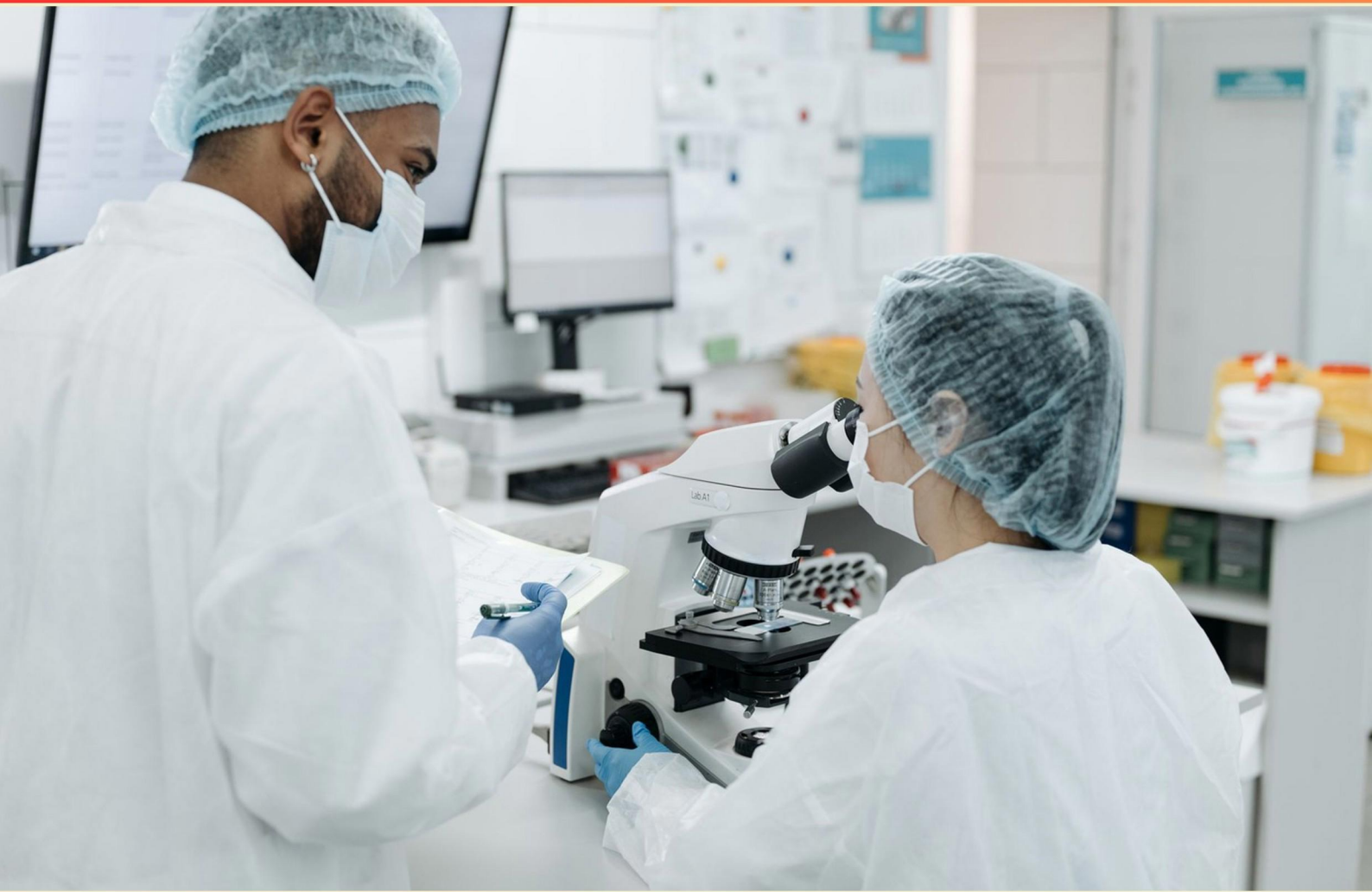


# ADVANCED HEALTH SERVICES EXAM 2 PRACTICE (SAMPLE)

## STUDY GUIDE



## SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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THE FULL VERSION STUDY GUIDE

<https://advhealthservices2.examzify.com>



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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. Three components of empathy as a dimension of services are:**
  - A. Communication, Understanding/knowing the customer, Access
  - B. Courtesy, Credibility, Competence
  - C. Timeliness, Accessibility, Price
  - D. Reliability, Responsiveness, Tangibles
- 2. Recognizing \_\_\_\_\_ can build morale and support employee loyalty.**
  - A. Customer satisfaction
  - B. Team cohesion
  - C. Management tenure
  - D. Employee performance
- 3. Which of the following is a component of explicit promises?**
  - A. Advertising
  - B. Price
  - C. Atmosphere
  - D. Other services at the pharmacy
- 4. Which is one of the eight steps in Kotter's model?**
  - A. Get the vision right
  - B. Create urgency
  - C. Empower action
  - D. Communicate for buy-in
- 5. What is root cause analysis primarily used to do?**
  - A. Assign blame to individuals
  - B. Calculate hospital revenue
  - C. Identify the basic factors underlying performance variation
  - D. Rate patient satisfaction
- 6. What characterizes a prepared practice team?**
  - A. At the time of interaction, they have the patient information, decision support, and resources necessary to deliver high-quality care
  - B. They work in isolation from information systems
  - C. They avoid decision support tools
  - D. They operate only on documentation

**7. Which law prohibits discrimination on the basis of age?**

- A. Age Discrimination Act
- B. Civil Rights Act
- C. Americans with Disabilities Act
- D. Equal Employment Opportunity Act

**8. Which set correctly lists the five dimensions of services?**

- A. Intangibles, Assurance, Responsiveness, Service Reliability, Empathy
- B. Tangibles, Assurance, Responsiveness, Reliability, Empathy
- C. Tangibles, Assurance, Responsiveness, Empathy, Security
- D. Tangibles, Assurance, Responsiveness, Service Reliability, Empathy

**9. Describe orientation as compared to onboarding.**

- A. It is a one-time event
- B. It focuses on the employee's specific role in the department
- C. It involves ongoing on-the-job training
- D. It requires long-term follow-up

**10. Which outcome describes a service that exceeds expectations?**

- A. Mild satisfaction/simple confirmation
- B. Dissatisfaction/negative disconfirmation
- C. Moderate satisfaction/neutral confirmation
- D. Delight/positive disconfirmation

## **Answers**

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

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## **Explanations**

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## 1. Three components of empathy as a dimension of services are:

A. Communication, Understanding/knowning the customer, Access

B. Courtesy, Credibility, Competence

C. Timeliness, Accessibility, Price

D. Reliability, Responsiveness, Tangibles

*Empathy in services means providing personalized attention and care to each customer. The three components—clear two-way communication, understanding and knowing the customer's needs, and easy access to the service—together create a tailored, considerate service experience. Communication keeps customers informed and reassured; understanding the customer allows the service to anticipate and fit actions to individual preferences; access ensures the customer can obtain help when needed, showing that their convenience matters. Other options align with different aspects of service quality, such as assurance (courtesy, credibility, competence) or broad quality attributes (reliability, responsiveness, tangibles) or factors like price, which aren't central to the empathetic, individualized connection.*

## 2. Recognizing \_\_\_\_\_ can build morale and support employee loyalty.

A. Customer satisfaction

B. Team cohesion

C. Management tenure

D. Employee performance

*Recognizing performance provides a direct signal that an employee's specific efforts and results are valued. When a manager acknowledges someone for hitting goals, delivering high-quality work, or improving a process, it validates their contributions and shows appreciation for their impact. This kind of recognition strengthens intrinsic motivation, a sense of competence, and belonging, which together boost morale and deepen emotional commitment to the organization. As a result, employees feel more loyal and engaged, and are more likely to stay and perform at a high level. Recognizing customer satisfaction or team cohesion, while meaningful, doesn't connect as directly to an individual's ongoing contributions, and recognizing tenure focuses on time served rather than current impact, making them less effective for building immediate morale and loyalty.*

## 3. 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.*

#### 4. Which is one of the eight steps in Kotter's model?

- A. Get the vision right
- B. Create urgency
- C. Empower action
- D. Communicate for buy-in

*The main idea being tested is recognizing the step in Kotter's eight-step change model that focuses on defining a clear guiding direction. Getting the vision right points to forming a strategic vision and the initiatives that accompany it. A well-defined vision gives the change effort a concrete goal, aligns actions across all levels, and provides a compelling reason for people to engage. Without this clear vision, efforts can drift, making it hard to coordinate actions or sustain momentum even as you later try to empower people, build urgency, or communicate the plan. While creating urgency, empowering action, and communicating for buy-in are all legitimate parts of Kotter's framework, the phrase about getting the vision right best captures the step that establishes the destination and plan that all subsequent steps support.*

#### 5. What is root cause analysis primarily used to do?

- A. Assign blame to individuals
- B. Calculate hospital revenue
- C. Identify the basic factors underlying performance variation
- D. Rate patient satisfaction

*Root cause analysis is used to uncover the underlying factors that explain why a process performs the way it does or why an incident occurred. The goal is to identify basic causes—often system, workflow, communication, training, equipment, or policy gaps—so changes address the true sources of variation and prevent recurrence. In health care, this means looking beyond who made an error to what conditions allowed it, such as unclear handoffs, missing checks, or broken escalation protocols. Tools like the "why" approach or cause-and-effect diagrams help trace the problem back to these root causes. After identifying them, teams implement targeted improvements and monitor their impact. This is about system improvement and safety, not assigning blame, and it isn't about revenue or patient satisfaction measurement.*

#### 6. What characterizes a prepared practice team?

- A. At the time of interaction, they have the patient information, decision support, and resources necessary to deliver high-quality care
- B. They work in isolation from information systems
- C. They avoid decision support tools
- D. They operate only on documentation

*Prepared means a team has everything they need ready at the moment of care: patient information, decision support, and the necessary resources to deliver high-quality care. Having patient information means they can see current histories, medications, allergies, and recent test results to make accurate assessments and decisions. Decision support tools provide evidence-based guidance, alerts for safety issues, and recommended orders or care pathways to align practice with best standards. Having resources means the team can access labs, imaging, specialists, and care coordination services without delays. Together, these elements enable timely, safe, and efficient care and reduce the likelihood of errors. When a team works in isolation from information systems or avoids decision support, or focuses only on documentation, they lose the integrated guidance and real-time data that support high-quality care.*

## 7. Which law prohibits discrimination on the basis of age?

- A. Age Discrimination Act**
- B. Civil Rights Act
- C. Americans with Disabilities Act
- D. Equal Employment Opportunity Act

Age-based discrimination is prohibited by federal law, with a statute that directly bans treating someone unfavorably because of their age. This law is designed to protect people from age discrimination, particularly in employment, and it targets individuals who are 40 years of age or older. The Civil Rights Act addresses discrimination based on race, color, religion, sex, or national origin; the Americans with Disabilities Act protects against disability discrimination; and the Equal Employment Opportunity Act focuses on broad civil rights enforcement in work settings but does not center on age. Therefore, the law that prohibits discrimination on the basis of age is the Age Discrimination Act.

## 8. Which set correctly lists the five dimensions of services?

- A. Intangibles, Assurance, Responsiveness, Service Reliability, Empathy
- B. Tangibles, Assurance, Responsiveness, Reliability, Empathy
- C. Tangibles, Assurance, Responsiveness, Empathy, Security**
- D. Tangibles, Assurance, Responsiveness, Service Reliability, Empathy

The five dimensions of service quality come from the SERVQUAL framework and define how customers judge a service: Tangibles, Reliability, Responsiveness, Assurance, and Empathy. Tangibles cover the physical aspects and evidence of the service. Reliability means performing the service dependably and accurately. Responsiveness is about willingness to help and respond quickly. Assurance encompasses the trust and confidence customers have in the provider, including competence and courtesy. Empathy is the personalized care and attention given to customers. Any set that lists these exact terms is correct. Replacing Reliability with Security isn't aligned with the standard five dimensions, and using Intangibles instead of Tangibles changes the concept. Variations like "Service Reliability" are just wording; the canonical term is Reliability. So the set that matches the established five is Tangibles, Reliability, Responsiveness, Assurance, and Empathy.

## 9. Describe orientation as compared to onboarding.

- A. It is a one-time event**
- B. It focuses on the employee's specific role in the department
- C. It involves ongoing on-the-job training
- D. It requires long-term follow-up

Orientation is a one-time event designed to quickly introduce a new employee to the organization, its culture, policies, safety rules, facilities, and essential logistics. It sets the foundation by covering broad information that helps someone start in the organization. Onboarding, in contrast, is a longer, ongoing process aimed at fully integrating the employee into their specific role and the team. It includes role-specific training, mentoring, setting performance expectations, and continuing support as the new hire becomes proficient. That's why the statement describing orientation as a one-time event is the best description. The other aspects—focusing on the specific role, ongoing on-the-job training, and long-term follow-up—belong to onboarding rather than orientation. In health services, you might see orientation cover general policies and safety, while onboarding handles the deeper training, competencies, and integration into the department over time.

**10. Which outcome describes a service that exceeds expectations?**

- A. Mild satisfaction/simple confirmation
- B. Dissatisfaction/negative disconfirmation
- C. Moderate satisfaction/neutral confirmation
- D. Delight/positive disconfirmation**

*The situation hinges on expectancy-disconfirmation: when what a service delivers goes beyond what a customer expected, they experience positive disconfirmation, leading to delight. Delighting the customer means more than just meeting their expectations—it exceeds them, creating a pleasant surprise and stronger goodwill. In contrast, meeting expectations yields neutral confirmation or moderate satisfaction, while falling short causes negative disconfirmation and dissatisfaction. So describing a service that exceeds expectations as delight/positive disconfirmation is the best fit.*

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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](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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