Title VII of the act generally applies to employers with _____ or more employees, including state and local governments.
- a. 5
 - b. 10
 - c. 15
 - d. 20
54. All of the following types of legal violations can apply to policies and procedure EXCEPT:
- a. Torts.
 - b. Negligence.
 - c. Unwritten rules.
 - d. Breach of implied contract.
55. Which of the following tools does NOT belong to the clinical ladder portion of a career development program?
- a. Multiple technical competencies
 - b. Exit interviews and feedback
 - c. Customer service skills
 - d. Improving staff satisfaction and morale
56. Assessing financial information is one of the most important sections of a business plan and should include return on investment, net present value, and which of the following?
- a. Market and referral trend analysis
 - b. Industry competitor analysis
 - c. Volume and operating statistical analysis
 - d. Description of proposed product or services
57. What type of research involves obtaining a more subjective perspective about beliefs, perceptions, values, and behavior?
- a. Market research
 - b. Demographic research
 - c. Qualitative research
 - d. Quantitative research
58. Which of the following determines how a patient evaluates quality of care?
- a. Cost and speed of service
 - b. Communication and compassion
 - c. Perception and expectation

- d. Innovation and improvement
59. What type of market research involves collecting data about customers via surveys, personal interviews, observations, and conducting focus groups with members of the community?
- a. Primary research
 - b. Secondary research
 - c. Qualitative research
 - d. Quantitative research
60. Which type of budget begins with a forecast of volume for the coming year, based on a review of the previous year's figures and any changes expected for the coming year?
- a. Program budget
 - b. Capital equipment budget
 - c. Flexible budget
 - d. Operating budget
61. Alliances are formal agreements between two or more business entities to pursue specific goals while remaining independent. In particular, the alliances usually accomplish all of the following EXCEPT:
- a. Pricing strategy.
 - b. Blocking a competitive threat.
 - c. Mitigating a significant risk to the business.
 - d. Helping to build, sustain, or enhance competitive advantage.
62. A facility will be held accountable to its written policies and procedures; therefore, it is important to devise policies and procedures for all of the following EXCEPT:
- a. Following and execution.
 - b. Covering all possible situations.
 - c. Relating to significant work issues.
 - d. Contributing to work place safety and efficiency.
63. How can operating costs of equipment be reduced?
- a. By controlling maintenance and repair costs
 - b. By negotiating the best upfront price for the system
 - c. By maximizing usage levels
 - d. By extending the life span
64. Which of the following is an effective program for employees that reinforces and rewards important outcomes in the workplace, is immediate, emphasizes success, and is consistent?
- a. Employee advancement program
 - b. Employee assistance program
 - c. Employee recognition program
 - d. Employee tuition reimbursement program

65. Most modalities have similar capabilities from vendor to vendor within a given class of product EXCEPT for which type of equipment?
- Refurbished
 - First-in-class
 - Remanufactured
 - Second generation
66. The planning, location, and installation of equipment in the imaging department must respond to the institution's clinical, financial, and _____ requirements.
- stakeholder
 - corporate
 - demographic
 - operational
67. What is an overarching belief that opportunity for improvement exists in every process on every occasion?
- Continuous quality improvement
 - Continuous quality control
 - Total quality assurance
 - HCPs
68. Which of the following does NOT play a role in effectively developing employees to their full potential:
- Creating a work culture that encourages employee initiative and motivation.
 - Keeping expectations open-ended.
 - Hiring qualified employees.
 - Praising regularly and often.
69. Which of the following types of alliance has the simplest form and is the easiest to dissolve?
- Direct cooperation
 - Majority investments
 - Shared savings program
 - Minority investments
70. Direct cooperation is an alliance building technique requiring two or more entities to _____:
- Create a separate organization that requires financial investment in infrastructure.
 - Substantially integrate each partner's activities.
 - Create a separate legal entity to achieve an objective.
 - Share unique resources and/or capabilities to achieve common goals.

Practice Test Answer Key

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1	AM	21	C		21	CI	259	A
2	CI	215	B		22	OM	59-60	C
3	OM	210	A		23	AM	17	A
4	FM	39	D		24	CI	68-70	B
5	AM	16	D		25	CI	116-119	A
6	HR	216	A		26	CI	169	A
7	FM	168-170	B		27	HR	159	C
8	OM	26	D		28	AM	100-101	D
9	CI	157	B		29	AM	121	B
10	HR	231	B		30	FM	54	D
11	CI	197	A		31	CI	227-228	C
12	HR	175	A		32	FM	15	B
13	OM	11	B		33	CI	227	A
14	FM	241	C		34	OM	31	A
15	HR	155	A		35	AM	198	A
16	HR	9	A		36	FM	83	A
17	FM	195	B		37	OM	275	A
18	AM	31-32	B		38	OM	262	A
19	FM	284	D		39	FM	81-83	C
20	HR	154	B		40	AM	8	A

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41	OM	229	C		56	FM	251-252	C
42	OM	60	D		57	CI	113	C
43	HR	158	C		58	OM	242	C
44	AM	227	A		59	CI	113	A
45	CI	235	A		60	FM	161-162	D
46	OM	236	C		61	OM	29	A
47	HR	64	B		62	OM	53-54	B
48	CI	132	B		63	AM	163	A
49	HR	217	B		64	OM	216-217	C
50	OM	9	B		65	OM	47	B
51	CI	35	D		66	OM	83	D
52	FM	74	D		67	OM	242	A
53	HR	4	C		68	OM	192	B
54	OM	59	C		69	OM	32	A
55	HR	143	B		70	OM	32	D

HR = Human Resource Management

AM = Asset Management

FM = Fiscal Management

OM = Operations Management

CI = Communication and Information Management