

Certified Radiology Administrator Exam Practice Test

50 Questions - 2010 Version



This practice test is designed as an introduction to the CRA exam question style. The complete list of CRA exam topics and further information can be found on our webpage at: http://www.crainfo.org/AM/Downloads/CRA/CRA_Exam_Content.pdf.

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. Aside from compensation, what is the **PRIMARY** concern of imaging technologists when discussing retention rates?
 - A. Inadequate staffing levels
 - B. Career advancement opportunities
 - C. Working overtime to fill openings
 - D. Working with temporary technologists

4. The **MOST** direct method of gathering information from customers is by:
- A. Surveys.
 - B. Nominal Groups.
 - C. Quality Circles.
 - D. Managerial Observations.
-
5. 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
-
6. 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
-
7. 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

8. 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
-

9. 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.
-

10. Traditionally, imaging equipment has been depreciated over how many years?
- A. Three
 - B. Five
 - C. Ten
 - D. Fifteen
-

11. Policies are written to standardize a manner of:
- A. Process.
 - B. Practice.
 - C. Principal.
 - D. Perceptions.

12. Motivation categorized as an activity performed for one's own personal satisfaction is called:

- A.** Extrinsic.
 - B.** Intrinsic.
 - C.** Bidirectional.
 - D.** Physiological.
-

13. Which of the following represents the majority of non-verbal face to face communication?

- A.** Body Language
 - B.** Eye Contact
 - C.** Inflections
 - D.** Sounds
-

14. 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.
-

15. 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.

16. What is the document that describes all aspects of a venture and provides a framework for success or failure?
- A. Proforma
 - B. Space plan
 - C. Business plan
 - D. Design development plan
-
17. The majority of evaluations of an individual employee should reflect performance standards based upon:
- A. The employee's job description.
 - B. The task appraisal list provided the employee.
 - C. The employee's knowledge of task descriptions.
 - D. Specific criteria from goals established with the employee.
-
18. Which of the following approaches meets the requirements for an Advance Beneficiary Notice (ABN)?
- A. Blanket notices, or having all patients sign ABNs for some or all services without concern for medical necessity
 - B. Screening mammograms performed less frequently than allowed by Medicare
 - C. Notifying the patient of Medicare denial of payment after denial notification is received
 - D. Notifying the patient of possible Medicare denial of payment in advance of the service or procedure
-
19. What is a structured pay plan that includes wages in a given range to designate a minimum and maximum pay scale based on credentials, experience and/or expertise?
- A. Merit Pay
 - B. Salary Grades
 - C. Job Description
 - D. Performance Appraisal

20. An effective career development process which reduces turnover, increases retention, improves staff satisfaction and morale, and career growth is called:

- A.** Career ladder.
 - B.** Service development.
 - C.** Professional development.
 - D.** Leadership ladder.
-

21. The Age Discrimination Act applies to private employers with ____ or more employees.

- A.** 20
 - B.** 40
 - C.** 55
 - D.** 62
-

22. Relative Value Units (RVU) measure what information in the Imaging Services department?

- A.** Uptime
 - B.** Productivity
 - C.** Revenue and Expenses
 - D.** Performance Improvement
-

23. When selecting members of a capital equipment evaluation team, why should referring physicians be included?

- A.** To fulfill a variety of agendas
- B.** To recognize their needs and expertise
- C.** To facilitate guaranteed referral volumes
- D.** To offer political maneuvers to the powerful

- 24.** The law prohibiting physician referrals of Medicare patients for designated services to entities having financial relationships with physician (or family member) is:
- A.** Balancing Budget.
 - B.** Medicare Modernization.
 - C.** Benefits Improvement.
 - D.** Stark.
-

- 25.** An effective performance appraisal tool is designed to continuously measure performance with mechanisms for built-in feedback. The appraisal should measure:
- A.** Employee retention.
 - B.** Desired behaviors.
 - C.** Employee satisfaction.
 - D.** Continuous improvement.
-

- 26.** One of the first stages of a union organizing campaign includes which of the following?
- A.** High absentee rate
 - B.** Distribution of union literature
 - C.** Low employee satisfaction scores
 - D.** Flattening of the organization leadership
-

- 27.** 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.

28. 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
-

29. 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. $ROI = \text{net return} / \text{net expense}$
-

30. 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
-

31. The physician supervisor rules of Medicare define all levels of supervision **EXCEPT**:

- A. General.
- B. Personal.
- C. Direct.
- D. Limited.

32. 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
-
33. Which communication method allows employees to have real-time conversations by computer?
- A. Instant Messaging
 - B. Intranet
 - C. Internet
 - D. Email
-
34. 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.
-
35. 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

36. 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
-

37. 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
-

38. 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
-

39. 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

- 40.** 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
-
- 41.** 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?
- A.** Group Purchasing Arrangements
 - B.** Service Outsourcing
 - C.** Trade Agreements
 - D.** Capital Merger
-
- 42.** 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?
- A.** Quality Assurance
 - B.** Process Quality
 - C.** Design Analysis
 - D.** Quality Control
-
- 43.** What are the levels of supervision in an independent diagnostic testing facility (IDTF)?
- A.** General, direct, and personal supervision
 - B.** General, experienced, and personal supervision
 - C.** Advanced, experienced, and personal supervision
 - D.** General, experienced, and executive supervision

44. The standard used for the exchange of medical images and related information allowing computers to connect to a data base, retrieval of images, and locate images stored in another part of a network is:

- A.** HL7.
 - B.** PACS.
 - C.** DICOM.
 - D.** HIPAA.
-

45. What are the three main components of a Continuous Quality Improvement program?

- A.** Collect and evaluate data, staff involvement in all phases of the process, and look for opportunities to improve.
 - B.** Collect data, respond to concerns and complaints, and progressive corrective action plans.
 - C.** Collect and evaluate data, creation of corrective action plans, and implement a process improvement plan.
 - D.** Collect survey data, have staff review complaints, and perform SWOT analysis for all complaints.
-

46. Which performance improvement method encourages employees to look everywhere for waste and inefficiency and to think creatively for ways to eliminate them?

- A.** Lean Methodology
- B.** Risk Management
- C.** Management By Objective
- D.** Cost Benefit Analysis

47. 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?

- A. 6.0
 - B. 7.5
 - C. 10.0
 - D. 12.5
-

48. 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
-

49. The inflationary spiral states that when resource inputs grow at a faster rate than system outputs, the cost to the consumer increases. This is due to:

- A. Indirect costs.
 - B. Lower reimbursements.
 - C. Higher supply costs.
 - D. Lower efficiency.
-

50. 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.

End of Practice Test

Answer Key on Next Page

Practice Test Answer Key

Question	Answer	Domain
1	C	FM
2	B	CI
3	A	HR
4	A	OM
5	D	FM
6	D	FM
7	A	HR
8	B	FM
9	D	OM
10	B	AM
11	B	CI
12	B	HR
13	A	CI
14	A	HR
15	B	OM
16	C	FM
17	A	HR
18	D	FM
19	B	HR
20	A	HR
21	A	HR
22	B	HR
23	B	AM
24	D	OM
25	B	HR

Question	Answer	Domain
26	B	HR
27	A	CI
28	C	OM
29	A	AM
30	B	CI
31	D	FM
32	A	CI
33	A	CI
34	C	HR
35	D	AM
36	B	AM
37	D	FM
38	C	OM
39	B	FM
40	A	OM
41	A	OM
42	A	AM
43	A	FM
44	C	CI
45	A	OM
46	A	OM
47	C	FM
48	A	AM
49	D	CI
50	C	OM

HR = Human Resource Management

AM = Asset Management

FM = Fiscal Management

OM = Operations Management

CI = Communication and Information Management

IMPORTANT NOTE: CRA domains for each question are listed as a guide to candidates in preparation for the CRA exam. The CRA exam is scored as a whole and results are not based on individual domain scores. Further details on the CRA domains and CRA exam specifications can be found on the RACC website here:

http://www.crainfo.org/AM/Downloads/CRA/CRA_Exam_Content.pdf.

Practice Test Answer References

1. Which of the following is a disadvantage of leasing?
C. Finance charges

Title: Asset Management in Radiology, **Page:** 21

2. Which tool would be needed to compare the value of a system by looking back at the previous methodology of facility?
B. Baseline Analysis

Title: Communication and Information Management in Radiology, **Page:** 185

3. Aside from compensation, what is the **PRIMARY** concern of imaging technologists when discussing retention rates?
A. Inadequate staffing levels

Title: Human Resources Management in Radiology, **Page:** 212

4. The **MOST** direct method of gathering information from customers is by:
A. Surveys.

Title: Operations Management in Radiology, **Page:** 212

5. CPT codes are divided into thirteen sections and are used for claims processing. Most radiology procedures are found in which series of CPT codes?
D. 70000 series

Title: Financial Management in Radiology, **Page:** 56 (first edition), 39 (second edition)

6. 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?
D. \$400,000

Title: Asset Management in Radiology, **Page:** 16

7. Which of the following statements describes a key point of a successful rewards program?
A. Rewards must be linked to performance

Title: Human Resources Management in Radiology, **Page:** 214

8. 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?

B. 2.50

Title: Financial Management in Radiology, **Page:** 174 (first edition), 193 (second edition)

9. Scope of services should be based on customer needs, government regulations, reimbursement policies, and:

D. Imaging technology.

Title: Operations Management in Radiology, **Page:** 3

10. Traditionally, imaging equipment has been depreciated over how many years?

B. Five

Title: Asset Management in Radiology, **Page:** 16

11. Policies are written to standardize a manner of:

B. Practice.

Title: Communication and Information Management in Radiology, **Page:** 134

12. Motivation categorized as an activity performed for one's own personal satisfaction is called:

B. Intrinsic.

Title: Human Resource Management in Radiology, **Page:** 226

13. Which of the following represents the majority of non-verbal face to face communication?

A. Body Language

Title: Communication and Information Management in Radiology, **Page:** 165

14. Increased rates of promotion, accelerated career mobility, decreased job stress, and increased career satisfaction are benefits of a successful:

A. Mentoring program.

Title: Human Resource Management in Radiology , **Page:** 191

15. The federal agency responsible for protecting public health by ensuring that safe and effective products reach the public is:

B. FDA.

Title: Operations Management in Radiology, **Page:** 11

16. What is the document that describes all aspects of a venture and provides a framework for success or failure?

- C. Business plan

Title: Financial Management in Radiology, **Page:** 247 (first edition), 241 (second edition)

17. The majority of evaluations of an individual employee should reflect performance standards based upon:

- A. The employee's job description.

Title: The Effective Healthcare Supervisor, **Page:** 198

18. Which of the following approaches meets the requirements for an Advance Beneficiary Notice (ABN)?

- D. Notifying the patient of possible Medicare denial of payment in advance of the service or procedure

Title: Financial Management in Radiology, **Page:** 51 (first edition), 33-4 (second edition)

19. What is a structured pay plan that includes wages in a given range to designate a minimum and maximum pay scale based on credentials, experience and/or expertise?

- B. Salary Grades

Title: Human Resources Management in Radiology, **Page:** 40

20. An effective career development process which reduces turnover, increases retention, improves staff satisfaction and morale, and career growth is called:

- A. Career ladder.

Title: Human Resource Management in Radiology, **Page:** 164

21. The Age Discrimination Act applies to private employers with ____ or more employees.

- A. 20

Title: Human Resource Management in Radiology, **Page:** 9

22. Relative Value Units (RVU) measure what information in the Imaging Services department?

- B. Productivity

Title: Human Resource Management in Radiology, **Page:** 24

23. When selecting members of a capital equipment evaluation team, why should referring physicians be included?

- B. To recognize their needs and expertise

Title: Asset Management in Radiology, **Page:** 30-31

-
24. The law prohibiting physician referrals of Medicare patients for designated services to entities having financial relationships with physician (or family member) is:
D. Stark.

Title: Operations Management in Radiology, **Page:** 40

25. An effective performance appraisal tool is designed to continuously measure performance with mechanisms for built-in feedback. The appraisal should measure:
B. Desired behaviors.

Title: Human Resources Management in Radiology, **Page:** 173

26. One of the first stages of a union organizing campaign includes which of the following?
B. Distribution of union literature

Title: The Effective Healthcare Supervisor, **Page:** 495

27. The systematic control of the creation, maintenance, use, and disposition of both paper and electronic documents is referred to as:
A. Records Management.

Title: Communication and Information Management in Radiology, **Page:** 259

28. 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?
C. Tort

Title: Operations Management in Radiology, **Page:** 59-60

29. Return on Investment (ROI) is calculated by:
A. $ROI = \text{net return} / \text{total capital expense}$

Title: Asset Management in Radiology, **Page:** 17

30. What type of chart is a graphical or symbolic representation of a process?
B. Flow Chart

Title: Communication and Information Management in Radiology, **Page:** 54

31. The physician supervisor rules of Medicare define all levels of supervision **EXCEPT**:
D. Limited.

Title: Financial Management in Radiology, **Page:** 102 (first edition), 83 (second edition)

32. Which of the following is **NOT** a part of developing an effective strategic plan?

- A. Payor mix

Title: Communication and Information Management in Radiology, **Page:** 104

33. Which communication method allows employees to have real-time conversations by computer?

- A. Instant Messaging

Title: Communication and Information Management in Radiology, **Page:** 145

34. Appraisal systems generally fall within which three (3) classifications:

- C. Essay, rating scale, and results focused.

Title: Human Resource Management in Radiology, **Page:** 177

35. 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?

- D. 5 gauss line

Title: Asset Management in Radiology, **Page:** 92

36. What is a written document outlining the objectives of a project, work requirements, and expectations of timelines?

- B. Project plan

Title: Asset Management in Radiology, **Page:** 111

37. 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?

- D. Charge Description Master

Title: Financial Management in Radiology, **Page:** 69 (first edition), 54 (second edition)

38. HIPAA allows organizations to use and disclose patient's health information for what purposes?

- C. Care, payment, and healthcare operations

Title: The Effective Healthcare Supervisor, **Page:** 473

39. By which means does an organization manage short-term obligations and working capital?

- B. Liquidity ratios

Title: Financial Management in Radiology, **Page:** 34 (first edition), 15 (second edition)

40. 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

Title: The Effective Healthcare Supervisor, **Page:** 467

41. 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?

- A. Group Purchasing Arrangements

Title: Operations Management in Radiology, **Page:** 31

42. 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?

- A. Quality Assurance

Title: Asset Management in Radiology, **Page:** 183

43. What are the levels of supervision in an independent diagnostic testing facility (IDTF)?

- A. General, direct, and personal supervision

Title: Financial Management In Radiology, **Page:** 102 (first edition), 83 (second edition)

44. The standard used for the exchange of medical images and related information allowing computers to connect to a data base, retrieval of images, and locate images stored in another part of a network is:

- C. DICOM.

Title: Communication and Information Management in Radiology, **Page:** 231

45. What are the three main components of a Continuous Quality Improvement program?

- A. Collect and evaluate data, staff involvement in all phases of the process, and look for opportunities to improve.

Title: Operations Management in Radiology, **Page:** 275

46. Which performance improvement method encourages employees to look everywhere for waste and inefficiency and to think creatively for ways to eliminate them?

- A. Lean Methodology

Title: Operations Management in Radiology, **Page:** 36-37

47. 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?

C. 10.0

Title: Asset Management in Radiology, **Page:** 75

48. A SWOT analysis is utilized to measure _____ of an imaging department.

A. Strengths, weaknesses, opportunities and threats

Title: Asset Management in Radiology, **Page:** 9

49. The inflationary spiral states that when resource inputs grow at a faster rate than system outputs, the cost to the consumer increases. This is due to:

D. Lower efficiency.

Title: The Effective Healthcare Supervisor, **Page:** 366

50. The three **MOST** commonly used techniques to analyze quantitative data are calculating and comparing means, frequency distribution, and:

C. Cross tabulating.

Title: Operations Management in Radiology, **Page:** 228

CRA Exam Reference List

Foreman, MSA, M. Shane, Laverna Hubbard, CRA, and Luis O. Marquez, MBA, FAHRA, CRA, eds. *Operations Management in Radiology*. Sudbury, MA: AHRA, 2010. Print.

Henshaw Archer, MBA, MS, Lara, Richard Lewis, CRA, and Stephen Spearing, CRA, RT(R), eds. *Human Resource Management in Radiology*. Sudbury, MA: AHRA, 2008. Print.

Kroken, FACMPE, CRA, Patricia, Ellie Richardson, RT(R), MDIV, and Wayne Stockburger, JD, MBA, RT(R), FAHRA, FACHE, eds. *Communication & Information Management in Radiology*. Sudbury, MA: AHRA, 2007. Print.

McConnell, Charles R. *The Effective Health Care Supervisor, Sixth Edition*. New York: Jones & Bartlett, 2006. Print.

Merlino, MBA, CNMT, FSNMTS, CPC, Denise A., Stephen R. Gaines, MS, RT(R)(CT), CRA, FACHE, and Steven W. Gerber. MBA, RT(R), eds. *Asset Management in Radiology*. Sudbury, MA: AHRA, 2009. Print.

Sferrella, MAS, RT(R), CRA, FAHRA, Sheila M., Mel L. Allen, MBA, RT(R)(N), CRA, FAHRA, and Mary S. Reitter, MS, eds. *Financial Management in Radiology*. Sudbury, MA: AHRA, 2004. Print. (2013 edition is an acceptable substitute)