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Question: 1

A digital access initiative is live, and leaders want to know whether it is performing as intended across adoption, workflow efficiency, and user perception. Which approach is strongest?

- A. Use a monitoring framework that includes multiple measures tied to the intended outcomes
- B. Use service-line director impressions of program performance
- C. Use only the utilization data already captured by the scheduling application
- D. Establish standardized adoption, utilization, and satisfaction indicators reported monthly

Answer: A

Question: 2

A digital maternal-health initiative is underperforming in a region where transportation insecurity and intermittent phone access are common. Which stakeholder partnership is most likely to strengthen the transformation effort?

- A. Enterprise procurement administering the telehealth supplier contract
- B. Community organizations that can help address access barriers affecting digital participation
- C. A device manufacturer offering discounted tablets to enrolled participants
- D. A regional media outlet able to promote the initiative through radio spots, print inserts, and sponsored social content

Answer: B

Question: 3

A digital transformation sponsor needs support from clinicians, finance, compliance, and external community partners for a new care-coordination model. Which approach best reflects strong stakeholder relationship building?

- A. Engage stakeholders early, clarify shared goals, and incorporate their concerns into the transformation design
- B. Assign a relationship owner for each stakeholder group to communicate decisions after the design has been approved
- C. Convene a monthly steering committee where each function reviews the finalized care-coordination design and readiness milestones

D. Build the detailed business case first and then present it for endorsement by clinical finance and compliance leaders

Answer: A

Question: 4

A health system is redesigning patient-document exchange so files can move between clinics, patients, and care managers. Which design choice best protects personal information across communications, applications, and storage?

- A. Use the exchange platform's default configuration and the vendor's security attestation
- B. Use encryption at rest according to the sensitivity tier assigned to each document
- C. Use secure transmission, role-based access, and protected data storage together
- D. Use document exchange only among internal clinic users until a broader policy is written

Answer: C

Question: 5

A health system is replacing a long-standing referral workflow with a digital coordination platform. Training is scheduled, but frontline managers have not explained why the change is happening or how roles will shift. Which risk is most likely?

- A. Weak adoption because staff readiness and local engagement have not been adequately addressed
- B. Scheduling training first removes the need for local communication
- C. Longer training sessions, extra job aids, and a later go-live date will settle staff concerns
- D. Referral volume will fall because the platform is unfamiliar to referring clinics

Answer: A

Question: 6

A health system wants to expand telehealth across multiple specialties and states. Which governance element is most important before scaling?

- A. A licensure tracker covering credentials, practice locations, and renewal dates before expansion
- B. A single enterprise video platform contracted across the participating specialties
- C. A specialty-by-specialty pilot schedule each service line may approve separately
- D. Clear telehealth policies and procedures aligned with the applicable rules and operational workflows

Answer: D

Question: 7

A health system wants to reduce manual review of free-text clinician notes when identifying patients who may need follow-up for missed screenings. Which technology is most directly suited to extracting structured meaning from narrative text?

- A. Natural Language Processing
- B. Barcode medication administration
- C. Master person index reconciliation
- D. Health information exchange transport

Answer: A

Question: 8

A predictive outreach tool assigns lower priority to patients with irregular historical digital engagement, even though many of those patients live in areas with limited broadband access and fragmented care. Which concern is strongest?

- A. Patient response rates demonstrate that prioritization is performing adequately
- B. Prioritization may remain defensible if the engagement variable is documented within model governance
- C. The software logic may be embedding bias that disadvantages already underserved groups
- D. Retrain the model using claims history, pharmacy dispensing, and referral documentation quarterly

Answer: C

Question: 9

A transformation steering group is split: clinicians want more workflow flexibility, compliance wants tighter standardization, and finance wants lower implementation cost. Which leadership response is strongest?

- A. Structure the discussion around explicit decision criteria and the tradeoffs of each option
- B. Send subsequent steering committees the unresolved budgetary gap
- C. Poll clinical staff and adopt whichever alternative attracts broadest internal endorsement
- D. Separate the initiative into three parallel workstreams so departments implement independent standards or exceptions

Answer: A

Question: 10

A vendor proposes a workflow shortcut that would let staff reuse a patient's previous consent and identity-verification data in situations where current confirmation would normally be required. The shortcut would improve speed but create uncertainty about whether current authorization is still valid. Which consideration is most important?

- A. Ethical oversight sits inside organizational compliance functions and not in transformation design
- B. Ethical and safety implications should take priority over convenience-driven shortcuts
- C. The vendor should confirm in writing that reusing prior verification data remains compliant
- D. Throughput gains justify this change whenever prior verification remains recent, or a visit seems routine

Answer: B

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