

HOSPITAL ADMINISTRATION EXAM 3 PRACTICE (SAMPLE)

STUDY GUIDE



**SAMPLE STUDY GUIDE
WITH LIMITED QUESTIONS**

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THE FULL VERSION STUDY GUIDE**

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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. What is the purpose of checklists in environmental services?**
 - A. To ensure thorough cleaning and minimize risks in patient areas.
 - B. To schedule staff shifts.
 - C. To order supplies.
 - D. To train physicians.

- 2. Diagnosis-Related Groups (DRGs) and Ambulatory Payment Classifications (APCs) are used for which purposes?**
 - A. APCs used for inpatient; DRGs for outpatient
 - B. APCs used for physician services only; DRGs for hospital services
 - C. DRGs are used for inpatient reimbursement, while APCs are used for outpatient reimbursement
 - D. APCs and DRGs are identical in function

- 3. What do job descriptions primarily outline?**
 - A. The hospital's financial performance
 - B. Responsibilities and qualifications for a position
 - C. The clinical protocols for patient care
 - D. The schedule of annual leave

- 4. Why is food service frequently outsourced in hospitals?**
 - A. To create gourmet menus.
 - B. To reduce staffing levels.
 - C. Outsourced companies can purchase food at a discount and meet diverse dietary needs.
 - D. To simplify budgeting.

- 5. What is considered a reasonable accommodation?**
 - A. A temporary salary adjustment during budget shortfalls
 - B. Modifications or adjustments to a job or work environment that enable individuals with disabilities to perform their job duties
 - C. A formal performance improvement plan
 - D. A relocation to a different department

6. HCAHPS stands for which of the following?

- A. Hospital Patient Services and Care Quality System
- B. Hospital Consumer Assessment of Healthcare Providers and Systems
- C. Health Care Assessment for Hospitals and Patient Services
- D. Hospital Consumer and Safety System

7. What is the primary purpose of the Environment of Care framework?

- A. To coordinate dietary services and meal planning.
- B. To ensure active patient recruitment and retention.
- C. To ensure a safe, functional, and supportive physical environment in healthcare settings.
- D. To manage hospital grant writing.

8. Which statement describes the primary functions of the human resources department?

- A. The schedule of patient discharge planning.
- B. The various roles and responsibilities of the HR department, including recruitment, training, employee relations, and compliance.
- C. The daily operations of the janitorial staff.
- D. The inventory management of medical supplies.

9. What are employers required to provide under the ADA?

- A. Reasonable accommodations as requested by the employee.
- B. Additional benefits for all employees regardless of disability.
- C. Flexible vacation policies for all staff.
- D. Special performance incentives for high performers.

10. Which beds are involved with the state?

- A. Acute care beds
- B. Licensed beds
- C. ICU beds
- D. All hospital beds including unlicensed

Answers

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

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Explanations

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1. What is the purpose of checklists in environmental services?

- A. To ensure thorough cleaning and minimize risks in patient areas.
- B. To schedule staff shifts.
- C. To order supplies.
- D. To train physicians.

Checklists in environmental services are about standardizing cleaning tasks and confirming that every required step is completed. By following a predefined set of actions for each patient room—cleaning and disinfecting high-touch surfaces, ensuring proper contact times for disinfectants, emptying waste, mopping floors, sanitizing bathrooms, and documenting that tasks are finished—the team reduces the chance of missed areas and helps prevent infection transmission. This creates a verifiable record that cleaning was thorough, supporting patient safety and quality standards. While checklists can also aid training or audits, their main purpose is to ensure thorough cleaning and minimize risks in patient areas. Other functions like scheduling staff shifts, ordering supplies, or training physicians fall outside the primary role of EVS checklists.

2. Diagnosis-Related Groups (DRGs) and Ambulatory Payment Classifications (APCs) are used for which purposes?

- A. APCs used for inpatient; DRGs for outpatient
- B. APCs used for physician services only; DRGs for hospital services
- C. DRGs are used for inpatient reimbursement, while APCs are used for outpatient reimbursement
- D. APCs and DRGs are identical in function

DRGs and APCs are resource-based payment groupers used by Medicare to standardize how hospitals are paid, but they apply to different settings. Diagnosis-Related Groups categorize inpatient stays into groups with similar expected hospital resource use, and payments under the inpatient prospective payment system are made as a fixed amount per admission based on the DRG. Ambulatory Payment Classifications classify outpatient services in hospital outpatient departments and ambulatory surgical centers, with payments determined per outpatient encounter under the outpatient prospective payment system. So DRGs correspond to inpatient reimbursement, while APCs correspond to outpatient reimbursement, making that pairing the correct description of their purposes.

3. What do job descriptions primarily outline?

- A. The hospital's financial performance
- B. Responsibilities and qualifications for a position
- C. The clinical protocols for patient care
- D. The schedule of annual leave

At the heart of a job description is defining what a position is expected to do and what is required to do it. It lays out the duties and responsibilities the role entails, the decision-making authority, and the reporting relationships. It also lists the qualifications—education, experience, licenses, certifications, and any specific skills or competencies—needed to perform those tasks effectively. This clarity supports hiring, onboarding, performance evaluations, and compensation decisions, and sets clear expectations for both the employee and the organization. Other topics aren't the primary focus of a job description: financial performance belongs to the organization's budgeting and financial reporting; clinical protocols govern patient care processes; and the schedule of annual leave is covered by HR policies and leave procedures.

4. Why is food service frequently outsourced in hospitals?

- A. To create gourmet menus.
- B. To reduce staffing levels.
- C. Outsourced companies can purchase food at a discount and meet diverse dietary needs.**
- D. To simplify budgeting.

Outsourcing food service in hospitals is driven by the ability of external vendors to leverage bulk purchasing and specialized meal operations. These providers can buy ingredients at discounts due to scale and pass savings to the hospital, while also offering expertise in planning and preparing meals that meet a wide range of therapeutic dietary needs (renal, diabetic, allergy restrictions, texture modifications, etc.). They bring established safety programs, standardized processes, and reliable staffing to ensure consistent, safe, and timely meal service across many patients. The emphasis here is on cost efficiency and meeting diverse medical nutrition requirements, not on gourmet dining. While outsourcing may influence staffing and budgeting, the primary advantage is the combination of discounted purchasing power and the capacity to consistently deliver nutritionally appropriate meals for diverse patient populations.

5. What is considered a reasonable accommodation?

- A. A temporary salary adjustment during budget shortfalls
- B. Modifications or adjustments to a job or work environment that enable individuals with disabilities to perform their job duties**
- C. A formal performance improvement plan
- D. A relocation to a different department

Reasonable accommodations are changes to the way a job is performed or to the work environment that allow a qualified employee with a disability to do essential duties. This can include things like adaptive equipment, modified schedules, accessible workspaces, or adjusted tasks, as long as they enable the person to perform the job and don't impose an undue hardship on the organization. The other options don't fit this idea. A temporary salary adjustment during budget shortfalls relates to compensation, not to removing barriers for a disability. A formal performance improvement plan targets performance issues rather than addressing disability-related barriers. Relocation to a different department could be considered in some cases, but it isn't the general definition of an accommodation and would depend on whether it effectively enables the employee to perform the required duties without undue hardship.

6. HCAHPS stands for which of the following?

- A. Hospital Patient Services and Care Quality System
- B. Hospital Consumer Assessment of Healthcare Providers and Systems**
- C. Health Care Assessment for Hospitals and Patient Services
- D. Hospital Consumer and Safety System

HCAHPS is a standardized survey that measures patients' perceptions of their hospital stay, providing a consistent way to compare hospitals on patient experience. The acronym stands for Hospital Consumer Assessment of Healthcare Providers and Systems. This name captures its purpose: it asks patients about their care from the consumer perspective and involves providers and hospital systems in the process. It's used nationwide to publicly report hospital performance and influences Medicare payments through value-based purchasing. The other names don't match the official title, as they alter key terms like Assessment, Consumer, or Providers and Systems, so they aren't the correct expansion of HCAHPS.

7. What is the primary purpose of the Environment of Care framework?

- A. To coordinate dietary services and meal planning.
- B. To ensure active patient recruitment and retention.
- C. To ensure a safe, functional, and supportive physical environment in healthcare settings.**
- D. To manage hospital grant writing.

Environment of Care centers on creating and maintaining a safe, functional, and supportive physical environment in healthcare settings. The main idea is to manage the built space, equipment safety, and essential systems so that patients, families, and staff are protected from harm and can receive care effectively. This includes proper fire protection, safe electrical and mechanical systems, cleanability and infection control, accessibility, proper lighting, noise control, and security, as well as readiness for emergencies. When the environment is well managed, it reduces risks like falls, equipment failures, or contamination, which directly supports patient safety and quality care. Choices that focus on dietary planning, patient recruitment, or grant writing don't address the safety and functionality of the physical surroundings, which is the heart of the Environment of Care.

8. Which statement describes the primary functions of the human resources department?

- A. The schedule of patient discharge planning.
- B. The various roles and responsibilities of the HR department, including recruitment, training, employee relations, and compliance.**
- C. The daily operations of the janitorial staff.
- D. The inventory management of medical supplies.

The question tests what the human resources department is responsible for within an organization. The primary functions revolve around managing the people side of the organization: attracting and retaining talent, developing staff, maintaining healthy employee relations, and ensuring compliance with labor laws, policies, and regulatory requirements. Reason this is the best choice: it directly lists recruitment, training, employee relations, and compliance—the core activities of HR. Recruitment covers sourcing and hiring staff, training and development oversee onboarding and skills growth, employee relations focuses on engagement and performance management, and compliance ensures policies and laws are followed. Discharge planning scheduling relates to patient care and discharge processes, not HR. Daily janitorial operations fall under facilities or operations management. Inventory management pertains to supplies and materials, not people management.

9. What are employers required to provide under the ADA?

- A. Reasonable accommodations as requested by the employee.**
- B. Additional benefits for all employees regardless of disability.
- C. Flexible vacation policies for all staff.
- D. Special performance incentives for high performers.

The requirement is to provide reasonable accommodations as requested by the employee. The ADA obligates employers to adjust the work environment or duties so a qualified employee with a disability can perform the essential job functions, unless doing so would cause undue hardship for the business. Examples include modified work schedules, assistive technologies, accessible workspace, or additional leave to address health needs. This obligation focuses on what is reasonable and tailored to the individual's needs, not on adding benefits for everyone or creating special incentives. The other options describe broad policies that aren't mandated by the ADA.

10. Which beds are involved with the state?

- A. Acute care beds
- B. Licensed beds**
- C. ICU beds
- D. All hospital beds including unlicensed

States regulate hospital capacity through licensure, which specifies how many beds a facility may operate. That authorized bed count is what defines licensed beds. Licensing ties into oversight, funding, and compliance expectations, so the beds recognized by the state for regulatory purposes are the licensed ones. Other bed types, like ICU or general acute care, describe the care areas or services, but they are not the regulatory mechanism itself. Unlicensed beds are not approved for patient care and don't figure into the official capacity the state recognizes. So the beds involved with the state are the licensed beds.

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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://hospitaladmin3.examzify.com>

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

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