1. In a person-centered nursing home care setting, residents are given choices and are able to make decisions.

A. TRUE  
B. FALSE

2. Which of the following statements regarding resident-directed routines is most accurate?

A. Resident-directed routines allow residents to continue patterns of daily life they had inside a hospital.  
B. Resident-directed routines allow residents to continue patterns of daily life they had inside a long-term care facility.  
C. Resident-directed routines allow residents to continue patterns of daily life they had outside a long-term care facility.  
D. Resident-directed routines do not impact daily life.

3. You are a recognized leader in a long-term care facility. You are asked to develop a strategic plan for an action of change within the long-term care facility. What should be your first step?

A. Develop a vision of where to go.  
B. Determine the “gap” between current state and the vision.  
C. Assess the current state of the organization or unit.  
D. Set a direction, including baseline goals.

4. Which of the following statements regarding action guidelines is most accurate?

A. Address the “how” before the “why.”  
B. Address the “why” before the “how.”  
C. Plans speak louder than actions and concepts.  
D. Concepts speak louder than actions and plans.

5. When developing a strategic plan, it is not necessary to create a way to measure the effectiveness of the plan.

A. TRUE  
B. FALSE
6. You are a recognized leader in a long-term care facility. You are asked to ensure staff empowerment as major changes occur within the long-term care facility. Which of the following methods may be used to ensure staff empowerment occurs?

A. Provide limited opportunities for staff to increase their knowledge about clinical care areas.
B. Provide staff with the reasoning behind changes.
C. Limit the availability of information regarding the changes until they are made.
D. Make multiple changes to staff schedule patterns.

7. You are asked to put together a team to enact change within a long-term care facility. According to the related literature, what is the ideal number of participants for an organization’s team?

A. 4 - 6 members
B. 6 - 10 members
C. 10 - 20 members
D. 20 - 25 members

8. You are asked to coach a team. Which of the following methods may be used to effectively coach your team?

A. Tell your team what to do.
B. Ensure authority in maintained at all times.
C. Focus on long-term improvement.
D. View team members as subordinates rather than colleagues.

9. Which of the following statements is most accurate?

A. Leadership teams within long-term care facilities should not include unit nurses.
B. Leadership teams within long-term care facilities should include unit nurses.
C. Leadership teams within long-term care facilities should not include CNAs.
D. Leadership teams within long-term care facilities should include only senior CNAs.

10. Team objectives should be carefully stated in writing.

A. TRUE
B. FALSE

11. A long-term care facility's leadership team should include which of the following members?

A. Dietary Aide
12. Culture-change initiatives rely on change occurring at multiple levels of the organization to be successful.

A. TRUE  
B. FALSE

13. Increased autonomy may be considered a reason for turnover of direct-care workers?

A. TRUE  
B. FALSE

14. Which of the following statements regarding mentoring programs is most accurate?

A. Incentives, such as title changes, are not recommended.  
B. A combined process of formal application and interview is suggested for selecting mentor candidates.  
C. New mentors do not need to receive training.  
D. Mentors should always be selected from new employees.

15. As an initial step to implementing change within a long-term facility, it is important to create a general awareness about what the key philosophy is and why it has been decided to embark on the changes.

A. TRUE  
B. FALSE

16. Which of the following methods may be used to collect quality-of-life data from residents of a long-term care facility?

A. Ask very specific questions.  
B. Ask indirect questions.  
C. Ask questions that personalize the response.  
D. Ask directly what the resident would change.

17. For clinical changes to succeed in long-term care facilities, it is not necessary for all staff to have basic clinical proficiency.

A. TRUE
18. Effective accountability systems should contain a data collection system that can distinguish one unit from another.

A. TRUE
B. FALSE