

# Advanced Health Services Exam 2 Practice (Sample)

## Study Guide



**Everything you need from our exam experts!**

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# Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

**Remember:** successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

# How to Use This Guide

**This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:**

## **1. Start with a Diagnostic Review**

**Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.**

## **2. Study in Short, Focused Sessions**

**Break your study time into manageable blocks (e.g. 30 - 45 minutes). Review a handful of questions, reflect on the explanations.**

## **3. Learn from the Explanations**

**After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.**

## **4. Track Your Progress**

**Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.**

## **5. Simulate the Real Exam**

**Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.**

## **6. Repeat and Review**

**Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.**

**There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!**

## Questions

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- 1. Which of the following is NOT among the four question types that may be asked in an interview?**
  - A. Situational**
  - B. Behavioral**
  - C. Panel Interview**
  - D. Informational**
  
- 2. Which of the following is an example of a component of implicit promises?**
  - A. Atmosphere**
  - B. Advertising**
  - C. Contracts**
  - D. Personal selling**
  
- 3. Which action helps create a positive organizational culture?**
  - A. Engage employees in decision making process**
  - B. Provide competitive salaries only**
  - C. Ignore culture in daily work**
  - D. Increase external branding efforts**
  
- 4. Define a mixed methods study.**
  - A. A study using both qualitative and quantitative methods in the same study**
  - B. A study using only qualitative data**
  - C. A study using only quantitative data**
  - D. A study using secondary data analysis only**
  
- 5. Which tactic demonstrates what the organization values to support a new culture?**
  - A. Employee Orientation**
  - B. Budget Review**
  - C. Hiring Freeze**
  - D. Public Relations Campaign**

- 6. Which of the following is true about the six essential elements of quality chronic care?**
- A. Health System Leadership and Support; Community Resources; Self-Management Support; Delivery System Design; Decision Support; Clinical Information Systems**
  - B. They are only patient education and reminders**
  - C. They involve only hospital settings**
  - D. They are defined by patient demand**
- 7. What is the goal of communicating buy-in?**
- A. Achieve 100% Buy-In**
  - B. Develop a Detailed Plan**
  - C. Get as Many People as Possible Acting to Make the Vision a Reality**
  - D. Secure Funding**
- 8. Which of the following is a drug-related clinical outcome?**
- A. Severity of symptoms**
  - B. Hospitalization rate**
  - C. Beneficial effects or adverse drug events**
  - D. Cost of care**
- 9. D4DI, Designing for Dissemination and Implementation, is best described as?**
- A. A set of activities performed throughout intervention planning, development, and evaluation to increase the likelihood the intervention will be disseminated, implemented, and ultimately sustained in desired settings**
  - B. A framework for evaluating cost-effectiveness of interventions**
  - C. A guide for clinical trial design**
  - D. A policy brief for organizational change**
- 10. Workflow analysis is defined as what?**
- A. a systematic assessment of the tasks that are performed to produce a particular output**
  - B. an assessment of patient satisfaction with care**
  - C. a financial audit of pharmacy costs**
  - D. a map of supplier delivery times**

## Answers

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1. C
2. A
3. C
4. A
5. A
6. A
7. C
8. C
9. A
10. C

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## **Explanations**

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**1. Which of the following is NOT among the four question types that may be asked in an interview?**

**A. Situational**

**B. Behavioral**

**C. Panel Interview**

**D. Informational**

The key idea here is telling apart kinds of questions from how an interview is conducted. Situational questions look at how you would handle a hypothetical scenario, revealing your problem-solving and decision-making approach. Behavioral questions ask you to share specific past experiences to show how you've acted in real situations. Informational questions aim to gather factual details about your background or about the role. A panel interview, however, describes who is asking the questions—the setting where multiple interviewers participate—not a type of question itself. Because the list refers to question types, a panel interview doesn't belong there, making it the correct choice for what isn't a question type.

**2. Which of the following is an example of a component of implicit promises?**

**A. Atmosphere**

**B. Advertising**

**C. Contracts**

**D. Personal selling**

Implicit promises are the unspoken expectations a customer forms based on cues they observe, not on direct claims. The atmosphere of a store or service space—its lighting, cleanliness, layout, décor, sounds, and overall vibe—signals to customers what kind of experience to expect, such as friendliness, efficiency, and consistency. These cues shape trust and perceived reliability without making an explicit promise. In contrast, advertising, contracts, and personal selling convey direct, explicit commitments or claims about what will be delivered. So the atmosphere best embodies an implicit promise.

### 3. Which action helps create a positive organizational culture?

- A. Engage employees in decision making process
- B. Provide competitive salaries only
- C. Ignore culture in daily work**
- D. Increase external branding efforts

Engaging employees in decision-making processes builds a positive culture because it shows trust, respect, and inclusion in everyday work. When people at all levels have a voice and a say in matters that affect them, they feel valued and responsible for outcomes. This boosts psychological safety—the comfortable willingness to share ideas, admit mistakes, and challenge the status quo—which in turn promotes collaboration, learning, and ethical behavior. The organization then lives its stated values through everyday actions: transparent communication, fair treatment, recognition of contributions, and shared purpose. Compensation helps with attracting and retaining talent, but financial incentives alone don't shape daily norms or how people interact. External branding can signal a positive image, yet if internal practices don't align, the culture feels inauthentic. Conversely, ignoring culture in daily work erodes trust and cohesion, making any efforts to appear positive superficial.

### 4. Define a mixed methods study.

- A. A study using both qualitative and quantitative methods in the same study**
- B. A study using only qualitative data
- C. A study using only quantitative data
- D. A study using secondary data analysis only

A mixed methods study brings together qualitative and quantitative approaches within a single study to address a research question from both numerical and interpretive perspectives. This design involves collecting and analyzing both types of data, either at the same time or in sequence, and then integrating the findings to gain a fuller understanding than either method could provide alone. Using both data types lets you quantify patterns and relationships while also exploring experiences, meanings, and contexts behind those patterns. For example, you might administer a survey to measure outcomes and then follow up with interviews to uncover why those outcomes occur and how participants experience them. The other options describe using only one type of data or relying solely on secondary data, which does not meet the definition of mixing methods.

5. Which tactic demonstrates what the organization values to support a new culture?

**A. Employee Orientation**

**B. Budget Review**

**C. Hiring Freeze**

**D. Public Relations Campaign**

Introducing new hires through employee orientation is where the organization explicitly communicates its values, expected behaviors, and the way work is done. Orientation sets the baseline for how people should interact, how decisions are made, and what priorities matter, so it actively embeds the new culture into day-to-day practice from the start. This makes it the clearest demonstration of what the organization values as it brings newcomers into the fold and aligns them with the cultural goals. Other options don't directly shape or signal internal culture: a budget review speaks to financial governance rather than social norms; a hiring freeze signals staffing strategy and resource constraints rather than cultural values; a public relations campaign targets external image and stakeholder messaging rather than internal behavior and norms. Hence, employee orientation best demonstrates the organization's values to support a new culture.

6. Which of the following is true about the six essential elements of quality chronic care?

**A. Health System Leadership and Support; Community Resources; Self-Management Support; Delivery System Design; Decision Support; Clinical Information Systems**

**B. They are only patient education and reminders**

**C. They involve only hospital settings**

**D. They are defined by patient demand**

The main concept here is the Chronic Care Model's six essential elements for quality chronic care. Care improves when the health system provides leadership and support, connects with community resources, offers self-management support, designs delivery systems that are proactive and team-based, uses decision support for evidence-based care, and employs clinical information systems to monitor patients and guide treatment. The option that lists exactly these six elements is the best answer because it fully embodies the model; statements that reduce the model to patient education and reminders, limit care to hospital settings, or claim it's defined by patient demand miss the systemic, collaborative framework that drives quality chronic care.

**7. What is the goal of communicating buy-in?**

- A. Achieve 100% Buy-In**
- B. Develop a Detailed Plan**
- C. Get as Many People as Possible Acting to Make the Vision a Reality**
- D. Secure Funding**

Communicating buy-in is about turning support into action. When people understand and endorse a vision, the goal is to mobilize them to take concrete steps that move that vision forward. It's not just about agreeing or drafting a perfect plan; it's about broad participation and momentum—having as many people as possible actively contribute, advocate, and behave in ways that make the vision real. While securing funding or detailing a plan can be helpful, they are means to enable action, not the essence of buy-in itself. The emphasis is on commitment translating into real effort across the organization, so the best choice focuses on getting many people to act to realize the vision.

**8. Which of the following is a drug-related clinical outcome?**

- A. Severity of symptoms**
- B. Hospitalization rate**
- C. Beneficial effects or adverse drug events**
- D. Cost of care**

Drug-related clinical outcomes are the health changes caused directly by a medication, including both the beneficial effects and any adverse drug events. This option is the best because it explicitly encompasses the positive therapeutic effects a drug can produce as well as the negative reactions it may cause. Other choices describe outcomes not specific to drug therapy: severity of symptoms can reflect disease status rather than drug effects, hospitalization rate is a health service utilization measure influenced by many factors, and cost of care is an economic outcome rather than a clinical one.

9. D4DI, Designing for Dissemination and Implementation, is best described as?

- A. A set of activities performed throughout intervention planning, development, and evaluation to increase the likelihood the intervention will be disseminated, implemented, and ultimately sustained in desired settings**
- B. A framework for evaluating cost-effectiveness of interventions**
- C. A guide for clinical trial design**
- D. A policy brief for organizational change**

Designing for Dissemination and Implementation focuses on planning how an intervention will be spread, adopted, and sustained in real-world settings, from early planning through development and evaluation. It involves identifying who will use the intervention, what settings will adopt it, potential barriers and facilitators, and the practical steps—training, communication, support, and monitoring—that help ensure the intervention is actually implemented and maintained over time. This integrated approach across the life cycle is why it best fits the description of a set of activities aimed at increasing dissemination, implementation, and long-term sustenance in desired settings. The other options describe cost-effectiveness evaluation, trial design guidance, or organizational policy communication, which don't capture the ongoing planning for spread and sustained use.

10. Workflow analysis is defined as what?

- A. a systematic assessment of the tasks that are performed to produce a particular output**
- B. an assessment of patient satisfaction with care**
- C. a financial audit of pharmacy costs**
- D. a map of supplier delivery times**

Workflow analysis focuses on the sequence of tasks and activities that are carried out to produce a service or product. It involves mapping each step, identifying who performs it, what inputs are needed, and how information and materials flow between steps. The aim is to spot delays, unnecessary steps, and bottlenecks, then redesign the process to be more efficient, reliable, and timely. This is different from measuring patient satisfaction (which looks at patients' perceptions of care), from auditing pharmacy costs (which concerns financial records), or from mapping supplier delivery times (which is about the supply chain). The description that fits this concept is a systematic assessment of the tasks performed to produce a particular output.

## Next Steps

**Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.**

**As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.**

**If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at [hello@examzify.com](mailto:hello@examzify.com).**

**Or visit your dedicated course page for more study tools and resources:**

**<https://advhealthservices2.examzify.com>**

**We wish you the very best on your exam journey. You've got this!**

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