

ADVANCED HEALTH SERVICES EXAM 2 PRACTICE (SAMPLE)

STUDY GUIDE



Prepare with structure. Pass with confidence



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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 is the first step in Kotter's eight-step process?
 - A. Build the guiding team
 - B. Create urgency
 - C. Get the vision right
 - D. Communicate for buy-in
2. Which of the following is a component of explicit promises?
 - A. Advertising
 - B. Price
 - C. Atmosphere
 - D. Other services at the pharmacy
3. _____ promises are under the control of the marketer and may have varied interpretation.
 - A. Explicit
 - B. Implicit
 - C. Word-of-mouth
 - D. Zones
4. Which of the following is a barrier to team-based care?
 - A. Improved patient satisfaction
 - B. Legislative ease
 - C. High retention of training
 - D. Rapid staff turnover
5. Which of the following is an example of a humanistic outcome?
 - A. Patient satisfaction
 - B. Survival
 - C. Blood pressure
 - D. Quality of life measure rated high
6. In the PDSA cycle, which phase comes after Do?
 - A. Plan
 - B. Study
 - C. Act
 - D. Define

- 7. Which action is included in efforts to provide competitive compensation and benefits?**
- A. Eliminate bonuses
 - B. Hire contractors instead of employees
 - C. Set a compensation philosophy
 - D. Cut wages and benefits
- 8. Which element is the financial piece in directing change?**
- A. Budget
 - B. Plan
 - C. Vision
 - D. Strategy
- 9. Sixth step query: which option corresponds to Step 4 in the six steps to intervention development?**
- A. Needs assessment
 - B. Process and effect evaluation
 - C. Program adoption, implementation, and sustainability
 - D. Production of program components, design, and production
- 10. The term 'negative disconfirmation' refers to a situation in which the service:**
- A. The service meets expectations.
 - B. The service exceeds expectations.
 - C. The service does not meet expectations.
 - D. The service is unrelated to expectations.

Answers

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

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Explanations

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1. Which is the first step in Kotter's eight-step process?

- A. Build the guiding team
- B. Create urgency**
- C. Get the vision right
- D. Communicate for buy-in

Creating urgency to drive change is the starting point in Kotter's eight-step process. This first step aims to overcome complacency by clearly showing why the change is necessary and why it needs to happen now. When leaders demonstrate credible gaps between current performance and desired outcomes, people understand the stakes and feel motivated to engage, which builds a base of early momentum. That momentum is essential for all subsequent steps—such as assembling a guiding coalition, shaping a compelling vision, and communicating the plan—because those steps rely on broad support and willingness to act. Without a well-founded sense of urgency, efforts may stall as people question the need for change or resist diverting resources from what they're already doing.

2. Which of the following is a component of explicit promises?

- A. Advertising**
- B. Price
- C. Atmosphere
- D. Other services at the pharmacy

Explicit promises are the clear, stated commitments a business makes about what a service will deliver. Advertising fits this role because it is the formal message that communicates the benefits, outcomes, and levels of service customers can expect. It sets the expectations upfront and ties into the value the pharmacy pledges to provide. Atmosphere influences how a customer feels and can sway perceptions (an implicit cue) rather than committing to a specific service outcome. Other services at the pharmacy describe available options but don't itself declare a specific promise about performance. Price conveys cost, not a direct promise about the quality or delivery of the service.

3. _____ promises are under the control of the marketer and may have varied interpretation.

- A. Explicit
- B. Implicit**
- C. Word-of-mouth
- D. Zones

What's being tested is how consumer expectations can be shaped by signals beyond what is written—promises that are implicit rather than explicitly stated. Marketers control many cues that create an impression: branding, packaging, pricing, store atmosphere, and how service is delivered. These cues suggest what the product will deliver, but they aren't spelled out in plain language, so different customers may interpret them in different ways. That variability in interpretation is what makes these promises implicit. By contrast, explicit promises are direct claims like "money-back guarantee" or "two-day shipping," which are clear and less open to differing interpretations. Word-of-mouth is customer-driven feedback, not a marketer's stated promise, and zones don't fit the concept here.

4. Which of the following is a barrier to team-based care?

- A. Improved patient satisfaction
- B. Legislative ease
- C. High retention of training
- D. Rapid staff turnover**

A barrier to team-based care is rapid staff turnover. Team-based care relies on stable, interprofessional collaboration where members know each other's roles, share information smoothly, and develop a common approach to patient care. When staff leave or rotate quickly, continuity of care is disrupted, trust and communication among team members weaken, and essential knowledge isn't consistently transferred. This makes coordinating care more difficult, increases onboarding time for new members, and can raise the risk of errors. The other options aren't barriers. Improved patient satisfaction is a positive outcome that team-based care aims to achieve. Legislative ease refers to supportive policies that facilitate teamwork, not hinder it. High retention of training means staff stay longer and remain proficient, which actually strengthens team performance.

5. Which of the following is an example of a humanistic outcome?

- A. Patient satisfaction
- B. Survival
- C. Blood pressure
- D. Quality of life measure rated high**

Humanistic outcomes focus on the patient's subjective experience and overall well-being, including how illness and treatment affect daily functioning and life enjoyment. A high quality of life measure directly captures the patient's perceived well-being and ability to enjoy life, which is exactly what humanistic outcomes aim to reflect. Survival and blood pressure are biomedical endpoints—survival is about length of life, and blood pressure is a physiological parameter. While patient satisfaction relates to the care experience, it doesn't necessarily measure the broader sense of well-being that quality of life assesses. So the example that best fits a humanistic outcome is the quality of life measure rated high.

6. In the PDSA cycle, which phase comes after Do?

- A. Plan
- B. Study**
- C. Act
- D. Define

After implementing the plan in a real setting, you analyze what happened to understand the effect. In the PDSA cycle, the sequence is Plan, Do, Study, Act, so the phase after Do is Study. This step involves collecting and reviewing data to see how the change performed compared to expectations, identifying improvements, variations, or unintended consequences. The insights from Study then guide Act, where you decide whether to adopt, modify, or discard the change and plan the next cycle. For example, if a small test of a new workflow is implemented (Do), Study would examine metrics like throughput and errors to determine if the workflow actually improved performance before deciding the next steps.

7. Which action is included in efforts to provide competitive compensation and benefits?

- A. Eliminate bonuses
- B. Hire contractors instead of employees**
- C. Set a compensation philosophy
- D. Cut wages and benefits

Establishing a compensation philosophy is the action that best supports providing competitive compensation and benefits. A compensation philosophy creates the framework for all pay and benefits decisions, tying them to market benchmarks, internal equity, and organizational goals. It guides how pay is set across roles, what portion of compensation is fixed versus variable, and how benefits are designed and communicated. With this foundation, pay structures, incentive plans, and benefits packages can be consistently aligned with the company's strategy and what attracts and retains talent in the market. Eliminating bonuses, hiring contractors instead of employees, or cutting wages and benefits undermine competitiveness: they either remove incentives, shift the nature of employment away from standard employee benefits, or directly reduce total compensation.

8. Which element is the financial piece in directing change?

- A. Budget**
- B. Plan
- C. Vision
- D. Strategy

Budget is the financial piece in directing change because it ties ambitions to real resources. It allocates funds to each initiative, sets spending limits, and tracks expenditures to ensure the change effort has the money and controls it needs to stay feasible. Without a budget, plans and strategies exist but there's no mechanism to fund them or manage costs, which can derail implementation. A plan outlines the steps and timeline, a vision describes the desired end state, and a strategy explains the approach to achieve it. The budget provides the money and financial discipline that turn that plan and strategy into reality.

9. Sixth step query: which option corresponds to Step 4 in the six steps to intervention development?

- A. Needs assessment
- B. Process and effect evaluation
- C. Program adoption, implementation, and sustainability
- D. Production of program components, design, and production**

In this sequence, the key task at this stage is turning plans into tangible materials. Step four is where you produce the actual program components, design, and production. That means creating the concrete resources the intervention will use—manuals, modules, training materials, delivery tools, handouts, and any digital content—all crafted to fit the intended delivery method and theoretical design. This setup ensures the intervention has ready-to-use materials that accurately reflect the planned structure and logic, so once you piloting or evaluating begins, you're testing a coherent, deliverable package rather than ideas still in draft form. This is different from needs assessment, which is about identifying what is required upfront; from process and outcome evaluation, which come into testing and measuring effectiveness; and from adoption, implementation, and sustainability, which focus on how the program is taken up and maintained in real settings.

10. The term 'negative disconfirmation' refers to a situation in which the service:

- A. The service meets expectations.
- B. The service exceeds expectations.
- C. The service does not meet expectations.**
- D. The service is unrelated to expectations.

Negative disconfirmation happens when what you actually get from a service is worse than what you expected. When the service falls short of those expectations, satisfaction drops because the outcome didn't live up to the standard you had in mind. For example, if you anticipate a quick check-in and you wait a long time, or you expect a spotless room and it isn't clean, you experience negative disconfirmation. This concept is distinct from simply meeting expectations (that's confirmation) or exceeding them (positive disconfirmation). So the service described is one that does not meet expectations.

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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.

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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