

PROFESSIONAL ISSUES AND SERVICE MANAGEMENT PRACTICE TEST (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 does 'Collaborative' mean in Vision 2025?

- A. Competing With Clients
- B. Working With Clients and Systems to Produce Effective Outcomes
- C. Isolating Services
- D. Focusing Only on Individual Therapy

2. What are examples of passive income streams?

- A. Selling lesson plans, selling photos for stock images, renting space, and owning vending or gumball machines
- B. Active consulting services
- C. Paying employees
- D. Investing in startups with active management

3. Which credential is specifically focused on hand therapy?

- A. NBCOT
- B. BCMH
- C. CHT
- D. BCPR

4. Which set of items represents typical manager tasks?

- A. Staff development and finances only.
- B. Marketing and technology.
- C. Quality assurance only.
- D. Staff and program development, competency assessment, finances, technology, marketing, and quality improvement.

5. Which item is NOT listed as an influence on OT service delivery?

- A. Population needs/change
- B. Diversity/health disparities
- C. Mental health
- D. Nutrition and hydration management

- 6. How many Georgia CEUs can be completed online?**
- A. 12 CEUs
 - B. 6 CEUs
 - C. 18 CEUs
 - D. 24 CEUs
- 7. Which statement about orientation is correct?**
- A. Quality and safety metrics
 - B. Patient enrollment procedures
 - C. Equipment maintenance routines
 - D. Orientation focuses on quality, safety, patient-centeredness, and cultural competence
- 8. Salary expenses include which components?**
- A. Bonuses And Commissions
 - B. Travel Expenses Only
 - C. Salary Expenses Include Salary, Hourly Rate, Base Pay, And Overtime
 - D. Payroll Taxes Only
- 9. Which clinical reasoning skill is required for occupational therapy positions?**
- A. The ability to administer standardized tests
 - B. The ability to document outcomes accurately
 - C. The ability to collaborate with team members
 - D. The ability to interpret evaluation data and develop treatment plans
- 10. What is the primary concern related to competence in the workforce?**
- A. The adequacy of training resources
 - B. Whether workers can continue doing their jobs effectively
 - C. The frequency of performance reviews
 - D. The level of employee satisfaction

Answers

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

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Explanations

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1. What does 'Collaborative' mean in Vision 2025?

- A. Competing With Clients
- B. Working With Clients and Systems to Produce Effective Outcomes**
- C. Isolating Services
- D. Focusing Only on Individual Therapy

Collaborative means actively partnering with clients and the systems that affect their care to create real, lasting outcomes. In Vision 2025, this approach goes beyond working in isolation or pushing a single method; it involves co-designing plans with clients, engaging families or carers when appropriate, and coordinating with other professionals and organizations. By sharing goals, information, and decision-making, you draw on diverse expertise and resources to address needs within the client's broader context, leading to more effective and sustainable results. The option that describes Working With Clients and Systems to Produce Effective Outcomes best captures this spirit of partnership and alignment across all levels. The other choices describe approaches that undermine collaboration—competing with clients, isolating services, or focusing only on individual therapy—and thus do not fit Vision 2025's collaborative aim.

2. What are examples of passive income streams?

- A. Selling lesson plans, selling photos for stock images, renting space, and owning vending or gumball machines**
- B. Active consulting services
- C. Paying employees
- D. Investing in startups with active management

Passive income means money earned after the initial setup, with little ongoing effort. The examples given fit this because each one can generate earnings repeatedly once you've created or arranged it, without requiring constant, daily labor: - Creating and selling lesson plans: you put in the work once to produce valuable materials, then sales continue with minimal ongoing effort. - Licensing stock photos: once you upload and license them, they can generate royalty or licensing income over time. - Renting space: once a property is leased, you receive regular rent with relatively little ongoing work beyond occasional maintenance or management. - Owning vending machines: after placing and stocking the machines, they can produce steady cash flow with limited ongoing maintenance. The other options involve active, ongoing work or costs rather than ongoing, largely hands-off earnings, so they don't fit passive income.

3. Which credential is specifically focused on hand therapy?

- A. NBCOT
- B. BCMH
- C. CHT**
- D. BCPR

The key idea is specialization in a specific body-area. The credential that targets hand therapy is the Certified Hand Therapist. This designation is earned through the Hand Therapy Certification Commission and requires substantial hands-on experience in treating hand and upper-extremity conditions plus passing a rigorous exam. It signals that the clinician has demonstrated advanced, focused expertise in hand therapy beyond general occupational therapy training, including evaluation, splinting, and rehab for the hand, wrist, forearm, and elbow. General OT certification certifies practice in the profession as a whole, not a specific area, so it doesn't indicate hand-therapy specialization. The other two options are not standard, widely recognized hand-therapy credentials, so they don't convey the focused expertise that the Certified Hand Therapist credential does.

4. Which set of items represents typical manager tasks?

- A. Staff development and finances only.
- B. Marketing and technology.
- C. Quality assurance only.
- D. Staff and program development, competency assessment, finances, technology, marketing, and quality improvement.**

Managers handle a broad set of responsibilities that span people, programs, and the enabling systems that support delivery. The best answer reflects this wide scope: it includes staff and program development, competency assessment, finances, technology, marketing, and quality improvement. This shows how a manager must develop people and programs, ensure the team has the right skills, manage financial resources, leverage technology, promote the service through marketing, and pursue ongoing quality improvements. The other options focus on only one or two areas and miss crucial parts of the manager's role—one emphasizes only staff development and finances, another centers on marketing and technology, and the last focuses solely on quality assurance.

5. Which item is NOT listed as an influence on OT service delivery?

- A. Population needs/change
- B. Diversity/health disparities
- C. Mental health
- D. Nutrition and hydration management**

Understanding what factors shape how OT services are delivered at a system level helps explain why certain conditions or populations influence planning and access. Population needs and change set the stage for demand, caseload sizes, and resource allocation, so services adapt to shifting demographics, prevalence of conditions, and community priorities. Diversity and health disparities push programs to be accessible and culturally responsive, addressing barriers like language, transportation, and socioeconomic factors to ensure participation. Mental health affects how and where services are offered, how teams collaborate, and what outcomes are prioritized, since mental health status can influence engagement, motivation, and the supports required for meaningful activity. Nutrition and hydration management, while a vital area within OT practice focused on feeding and swallowing and independence with meals, doesn't typically act as a macro influence on how services are organized or delivered. It guides the content of specific interventions rather than shaping the overall delivery structure.

6. How many Georgia CEUs can be completed online?

- A. 12 CEUs**
- B. 6 CEUs
- C. 18 CEUs
- D. 24 CEUs

Online CE credits are limited to a maximum in Georgia, to ensure some learning happens in person or through live formats. In many Georgia licensing rules, you can complete up to 12 CEUs online during a renewal cycle. The rest must be earned through formats approved by the board (often in-person or live instruction). This is why the answer is 12: it reflects the common cap for the online portion of CE requirements. Always double-check the specific board for your profession, since totals and caps can vary by license type.

7. Which statement about orientation is correct?

- A. Quality and safety metrics
- B. Patient enrollment procedures**
- C. Equipment maintenance routines
- D. Orientation focuses on quality, safety, patient-centeredness, and cultural competence

Orientation is the process that brings a new patient into the service and gets them set up to use care. The essential first step is enrollment—collecting the needed information, confirming eligibility, completing forms, and creating the patient's record so they can actually access services. In this view, describing orientation as focusing on patient enrollment procedures captures the practical, step-by-step activity that starts a patient's journey with the service. Quality and safety metrics belong to how performance is measured after care has begun, not to the onboarding step. Equipment maintenance routines are about keeping facilities and tools operational, which is an operations task, not orientation. While orientation can include broader aims like quality and patient-centered care, the specific act of enrolling a patient is the core administrative component that enables them to start receiving services.

8. Salary expenses include which components?

- A. Bonuses And Commissions
- B. Travel Expenses Only
- C. Salary Expenses Include Salary, Hourly Rate, Base Pay, And Overtime**
- D. Payroll Taxes Only

Salary expenses cover the pay employees receive for their work, including base pay, hourly wages, and overtime. This focuses on the actual compensation that constitutes gross pay for both salaried and hourly staff. Travel expenses are separate operating costs tied to business trips, bonuses and commissions are usually treated as incentive pay rather than base salary, and payroll taxes are employer taxes recorded separately from gross pay. So including salary, hourly rate, base pay, and overtime best reflects what is typically categorized as salary expense.

9. Which clinical reasoning skill is required for occupational therapy positions?

- A. The ability to administer standardized tests
- B. The ability to document outcomes accurately
- C. The ability to collaborate with team members
- D. The ability to interpret evaluation data and develop treatment plans**

Clinical reasoning in occupational therapy centers on making sense of evaluation findings and turning them into a practical plan of care. The best choice captures this by emphasizing the ability to interpret the evaluation data and develop a treatment plan. This means taking information from assessments, observations, and client reports, identifying which activities are most limiting or meaningful, and deciding on goals, interventions, sequencing, and adaptations that will help the client achieve those goals. It also involves prioritizing needs, considering safety and ethical factors, and anticipating outcomes to guide decision-making. While administering standardized tests is important for gathering data, and documenting outcomes is essential for communication and accountability, and collaborating with team members is crucial for integrated care, none of these alone demonstrates the reasoning process of turning gathered information into an actionable plan.

10. What is the primary concern related to competence in the workforce?

- A. The adequacy of training resources
- B. Whether workers can continue doing their jobs effectively**
- C. The frequency of performance reviews
- D. The level of employee satisfaction

Competence in the workforce centers on whether workers can continue to perform their jobs effectively over time. It's about sustained capability to meet the required standards, even as tasks, tools, or conditions change. When people maintain this ongoing ability, service quality, safety, and reliability stay high. Training resources, performance reviews, and employee satisfaction all influence this, but the core concern is the ability to keep performing effectively, not just one-time skills, checks, or how happy people are at work.

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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://profissuesservicemgmt.examzify.com>

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

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