

# Care CEUs

## Methods for Recruiting, Retaining, and Motivating our Workforce

**1. A health care professional has questions regarding employee recruitment. Which of the following informational points of interest should be communicated to the health care professional?**

- A. When developing an application process for a specific position, health care professionals should make the application process as simple and as straightforward as possible.
- B. When developing an application process for a specific position, health care professionals should make the application process as difficult as possible to narrow the candidate pool.
- C. Video interviews should only be used to screen applicants.
- D. Video interviews should not be used.

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**2. A health care professional is tasked with developing a job description for an open position within a health care organization. Which of the following sections should be included in the job description for the open position within the health care organization?**

- A. Educational qualifications
- B. Marriage status
- C. Age preference
- D. Gender preference

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**3. A health care professional has questions regarding the initial screening process. Which of the following informational points of interest should be communicated to the health care professional?**

- A. Typically, the initial screening process consists of in-person interviews that are used to determine if an applicant possesses the necessary education, desire, pregnancy status, and qualifications to fill a position.
- B. Typically, the initial screening process consists of in-person interviews that are used to verify an applicant's age and gender.
- C. Typically, the initial screening process consists of phone interviews that are used to determine if an applicant possesses the necessary qualifications to fill a position.
- D. Typically, the initial screening process consists of phone interviews that are used to verify an applicant's age and gender.

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**4. A health care professional is tasked with conducting interviews for an open position within a health care organization. The health care professional would like to optimize the interview process. Which of the following strategies can help the health care professional optimize the interview process?**

- A. Engage in active listening

- B. Engage in passive listening
- C. Utilize redirection
- D. Only utilize redirection in group interviews

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**5. Which of the following best represents an example of an open-ended question?**

- A. Do you have experience working with older adult patients?
- B. Do you have managerial experience?
- C. Can you start the position on the first of next month?
- D. What are your professional goals?

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**6. A health care professional has questions regarding closed-ended questions. Which of the following informational points of interest should be communicated to the health care professional?**

- A. Closed-ended questions should be utilized when members of the hiring team do not require specific answers or information.
- B. Closed-ended questions should be utilized when members of the hiring team require specific answers or information.
- C. Closed-ended questions should only be utilized to determine an applicant's age.
- D. Health care professionals should not utilize closed-ended questions during interviews.

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**7. A health care professional has questions regarding the use of social media in employee recruitment. Which of the following informational points of interest should be communicated to the health care professional?**

- A. Health care professionals should not utilize social media in the recruitment process.
- B. Health care professionals should utilize social media in the recruitment process.
- C. Health care professionals should only use social media to connect with existing health care employees.
- D. Health care professionals should only use social media to provide candidates with information regarding COVID-19.

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**8. A health care professional has questions regarding the use of infection prevention and control measures during interviews. Which of the following informational points of interest should be communicated to the health care professional?**

- A. Health care professionals should instruct employee candidates to contact a health care professional when they arrive at the health care facility if they are experiencing COVID-19 symptoms.
- B. Health care professionals should instruct employee candidates to call ahead of their arrival to a health care facility if they are experiencing COVID-19 symptoms.
- C. Everyone entering a health care facility, with the exception of health care professionals, should be screened for signs and symptoms of COVID-19.
- D. Everyone entering a health care facility, with the exception of employee candidates, should be screened for signs and symptoms of COVID-19.

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**9. Which of the following best represents a stipulation of Title VII of the Civil Rights Act of 1964?**

- A. It shall be an unlawful employment practice for an employer to fail or refuse to hire or to discharge any individual, or otherwise to discriminate against any individual with respect to his compensation, terms, conditions, or privileges of employment, because of such individual's age and education.
- B. It shall be an unlawful employment practice for an employer to fail or refuse to hire or to discharge any individual, or otherwise to discriminate against any individual with respect to his compensation, terms, conditions, or privileges of employment, because of such individual's race and education.
- C. It shall be an unlawful employment practice for an employer to fail or refuse to hire or to discharge any individual, or otherwise to discriminate against any individual with respect to his compensation, terms, conditions, or privileges of employment, because of such individual's race, education, and pregnancy status.
- D. It shall be an unlawful employment practice for an employer to fail or refuse to hire or to discharge any individual, or otherwise to discriminate against any individual with respect to his compensation, terms, conditions, or privileges of employment, because of such individual's race, color, religion, sex, or national origin.

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**10. Which of the following statements is most accurate?**

- A. The Employment Non-Discrimination Act of 2013 prohibits employers from engaging in employment discrimination on the basis of an individual's actual or perceived sexual orientation or gender identity.
- B. The Employment Non-Discrimination Act of 2013 prohibits employers from engaging in employment discrimination on the basis of an individual's actual or perceived sexual orientation, gender identity, age, place of residence, employment history, education, and, specifically, work-related references.
- C. The Employment Non-Discrimination Act of 2013 only applies to individuals over the age of 40.
- D. The Employment Non-Discrimination Act of 2013 does not apply to individuals over the age of 65.

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**11. A health care professional has questions regarding the ADA. Which of the following informational points of interest should be communicated to the health care professional?**

- A. Under the ADA, an individual has a disability if he or she only has a physical condition that substantially limits a major life activity.
- B. Under the ADA, an individual has a disability if he or she only has a mental condition that substantially limits a major life activity.
- C. Under the ADA, an individual has a disability if he or she has a physical or mental condition that does not substantially limit a major life activity.
- D. Under the ADA, an individual has a disability if he or she has a physical or mental condition that substantially limits a major life activity.

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**12. According to the ADEA, when is harassment illegal?**

- A. Harassment is only illegal when a man creates a hostile or offensive work environment for a woman.
- B. Harassment is only illegal when a woman creates a hostile or offensive work environment for a man.
- C. Harassment is illegal when it is so frequent or severe that it creates a hostile or offensive work environment or when it results in an adverse employment decision.
- D. Harassment is illegal when it is so frequent or severe that it creates a hostile or offensive work environment for an individual between the ages of 25 to 35.

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**13. Which of the following best represents a stipulation of the ADEA?**

- A. An employment policy or practice that applies to everyone, regardless of age, can be illegal if it has a negative impact on applicants or employees age 25 or older and is not based on a reasonable factor other than age.
- B. An employment policy or practice that applies to everyone, regardless of age, can be illegal if it has a negative impact on applicants or employees age 30 or older and is not based on a reasonable factor other than age.
- C. An employment policy or practice that applies to everyone, regardless of age, can be illegal if it has a negative impact on applicants or employees age 35 or older and is not based on a reasonable factor other than age.
- D. An employment policy or practice that applies to everyone, regardless of age, can be illegal if it has a negative impact on applicants or employees age 40 or older and is not based on a reasonable factor other than age.

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**14. Which of the following statements is most accurate?**

- A. The EPA only protects men.
- B. The EPA only protects women.
- C. The EPA only protects pregnant women.
- D. The EPA protects both men and women.

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**15. A health care professional has questions regarding the PDA. Which of the following informational points of interest should be communicated to the health care professional?**

- A. The PDA does not apply to applicants.
- B. The PDA does not apply to applicants that are already pregnant.
- C. Pregnancy discrimination involves treating a woman (an applicant or employee) unfavorably because of pregnancy, childbirth, or a medical condition related to pregnancy or childbirth.
- D. Pregnancy discrimination involves treating a woman (an applicant or employee) unfavorably because of pregnancy or childbirth, however, it does not apply to a medical condition related to pregnancy or childbirth.

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**16. The Genetic Information Nondiscrimination Act of 2008 recognizes which of the following statements?**

- A. Deciphering the sequence of the human genome and other advances in genetics does not open new opportunities for medical progress.
- B. Deciphering the sequence of the human genome and other advances in genetics opens new opportunities for medical progress, which do not include the potential for the misuse of genetic information.
- C. Genetic testing can allow individuals to take steps to reduce the likelihood that they will contract a particular disorder.
- D. Genetic testing does not allow individuals to take steps to reduce the likelihood that they will contract a particular disorder.

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**17. A health care professional would like to use effective communication to motivate fellow health care professionals. As a result, the health care professional has questions regarding the communication process. Which of the following informational points of interest should be expressed to the health care professional regarding the communication process?**

- A. The receiver is the source that originates a message.
- B. Encoding and decoding refer to the same process.
- C. Decoding may refer to the process of selecting sounds, words, gestures, facial expressions, tones of voice, eye contact methods, body language, postures, and/or other means to generate a message.
- D. The channel may refer to the medium, which is used to carry communication.

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**18. Which of the following best represents an example of physiological noise?**

- A. Extremely loud music
- B. Excessive talking
- C. Fatigue
- D. Biases

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**19. Which of the following best represents an example of psychological noise?**

- A. Extremely loud music
- B. Excessive talking
- C. Hunger
- D. Biases

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**20. A health care manager engages with a health care professional employee. The health care manager provides the health care professional employee with information regarding a project. The health care manager does not provide the health care professional employee with an opportunity to express ideas regarding the project or ask any relevant questions. Based on the previous example, which of the following statements is most accurate?**

- A. The health care manager and the health care professional employee engaged in one-way communication.
- B. The health care manager and the health care professional employee engaged in two-way communication.
- C. The health care manager and the health care professional employee engaged in linear, horizontal communication.
- D. The health care manager and the health care professional employee engaged in both vertical and horizontal communication.

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**21. Which of the following best represents an example of vertical communication?**

- A. A health care professional informs a health care manager of a safety hazard.
- B. A health care profession discusses patient care with a fellow health care professional.
- C. A health care professional provides medication information to a patient.
- D. A health care professional discusses treatment options with a patient's family.

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**22. Which of the following statements best defines the term " grievance" as it pertains to a professional setting?**

- A. A grievance may refer to a matter of concern regarding a potential violation of work-related rights, which is formally submitted, without fear of retaliation, and does not require a formal response.
- B. A grievance may refer to a matter of concern regarding a potential violation of work-related rights, which is formally submitted, without fear of retaliation, and requires a formal response.
- C. A grievance may refer to a matter of concern regarding a potential violation of work-related rights, which is informally submitted, without fear of retaliation, and requires a formal response.
- D. A grievance may refer to a matter of concern regarding a potential violation of work-related rights, which is informally submitted, and requires a formal response within 24 hours.

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**23. A health care professional has questions regarding employee grievance resolution. Which of the following informational points of interest should be communicated to the health care professional?**

- A. It is not necessary to designate an employee(s) to head/manage the process of resolving employee grievances.
- B. It is not necessary to acknowledge the receipt of a formal employee grievance.
- C. The employee grievance resolution process should only be documented if it involves a health care manager.
- D. Once an organization reaches an official decision regarding a grievance, the organization should formally follow up with the employee who submitted the grievance.

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**24. Which of the following statements best defines the term "collaborative staffing model?"**

- A. The collaborative staffing model may refer to an employee staffing model that does not encourage health care managers to develop employee schedules on a week-to-week basis.

- B. The collaborative staffing model may refer to an employee staffing model that does not encourage health care managers to develop employee schedules on a month-to-month basis.
- C. The collaborative staffing model may refer to an employee staffing model that encourages and allows health care managers and health care professionals to work together to create schedules and/or fill required open shifts across a health care organization.
- D. The collaborative staffing model may refer to an employee staffing model that encourages and allows health care managers and health care professionals to work together to create schedules and/or fill required open shifts over a period of six to eight months.

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**25. A health care professional has questions regarding the collaborative staffing model. Which of the following informational points of interest should be communicated to the health care professional?**

- A. The collaborative staffing model often reinforces the traditional hierarchical structure of a health care organization.
- B. The collaborative staffing model helps remove the traditional hierarchical structure of a health care organization that may not be relevant in the modern era of health care.
- C. The collaborative staffing model should not be used to fill open shifts resulting from the effects of the COVID-19 pandemic.
- D. The collaborative staffing model should only be used to fill schedules for health care managers.

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**26. Which of the following best represents a sign/symptom of stress?**

- A. Irritability
- B. Extreme focus on work
- C. Polydipsia
- D. Nocturnal enuresis

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**27. Which of the following statements is most accurate?**

- A. Stress can only arise from a "negative" event, such as an accident.
- B. Stress can be related to a "negative" event such as an accident, as well as a "positive" event such as a promotion.
- C. Stress does not typically lead to fear and anxiety about the future
- D. Stress is not related to burn-out.

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**28. Which of the following statements best defines the term "burn-out?"**

- A. Burn-out may refer to a syndrome conceptualized as resulting from chronic personal stress that has not been successfully managed.
- B. Burn-out may refer to a syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed.
- C. Burn-out may refer to a syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed over a period of six months.

D. Burn-out may refer to a syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed over a period of eight months.

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**29. A health care professional has questions regarding burn-out. Which of the following informational points of interest should be communicated to the health care professional?**

- A. Burn-out is characterized by feelings of increased levels of energy.
- B. Burn-out is characterized by reduced professional efficacy.
- C. Burn-out typically only lasts one to two days.
- D. Burn-out typically only lasts one to two weeks.

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**30. Which of the following statements is most accurate?**

- A. The OSH Act does not require employers to provide their employees with working conditions that are free of known dangers.
- B. The OSH Act states that employers must inform workers about hazards through training, labels, alarms, color-coded systems, chemical information sheets, and other methods.
- C. The OSH Act states that employers must notify OSHA within 12 hours of a workplace fatality.
- D. The OSH Act states that employers must notify OSHA within 24 hours of a workplace fatality.

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**31. Which of the following best represents a stipulation of OSHA?**

- A. The OSH Act stipulates that employers must not retaliate against workers for using their rights under the law, including their right to report a work-related injury or illness.
- B. The OSH Act stipulates that employers may retaliate against workers for using their rights under the law, including their right to report a work-related injury or illness.
- C. The OSH Act stipulates that employers are not required to train workers in a language and vocabulary they can understand.
- D. The OSH Act stipulates that employers are not required to keep accurate records of work-related injuries and illnesses.

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**32. Which of the following statements is most accurate?**

- A. Employees must file a complaint with OSHA concerning a hazardous working condition within 24 hours of experiencing hazardous working conditions.
- B. Employees must file a complaint with OSHA concerning a hazardous working condition within 48 hours of experiencing hazardous working conditions.
- C. Employees must file a complaint with OSHA concerning a hazardous working condition within 72 hours of experiencing hazardous working conditions.
- D. Employees may file a complaint with OSHA concerning a hazardous working condition at any time.

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**33. A health care professional has questions regarding how to embrace integrity. Which of the following informational points of interest should be communicated to the health care professional?**

- A. Do not utilize transparency.
- B. Follow health care organization policies and procedures.
- C. Inject yourself into individuals' personal life at all times.
- D. Engage in social media interactions with peers even if they lead to conflict.

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**34. Which of the following best represents an employee motivation recommendation?**

- A. Allow for flexible job options.
- B. Only allow for flexible job options for health care managers.
- C. Only allow for flexible job options under emergency conditions.
- D. Do not allow for flexible job options.

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**35. Which of the following best represents an employee motivation recommendation?**

- A. Allow for and encourage professional autonomy.
- B. Do not encourage professional autonomy.
- C. Only allow for and encourage mentoring programs for health care managers.
- D. Do not allow for and encourage mentoring programs.

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**36. Which of the following best represents an element of professional autonomy?**

- A. Limit decision making ability
- B. Only extend decision making authority to health care managers
- C. Engage in micromanagement
- D. Avoid micromanagement

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**37. Which of the following best represents an employee motivation recommendation?**

- A. Allow for and encourage mentoring programs.
- B. Only allow mentoring programs for health care managers.
- C. Avoid group talk sessions.
- D. Avoid group talk sessions during employee functions.

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**38. Which of the following best represents an employee incentive program?**

- A. Limiting promotions
- B. Limiting education programs
- C. Tuition reimbursement
- D. Decreased vacation time

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**39. Which of the following statements best defines the term "positive reinforcement?"**

- A. Positive reinforcement may refer to a communication exchange or response that disables action.
- B. Positive reinforcement may refer to a communication exchange or response that encourages behavioral action and decreases the need for thought.
- C. Positive reinforcement may refer to a communication exchange or response that encourages an action or behavior to occur independent of cause or effect.
- D. Positive reinforcement may refer to a communication exchange or response that encourages a constructive or beneficial action or behavior.

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**40. Which of the following best represents an element of acknowledgement?**

- A. Recognize other health care professionals who go above and beyond their duties and responsibilities as health care professionals.
- B. Only accept expressions of gratitude in emergency situations.
- C. Provide negative feedback before positive feedback.
- D. Provide negative feedback before saying "thank you."

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