

2014/2015

University of Tanta  
College of Pharmacy  
24, 6, 2014

Dept. of Clinical Pharmacy  
4<sup>th</sup> year  
Time allowed 1.5 hours

**Health Care Administration  
Final Exam**

**This exam consists of (9) Different pages including the answer sheet:**

1	A	B	C	<input checked="" type="checkbox"/>	E
2	A	B	C	<input checked="" type="checkbox"/>	E
3	<input checked="" type="checkbox"/>	B	C	D	E
4	A	B	<input checked="" type="checkbox"/>	D	E
5	A	B	C	<input checked="" type="checkbox"/>	E
6	A	<input checked="" type="checkbox"/>	C	D	E
7	A	<input checked="" type="checkbox"/>	C	D	E
8	A	B	C	<input checked="" type="checkbox"/>	E
9	A	B	<input checked="" type="checkbox"/>	D	E
10	A	B	<input checked="" type="checkbox"/>	D	<input checked="" type="checkbox"/>
11	A	B	C	<input checked="" type="checkbox"/>	E
12	A	B	C	D	<input checked="" type="checkbox"/>
13	A	B	C	<input checked="" type="checkbox"/>	E
14	A	<input checked="" type="checkbox"/>	C	D	E
15	A	B	C	<input checked="" type="checkbox"/>	E
16	A	<input checked="" type="checkbox"/>	C	D	E
17	A	<input checked="" type="checkbox"/>	C	D	E
18	A	B	C	D	<input checked="" type="checkbox"/>
19	A	B	<input checked="" type="checkbox"/>	D	E
20	A	B	C	D	<input checked="" type="checkbox"/>
21	A	B	C	<input checked="" type="checkbox"/>	E
22	A	B	C	D	<input checked="" type="checkbox"/>
23	A	B	C	<input checked="" type="checkbox"/>	E
24	A	B	<input checked="" type="checkbox"/>	D	E
25	A	B	C	D	<input checked="" type="checkbox"/>
26	<input checked="" type="checkbox"/>	B	C	D	E
27	<input checked="" type="checkbox"/>	B	C	D	E
28	A	<input checked="" type="checkbox"/>	C	D	E
29	A	B	C	<input checked="" type="checkbox"/>	E
30	<input checked="" type="checkbox"/>	B	C	D	E
31	A	B	<input checked="" type="checkbox"/>	D	E
32	A	B	C	D	<input checked="" type="checkbox"/>
33	A	B	<input checked="" type="checkbox"/>	D	E
34	A	B	C	<input checked="" type="checkbox"/>	E
35	<input checked="" type="checkbox"/>	B	C	D	E
36	A	<input checked="" type="checkbox"/>	C	D	E
37	A	<input checked="" type="checkbox"/>	C	D	E
38	A	<input checked="" type="checkbox"/>	C	D	E
39	A	<input checked="" type="checkbox"/>	C	D	E
40	<input checked="" type="checkbox"/>	B	C	D	E
41	A	B	C	<input checked="" type="checkbox"/>	E
42	A	B	<input checked="" type="checkbox"/>	D	E
43	A	B	<input checked="" type="checkbox"/>	D	E
44	A	B	C	<input checked="" type="checkbox"/>	E
45	A	B	C	<input checked="" type="checkbox"/>	E
46	A	B	C	<input checked="" type="checkbox"/>	E
47	A	B	<input checked="" type="checkbox"/>	D	E
48	A	B	C	<input checked="" type="checkbox"/>	E
49	A	B	<input checked="" type="checkbox"/>	D	E
50	<input checked="" type="checkbox"/>	B	C	D	E
51	A	B	C	<input checked="" type="checkbox"/>	E
52	A	B	C	<input checked="" type="checkbox"/>	E
53	A	B	<input checked="" type="checkbox"/>	D	E
54	A	B	<input checked="" type="checkbox"/>	D	E
55	A	B	C	<input checked="" type="checkbox"/>	E
56	A	B	C	<input checked="" type="checkbox"/>	E
57	A	<input checked="" type="checkbox"/>	C	D	E
58	A	<input checked="" type="checkbox"/>	C	D	E
59	A	<input checked="" type="checkbox"/>	C	D	E
60	A	<input checked="" type="checkbox"/>	C	D	E

**Sixty questions each one worth 2 equal 120 Marks:**

Choose the best answer (only one answer):

**Part I Dr Sahar El-Haggar:**

- 1- The sender can try to make sure the message is received correctly by:
- A- Speaking clearly and slowly
  - B- Using appropriate language
  - C- Asking for clarification
  - D- Both A and B
  - E- All the above

**2- Vocal non-verbal communication includes:**

- A- Tone and pitch  
B- Volume and accent  
C- This is known as paralanguage  
D- All the above  
E- Both A and B

**3- Identification questions are:**

- A- Closed questions  
B- Open question  
C- Leading/biased questions  
D- Probing questions

**4- Any of the following questions is not recommended (bad question):**

- A- Prompting questions  
B- Open question  
C- Multiple questions  
D- Probing questions

**5- Written communication:**

- A- Include labels on dispensed medicines and the patient information leaflets  
B- Include pharmaceutical cautions  
C- The written word is replacement for verbal communication  
D- Both A and B  
E- All the above

**6- What exactly are the symptoms? is:**

- A- Closed questions  
B- Open question  
C- Leading/biased questions  
D- Probing questions

**7- The following definition, one which is noxious and unintended and which occurs at doses normally used in man for prophylaxis, diagnosis, or therapy of disease describes:**

- A- A side effects  
B- An adverse drug reaction  
C- An adverse drug event  
D- Drug Pharmacology

**8- Type B adverse drug reactions are characterized by?**

- A- Idiosyncratic reactions and Immunological reactions  
B- Caused by drug-drug interactions  
C- A function of patient susceptibility  
D- Both A and C  
E- All the above

**9- Any of the following related to Moderate severity ADRs:**

- A) No antidote or therapy  
B) Directly contribute to death of patient  
C) Change in drug therapy or treatment or increased hospitalization  
D) None of the above  
E) Both A and C

**10- Type A adverse drug reactions are characterized by which of the following?**

- A- Carcinogenic/teratogenic reactions  
B- Caused by drug-food interactions  
C- Are extensions of drug's known pharmacology  
D- Both A and C  
E- Both B and C

**11- According to severity definition of ADR when it is directly or indirectly contributing to the death of the patient, the type of ADR is:**

- A- Minor  
B- Moderate  
C- Severe  
D- Lethal

**12- Drug variables that may affect the incidence and severity of ADRs are:**

- A- Age and genetic factors
- B- Route and duration of therapy
- C- Product formulation
- D- All the above
- E- Both B and C

**13- Preventable ADRs:**

- A- Generally display mild symptoms
- B- Are always easily recognized
- C- Are problems that are easily medically managed
- D- None of the above
- E- Both A and C

**14- Neonates experience ADRs through 1<sup>st</sup> and 2<sup>nd</sup> exposures. Several reasons for these ADRs include all the following except:**

- A- Placental transfer of drugs
- B- Many information on drug use in neonates
- C- Altered drug disposition, metabolism, and excretion profiles
- D- Multiple drug administration and exposure through breast milk
- E- None of the above

**15- The incidence of ADRs in patients infected with the human immunodeficiency virus (HIV) appears to be higher than in the general population. Several factors appear to increase the risk of ADRs, including:**

- A- An advanced stage of HIV disease
- B- A decreased number of medications, and prolonged hospitalization
- C- Severe immunosuppression and impaired capacity to clear drugs and unchanged metabolites
- D- Both A and C
- E- All the above

**16 - ..... is the extent to which a patient's behaviors are coincided with the physician's instructions in using his medication:**

- A- Compliance
- B- Patient compliance
- C- Patient noncompliance
- D- Adherence

**17- Vaginal tablets may be taken orally is:**

- A- In-correct administration
- B- In-correct route of administration
- C- Dosage error
- D- Omission of doses

**18- Premature discontinuation of the treatment, this usually occurs with any of the following:**

- A- Antibiotics
- B- Medications used in treatment hypertension
- C- Medications used in treatment diabetes
- D- Both A and B
- E- All the above

**19- Omission of doses: this occurs due to all the followings except:**

- A- The dose has high frequency intervals per day
- B- The doses are to be used over an extended period of time
- C- Patients developed side effects that do not affect quality of life
- D- Patients may feel that he becomes cure

**20- Dosage or drug-name error: this may due to any of the following causes:**

- A- Careless physician handwriting and pharmacist irresponsibility's
- B- Nurse fault
- C- Appropriate patient
- D- All the above
- E- Both A and B

**Part II Dr Sahar Hegazy:**

**21- The prescriber should write the instructions in a prescription order as the following:**

- A- Tetracycline 1 tablet twice daily.
- B- TCN 500 mg 2x q.d.
- C- Tetracycline 0.5 gm twice daily.
- D- Tetracycline 500 mg twice daily.
- E- All of the above.

**22- The pharmacist can't read the prescription order of an epileptic case due to poor handwriting of the physician. What can he do?**

- A- He can develop a drug therapy plan with the help of the patient medical chart.
- B- He can guess the intent of the confusing medication and dispense the medication orders.
- C- He can ask his family about his problem and dispense the drug depending on his experience and background knowledge.
- D- He can make an interview with the patient to take specific medical information
- E- None of the above.

**23- Among the nurses' recommendations to avoid medication errors, all of the following is true EXCEPT:**

- A- Review patient medication orders before administration the 1st dose.
- B- All doses administered at scheduled times.
- C- No borrowing medication from one patient to another one.
- D- Be source of drug information for all the health care providers
- E- None of the above.

**24- An old patient made a mistake and took double the prescribed dose of an anti-epileptic drug, this results in decrease his heart rate, but no patient harm.**

- A- This is level 1 severity medication error.
- B- This is level 2 severity medication error.
- C- This is level 3 severity medication error.
- D- This is level 4 severity medication error.
- E- This is level 5 severity medication error.

**25- Among the patient's recommendations to avoid medication errors:**

- A- Patients shouldn't learn the names and schedules of the prescribed drugs to avoid conflicts.
- B- Patients should keep secret his current medication use to help brain storming of the prescriber.
- C- Patients should carefully read the pamphlet and take the medication as it shown in.
- D- All of the above
- E- None of the above.

**-Choose one of the following answers for questions 26 to 28, noting that the same answer may be used more than one time.**

- A- Prescribing error
- B- Dispensing error
- C- Compliance error

**26-Use of a drug caused allergy to the patient**

**27-Use of a drug that is contraindicated.**

**28- Failure to review a prescribed regimen for appropriateness.**

**29- Concerning P&T committee**

- A- It review and update the formulary system.
- B- It develops protocols for the use of non-formulary drug product when it's justified by the physician.
- C- It implements generic substitution and therapeutic alternative policies that are included in the formulary.
- D- Both A and B.
- E- Both A and C.

**30- Concerning the second section of the drug formulary; which is the drug list**

- A- It's the heart of the formulary.
- B- It includes special information about how to use the formulary and how the decisions are made.
- C- Description of the P&T committee, membership, and responsibilities.
- D- Both b and c.
- E- All of the above.

**31- Since the responsibility of dispensing and compounding the medication orders is limited to the pharmacist, therefore**

- A- Copies of the formulary should be distributed only to the department of pharmacy.
- B- Copies of the drug formulary should be given to each member of health care providers only.
- C- Copies of the drug formulary placed in clinics, outpatient care areas, and hospital administration staff rooms.
- D- Both A and B.
- E- All of the above

**32- Concerning HEPA filter**

- A- It provides clear air to the working area.
- B- It provides constant flow of air out of the work area to prevent room air from entering.
- C- It presents at the back of the laminar flow hood and purified air out over the entire work surface in parallel lines at a uniform velocity.
- D- Both A and C.
- E- All of the above.

**33- Sometimes, the available information about incompatibility of IV admixture is conflicting or lacking. What the pharmacist can do in this situation?**

- A- Refuse to prepare this IV fluid preparation.
- B- Contact with the physician or other health care providers to discuss this problem.
- C- Use his judgment for developing the proper dispensing procedures.
- D- Both A and B.
- E- None of the above.

**34- Objects should be arranged in the laminar flow hood in such a manner**

- A- Large objects never placed near the back of the hood.
- B- Items placed closer than 3 inches from the back of the hood to get full benefit from the laminar flow air.
- C- The contents of glass ampoules should be filtered before adding to IV admixture.
- D- Both A and C.
- E- All of the above.

35- Typical order flow is arranged so as to be:

- A- IV admixture is checked for physical and chemical compatibility, The IV admixture prepared under aseptic condition, the final product is checked (particulates, ...) and stored in the pharmacy or transferred to the nursing unit then to the patient.
- B- The IV admixture prepared under aseptic condition, IV admixture is checked for physical and chemical compatibility, the final product is checked (particulates, ...) and stored in the pharmacy or transferred to the nursing unit then to the patient.
- C- The final product is checked (particulates, ...) and stored in the pharmacy or transferred to the nursing unit then to the patient, IV admixture is checked for physical and chemical compatibility, The IV admixture prepared under aseptic condition

Questions (36- 37) A patient came to the clinic suffers from edema, anemia and over weight. Lab investigation revealed hypoalbuminemia.

36- These symptoms may indicate:

- A- Marasmus malnutrition
- B- Kwashiorkor malnutrition
- C- Mixed kwashiorkor and marasmus
- D- None of the above

37- The diagnosis can be confirmed by:

- A- Midarm circumference
- B- Triceps skin fold thickness
- C- Total lymphocyte count
- D- Both A&B
- E- All of the above

38- Regarding parenteral nutrition, it's recommended for patients with respiratory insufficiency:

- A- ↓ aromatic amino acids
- B- ↓ carbohydrate
- C- Sodium restriction
- D- All of the above
- E- None of the above

39- The creatinine height index (CHI) relates to visceral protein rather somatic protein.

- A- True
- B- False

40- Therapy estrogen-containing contraceptives tend to elevate serum transferrin levels and could mask early change due to nutritional depletion.

- A- True
- B- False

**41- The health care delivery system is( one of the following right) :**

- a) first largest industry in the U.S.
- b) first smallest industry in the U.S.
- c) second smallest industry in the U.S.
- d) second largest industry in the U.S.

**42- pharmacist in patient care setting will be called upon to :**

- a) sell the drug therapy
- b) manufacture the drug
- c) answer questions & provide explanation to patients & to their families & friends.
- d) all of the above.

**43- the quality of care is :**

- a) indirectly proportional with the cost.
- b) directly proportional with the social level of the patient.
- c) directly proportional with the cost.
- d) non of the above.

**44- the quality of health care should be protected by more than( one of the following is right) :**

- a) accreditation of health care facilities.
- b) educational institutions.
- c) teaching programs.
- d) all of the above.
- e) non of the above.

**45- The WHO'S ranking of world's health systems stated that,( one of the following is right) :**

- a) franc and Italy has the superiority .
- b) japan in the mid line.
- c) united Arab emirate and saudi Arabia at the same rank.
- d) all of the above.

**46- the new pharmacy renowation curriculum emphasize on,( one of the following is right) :**

- a) drug manufacturing.
- b) patient care and treatment costs.
- c) out patient care.
- d) b & c.

**47- pharmacist mission is :**

- a) simpathize with the patient.
- b) indirect patient care interaction.
- c) direct patient care and interaction.
- d) non of the above.

**48- the new health care pharmacist at the center of( one of the following) :**

- a) balancing between the patient family needs and the interest of the health care system,
- b) balancing between the patient needs and the population needs.
- c) balancing between the patient needs and the economical statues needs.
- d) balancing between the patient needs and the health care system.

**49- Goal of pharmacy education :**

- a) give the students more chemistry courses.
- b) give the pharmacy student more herbal medicine courses.
- c) give pharmacy practitioners well rounded patient care delivery skills to support direct patient care.
- d) non of the above.

**50- The new pharmacist take the responsibility for one of the following:**

- a) direct care activities to ensure appropriate and effective drug use.
- b) direct care activities to ensure high selling of a certain drug.
- c) direct care activities to ensure for only pediatric patients.
- d) all of the above.

**51- Treating patients with drugs developed by biotechnology requires :**

- a) proper patient family screening .
- b) correct drug handling.
- c) patient monitoring.
- d) b & c.

**52- performs direct patient care supported by :**

- a) information system.
- b) automation.
- c) Robotic.
- d) all of the above.

**53- pharmaceutical care is the responsible provision of :**

- a) Dasage form and sustained released preparation.
- b) achieving outcomes that improve the economical statues of the patient.
- c) achieving outcomes that improve a patient quality of life.
- d) all of the above.

**54- this previous outcomes are,( all the following right except one) :**

- a) cure of disease.
- b) elimination or reduction of symptoms.
- c) fastening the diseases process.
- d) all of the above.

**55- The practice of hospital pharmacy include :**

- a) procurement of drugs .
- b) preparation of distribution.
- c) patient care.
- d) all of the above.
- e) non of the above .

**56-seven stars pharmacist have the following characters, one of the following is right :**

- a) must be at least 35 years.
- b) have a thoroughly and riche knowledge.
- c) must have good management.
- d) all the above.
- e) b & c.



57- hospital classification by care provided divided into 2 types , acute care hospitals and ambulatory care hospitals.

- a) True
- b) false

58- Department of pharmaceutical services in hospitals today are responsible for providing and managing all aspects of drug use.

- a) True
- b) false

59-The mission of pharmacy department in the hospitals to provide the maximum drug therapy for all patients.

- a) True
- b) false

60- The expansion of manufacturing drug programs and services to improve drug therapy are the today goals of pharmacy dept. inside hospitals.

- a) True
- b) false