

# Certified Radiology Administrator Exam Practice Test

40 Questions - 2013 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](http://www.crainfo.org/AM/Downloads/CRA/CRA_Exam_Content.pdf).

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1. Which of the following is required to prove negligence?
  - A. Malpractice
  - B. Vicarious liability
  - C. Malfeasance
  - D. Legal duty to care

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2. 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

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3. 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.

4. Which of the following should be used when preparing a payback period analysis?
- A. Life cycle costs/Life cycle benefits
  - B. Initial investment/Annual benefits
  - C. Life cycle costs/Annual benefits
  - D. Initial investment/Life cycle benefits
- 

5. 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
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6. When analyzing a problematic key issue, which of the following can be used to help identify the cause?
- A. SWOT analysis
  - B. Constraint analysis
  - C. Root cause analysis
  - D. Key Driver analysis
- 

7. Which tool is used in preparing a facilities work force plan to assess the candidate pool size, particularly in long-range planning?
- A. Solution Analysis
  - B. Trend analysis
  - C. Source analysis
  - D. Cost analysis

8. Which of the following is a statement that describes what success will look like for the imaging department?
- A. Goal statement
  - B. Vision statement
  - C. Mission statement
  - D. Department statement
- 

9. Key points of a successful rewards program include all of the following **EXCEPT**:
- A. Rewards satisfy individual needs.
  - B. Rewards are for expected behavior or work.
  - C. Rewards are equitable.
  - D. Rewards are linked to performance.
- 

10. Topics covered by the ACR-SNM technical standard for diagnostic procedures using radiopharmaceuticals include all of the following **EXCEPT**:
- A. Radiopharmacy.
  - B. Supervising physician rule.
  - C. Qualifications of personnel.
  - D. Instrument quality control.
- 

11. This standard requires all healthcare providers to have documented policies and procedures defining how the integrity of patient records will be maintained:
- A. Federal Register
  - B. Balance Budget Amendment of 1998
  - C. Mammography Quality Standards Act
  - D. Health Insurance Portability and Accountability Act

12. Who is paid through Medicare Part A?

- A. Payors
  - B. Patients
  - C. Physicians
  - D. Hospitals
- 

13. 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
- 

14. 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.
- 

15. 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

16. Which of the following stakeholders should **NOT** generally be involved in the selection of capital equipment?

- A. Physicist
  - B. Financial donor.
  - C. Referring physician
  - D. Clinical engineer
- 

17. 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 statistic analysis
  - D. Description of proposed product or services
- 

18. 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
- 

19. 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

**20.** 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
- 

**21.** 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
- 

**22.** Who develops performance goals for an employee?

- A.** Manager and employee
  - B.** Employee and human resource director
  - C.** Human resource director and manager
  - D.** Manager and radiologist
- 

**23.** Which of the following charts displays data over time to analyze a process with variable results?

- A.** Pareto
- B.** Fishbone
- C.** Flow chart
- D.** Histogram

24. 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.
- 

25. 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.
- 

26. Which of the following questions should **NOT** be asked during an interview session?

- A. Where did you live before moving to your present address?
  - B. What was the nature of your experience in the military service?
  - C. What relatives if any are employed here?
  - D. What was your degree major?
- 

27. 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

28. Managing patient access to imaging records must comply with a minimum of \_\_\_\_% of HIPAA regulations.

- A. 90%
  - B. 95%
  - C. 99%
  - D. 100%
- 

29. 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
- 

30. Most modalities have similar capabilities from vendor to vendor within a given class of product **EXCEPT** for which type of equipment?

- A. Refurbished
  - B. First-in-class
  - C. Remanufactured
  - D. Second generation
- 

31. Which of the following is the major advantage of staging a special event to enhance public awareness of new programs and existing services?

- A. Focuses on one objective or provider
- B. Easily developed in a short period of time
- C. Effective way of reaching multiple target audiences
- D. Ineffective way of providing information to a wide audience



**32.** A simple formula for calculating downtime rate is:

- A.**  $100\% - \{[\text{Base Time} - \text{Downtime}]/\text{Base Time}\}.$
  - B.**  $\{[\text{Base Time} - \text{Downtime}]/\text{Base Time}\}.$
  - C.**  $100\% - \{[\text{Base Time} - \text{Downtime}]/\text{Downtime}\}.$
  - D.**  $\{[\text{Downtime} - \text{Base Time}]/ \text{Base Time}\}.$
- 

**33.** In conducting market research, which of the following should be used in designing an effective survey tool for data collection?

- A.** Questions should be multiple choice.
  - B.** Questions should be open ended.
  - C.** Questions should be simple and specific.
  - D.** Questions should use quantitative methodology.
- 

**34.** The planning, location, and installation of equipment in the imaging department must respond to the institution's clinical, financial, and \_\_\_\_\_ requirements.

- A.** stakeholder
  - B.** corporate
  - C.** demographic
  - D.** operational
- 

**35.** What is an overarching belief that opportunity for improvement exists in every process on every occasion?

- A.** Continuous quality improvement
- B.** Continuous quality control
- C.** Total quality assurance
- D.** HCPCS

36. Which of the following does **NOT** play a role in effectively developing employees to their full potential:
- A. Creating a work culture that encourages employee initiative and motivation.
  - B. Keeping expectations open-ended.
  - C. Hiring qualified employees.
  - D. Praising regularly and often.
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37. Which of the following types of alliance has the simplest form and is the easiest to dissolve?
- A. Direct cooperation
  - B. Shared savings program
  - C. Majority investments
  - D. Minority investments
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38. What system is used as a basis for benchmarking workload in a radiology department?
- A. FTE
  - B. RVS
  - C. CPT
  - D. CMS
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39. The imaging administrator is responsible for developing a 3 to 5 year capital equipment plan that reflects the department's needs and:
- A. Maximizes the facility's revenue.
  - B. Is based upon the desires of the radiology group supporting the facility.
  - C. Is sensitive to the organization's finances.
  - D. Uses all available grants and external resources.

40. Direct cooperation is an alliance building technique requiring two or more entities to: \_\_\_\_\_.

- A. create a separate organization that requires financial investment in infrastructure.
  - B. substantially integrate each partner's activities.
  - C. create a separate legal entity to achieve an objective.
  - D. share unique resources and/or capabilities to achieve common goals.
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**End of Practice Test**

**Answer Key on Next Page**

## Practice Test Answer Key

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

Question	Answer	Domain
21	D	FM
22	A	HR
23	D	CI
24	A	OM
25	B	OM
26	A	HR
27	A	AM
28	D	CI
29	C	HR
30	B	AM
31	C	CI
32	A	AM
33	C	OM
34	D	AM
35	A	OM
36	B	HR
37	A	OM
38	B	HR
39	C	FM
40	D	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](http://www.crainfo.org/AM/Downloads/CRA/CRA_Exam_Content.pdf).

## Practice Test Answer References

1. Which of the following is required to prove negligence?

- D. Legal duty to care

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

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2. The qualities of critical thinking skills, flexibility, and \_\_\_\_\_ should be considered when selecting the candidate for managerial positions.

- C. Emotional intelligence

**Title:** Human Resource Management in Radiology, **Page:** 166

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3. The basic demands of a materials management program require establishing the need for the right product and in the correct:

- A. Location.

**Title:** Asset Management in Radiology, **Page:** 227

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4. Which of the following should be used when preparing a payback period analysis?

- B. Initial investment/Annual benefits

**Title:** Communication and Information Management in Radiology, **Page:** 191

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5. 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

**Title:** Communication and Information Management in Radiology, **Page:** 225-226

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6. When analyzing a problematic key issue, which of the following can be used to help identify the cause?

- C. Root cause analysis

**Title:** Operations Management in Radiology, **Page:** 236

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7. Which tool is used in preparing a facilities work force plan to assess the candidate pool size, particularly in long-range planning?

**B.** Trend analysis

**Title:** Human Resource Management in Radiology, **Page:** 73

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8. Which of the following is a statement that describes what success will look like for the imaging department?

**B.** Vision statement

**Title:** Communication and Information Management in Radiology, **Page:** 112

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9. Key points of a successful rewards program include all of the following **EXCEPT**:

**B.** Rewards are for expected behavior or work.

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

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10. Topics covered by the ACR-SNM technical standard for diagnostic procedures using radiopharmaceuticals include all of the following **EXCEPT**:

**B.** Supervising physician rule.

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

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11. This standard requires all healthcare providers to have documented policies and procedures defining how the integrity of patient records will be maintained:

**D.** Health Insurance Portability and Accountability Act

**Title:** Communication and Information Management in Radiology, **Page:** 27

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12. Who is paid through Medicare Part A?

**D.** Hospitals

**Title:** Financial Management in Radiology, **Page:** 93 (first edition), 74 (second edition)

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13. 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.

C. 15

**Title:** Human Resource Management in Radiology, **Page:** 4

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14. All of the following types of legal violations can apply to policies and procedure **EXCEPT:**

C. Unwritten rules.

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

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15. Which of the following tools does **NOT** belong to the clinical ladder portion of a career development program?

B. Exit interviews and feedback

**Title:** Human Resource Management in Radiology, **Page:** 162, 164

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16. Which of the following stakeholders should **NOT** generally be involved in the selection of capital equipment?

B. Financial donor.

**Title:** Asset Management in Radiology, **Page:** 27, 37

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17. 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?

C. Volume and operating statistic analysis

**Title:** Financial Management in Radiology, **Page:** 244 (first edition), 251-2 (second edition)

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18. What type of research involves obtaining a more subjective perspective about beliefs, perceptions, values, and behavior?

C. Qualitative research

**Title:** Communication and Information Management in Radiology, **Page:** 90

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19. Which of the following determines how a patient evaluates quality of care?

- C. Perception and expectation

**Title:** Operations Management in Radiology, **Page:** 198

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20. 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

**Title:** Communication and Information Management in Radiology, **Page:** 90

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21. 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?

- D. Operating budget

**Title:** Financial Management in Radiology, **Page:** 171-2 (first edition), 161-2 (second edition)

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22. Who develops performance goals for an employee?

- A. Manager and employee

**Title:** Human Resource Management in Radiology, **Page:** 184

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23. Which of the following charts displays data over time to analyze a process with variable results?

- D. Histogram

**Title:** Communication and Information Management in Radiology, **Page:** 53

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24. 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.

**Title:** Operations Management in Radiology, **Page:** 29

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25. 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**:

- B. Covering all possible situations.

**Title:** Operations Management in Radiology, **Page:** 53-54

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26. Which of the following questions should **NOT** be asked during an interview session?

- A. Where did you live before moving to your present address?

**Title:** The Effective Healthcare Supervisor, **Page:** 128, 137

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27. How can operating costs of equipment be reduced?

- A. By controlling maintenance and repair costs

**Title:** Asset Management in Radiology, **Page:** 163

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28. Managing patient access to imaging records must comply with a minimum of \_\_\_\_% of HIPAA regulations.

- D. 100%

**Title:** Communication and Information Management in Radiology, **Page:** 247

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29. 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?

- C. Employee recognition program

**Title:** Human Resource Management in Radiology, **Page:** 216-217

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30. Most modalities have similar capabilities from vendor to vendor within a given class of product **EXCEPT** for which type of equipment?

- B. First-in-class

**Title:** Asset Management in Radiology, **Page:** 47

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31. Which of the following is the major advantage of staging a special event to enhance public awareness of new programs and existing services?

- C. Effective way of reaching multiple target audiences

**Title:** Communication and Information Management in Radiology, **Page:** 161-162

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32. A simple formula for calculating downtime rate is:

- A.  $100\% - \{[\text{Base Time} - \text{Downtime}] / \text{Base Time}\}$ .

**Title:** Asset Management in Radiology, **Page:** 169

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33. In conducting market research, which of the following should be used in designing an effective survey tool for data collection?

- C. Questions should be simple and specific.

**Title:** Communication and Information Management in Radiology, **Page:** 101

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34. The planning, location, and installation of equipment in the imaging department must respond to the institution's clinical, financial, and \_\_\_\_\_ requirements.

- D. operational

**Title:** Asset Management in Radiology, **Page:** 83

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35. What is an overreaching belief that opportunity for improvement exists in every process on every occasion?

- A. Continuous quality improvement

**Title:** Operations Management in Radiology, **Page:** 242

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36. Which of the following does **NOT** play a role in effectively developing employees to their full potential:

- B. Keeping expectations open-ended.

**Title:** Human Resource Management in Radiology, **Page:** 192

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37. Which of the following types of alliance has the simplest form and is the easiest to dissolve?

- A. Direct cooperation

**Title:** Operations Management in Radiology, **Page:** 32

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38. What system is used as a basis for benchmarking workload in a radiology department?

B. RVS

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

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39. The imaging administrator is responsible for developing a 3 to 5 year capital equipment plan that reflects the department's needs and:

C. Is sensitive to the organization's finances.

**Title:** Financial Management in Radiology, **Page:** 302 (first edition), 321 (second edition)

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40. Direct cooperation is an alliance building technique requiring two or more entities to: \_\_\_\_\_.

D. share unique resources and/or capabilities to achieve common goals.

**Title:** Operations Management in Radiology, **Page:** 32

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### CRA Exam Reference List

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