

RHIA EXAM PREP 2026-2027: PRACTICE EXAM 13 (150 QUESTIONS)

This original practice exam contains 150 multiple-choice questions using post-implementation and audit scenarios across five RHIA content domains. Allow 3 hours and 25 minutes for exam work. Choose the single best answer. This independent resource is not affiliated with AHIMA or a live certification examination.

1. During a post-implementation review, a health information manager identifies a weakness in data governance program. Which corrective step most directly addresses the finding?

- A. assign accountable data stewards and enforce common definitions
- B. allow each department to define data independently
- C. retain every data element without a schedule
- D. give vendors sole ownership of enterprise data

2. During a post-implementation review, a health information manager identifies a weakness in enterprise data dictionary. Which corrective step most directly addresses the finding?

- A. replace the legal record of care
- B. eliminate the need for metadata in this process
- C. store only scanned documents in this process
- D. standardize the meaning and permitted use of data elements

3. During a post-implementation review, a health information manager identifies a weakness in data stewardship. Which corrective step most directly addresses the finding?

- A. approve all physician orders
- B. perform external financial audits
- C. monitor data quality and resolve ownership issues

D. schedule patient appointments in this process

4. During a post-implementation review, a health information manager identifies a weakness in data lifecycle policy. Which corrective step most directly addresses the finding?

- A. limit data collection to paper forms
- B. remove all access controls after discharge
- C. make every record permanent in this process
- D. specify creation, use, retention, archival, and disposition controls

5. During a post-implementation review, a health information manager identifies a weakness in master patient index governance. Which corrective step most directly addresses the finding?

- A. establish matching rules and a process to correct duplicates
- B. assign a new identifier for every encounter
- C. replace all identifiers with room numbers
- D. merge records without review in this process

6. During a post-implementation review, a health information manager identifies a weakness in metadata management. Which corrective step most directly addresses the finding?

- A. delete source-system references in this process
- B. document the source, definition, lineage, and permitted use of data
- C. convert all values into free text
- D. store only final reports in this process

7. During a post-implementation review, a health information manager identifies a weakness in data quality monitoring. Which corrective step most directly addresses the finding?

- A. count only printed pages
- B. focus only on storage cost

- C. exclude data users from review
- D. measure completeness, validity, timeliness, consistency, and accuracy

8. During a post-implementation review, a health information manager identifies a weakness in record retention schedule. Which corrective step most directly addresses the finding?

- A. use the same period for every document
- B. destroy records immediately after billing in this process
- C. apply legal, regulatory, operational, and risk requirements to record classes
- D. retain records only when requested in this process

9. During a post-implementation review, a health information manager identifies a weakness in legal health record policy. Which corrective step most directly addresses the finding?

- A. identify the official business records released on request
- B. include every temporary draft by default
- C. exclude authenticated clinical documentation in this process
- D. replace the designated record set

10. During a post-implementation review, a health information manager identifies a weakness in information asset inventory. Which corrective step most directly addresses the finding?

- A. list only paper charts in this process
- B. catalogue systems, data sets, owners, locations, and classifications
- C. omit cloud-based data in this process
- D. track assets only after an incident

11. During a post-implementation review, a health information manager identifies a weakness in data provenance review. Which corrective step most directly addresses the finding?

- A. estimate its age from a report title

- B. focus only on the display format
- C. ignore source-system changes in this process
- D. trace data back to its source and transformation history

12. During a post-implementation review, a health information manager identifies a weakness in standard terminology adoption. Which corrective step most directly addresses the finding?

- A. improve semantic consistency across systems and reports
- B. reduce the need for interoperability
- C. eliminate data mapping in this process
- D. allow conflicting definitions in this process

13. During a post-implementation review, a health information manager identifies a weakness in data classification. Which corrective step most directly addresses the finding?

- A. sort data solely by file size
- B. give all data public status in this process
- C. apply handling rules based on sensitivity and business value
- D. classify only paper records in this process

14. During a post-implementation review, a health information manager identifies a weakness in governance escalation. Which corrective step most directly addresses the finding?

- A. leave disputed definitions unchanged in this process
- B. bring unresolved cross-functional data issues to the accountable authority
- C. ask each user to choose a definition
- D. delete the affected data in this process

15. During a post-implementation review, a health information manager identifies a weakness in data integrity control. Which corrective step most directly addresses the finding?

- A. permit unrestricted overwriting in this process
- B. remove edit checks in this process
- C. preserve accuracy and completeness throughout processing
- D. use duplicate identifiers in this process

16. During a post-implementation review, a health information manager identifies a weakness in document imaging quality control. Which corrective step most directly addresses the finding?

- A. verify legibility, completeness, indexing, and retrieval
- B. discard images after scanning
- C. accept unreadable pages in this process
- D. index records only by department

17. During a post-implementation review, a health information manager identifies a weakness in health information exchange governance. Which corrective step most directly addresses the finding?

- A. share all information without agreements
- B. exclude privacy leadership in this process
- C. operate without data standards
- D. define participation, data-use rules, and accountability

18. During a post-implementation review, a health information manager identifies a weakness in data ownership decision. Which corrective step most directly addresses the finding?

- A. let every user own the same data
- B. assign accountable business ownership while recognizing organizational custody
- C. transfer ownership to any viewer
- D. avoid naming an owner in this process

19. During a post-implementation review, a health information manager identifies a weakness in data minimization. Which corrective step most directly addresses the finding?

- A. collect all possible fields indefinitely in this process
- B. duplicate every data set in this process
- C. collect and retain only data needed for a defined purpose
- D. avoid documenting purpose in this process

20. During a post-implementation review, a health information manager identifies a weakness in business continuity for information. Which corrective step most directly addresses the finding?

- A. depend on one untested server
- B. suspend all recovery planning
- C. eliminate backup procedures in this process
- D. maintain access to critical information during disruption

21. During a post-implementation review, a health information manager identifies a weakness in downtime documentation process. Which corrective step most directly addresses the finding?

- A. capture care information reliably and reconcile it after restoration
- B. wait to document until months later
- C. destroy paper downtime forms in this process
- D. prohibit reconciliation in this process for this review

22. During a post-implementation review, a health information manager identifies a weakness in data quality improvement project. Which corrective step most directly addresses the finding?

- A. change policy without measurement in this process
- B. use measures to identify root causes and test corrective actions
- C. report only favorable results in this process
- D. avoid stakeholder review in this process

23. During a post-implementation review, a health information manager identifies a weakness in information governance charter. Which corrective step most directly addresses the finding?

- A. replace all operating procedures
- B. authorize a single user to control all data
- C. define scope, authority, membership, and decision rights
- D. exclude executive sponsorship in this process

24. During a post-implementation review, a health information manager identifies a weakness in duplicate record prevention. Which corrective step most directly addresses the finding?

- A. create a new record for name variations
- B. match patients only by diagnosis
- C. skip demographic review in this process
- D. use reliable patient identity verification at registration

25. During a post-implementation review, a health information manager identifies a weakness in data lineage documentation. Which corrective step most directly addresses the finding?

- A. list only report recipients in this process
- B. show how source data move and change before reporting
- C. omit transformations in this process for this review
- D. replace source identifiers with labels in this process

26. During a post-implementation review, a health information manager identifies a weakness in data quality dashboard. Which corrective step most directly addresses the finding?

- A. display actionable measures and trends for responsible owners
- B. hide exceptions from managers in this process
- C. use only annual narratives in this process
- D. show unrelated financial data in this process

27. During a post-implementation review, a health information manager identifies a weakness in enterprise content management. Which corrective step most directly addresses the finding?

- A. store files on personal devices
- B. remove version control in this process
- C. organize content with controlled access, retention, and retrieval
- D. treat every file as a permanent record

28. During a post-implementation review, a health information manager identifies a weakness in data governance maturity assessment. Which corrective step most directly addresses the finding?

- A. evaluate capabilities, gaps, roles, processes, and controls
- B. measure only the number of databases
- C. ignore leadership and policy
- D. rate maturity from one incident

29. During a post-implementation review, a health information manager identifies a weakness in authoritative data source. Which corrective step most directly addresses the finding?

- A. use the most recently opened spreadsheet
- B. choose a source randomly in this process
- C. treat every copy as authoritative in this process
- D. identify the approved system of record for a data element

30. During a post-implementation review, a health information manager identifies a weakness in data reconciliation. Which corrective step most directly addresses the finding?

- A. average conflicting values without review
- B. compare sources and resolve discrepancies before reporting
- C. delete whichever value is smaller
- D. publish inconsistencies unchanged in this process

31. During a post-implementation review, a health information manager identifies a weakness in minimum necessary standard. Which corrective step most directly addresses the finding?

- A. release the entire record for every request
- B. limit non-treatment access and disclosure to the least information needed
- C. apply only to patient requests in this process
- D. ignore job responsibilities in this process

32. During a post-implementation review, a health information manager identifies a weakness in valid authorization. Which corrective step most directly addresses the finding?

- A. accept an unsigned verbal request as written authorization
- B. treat any email as an authorization in this process
- C. confirm required core elements before using or disclosing protected health information
- D. use expired authorizations indefinitely in this process

33. During a post-implementation review, a health information manager identifies a weakness in accounting of disclosures. Which corrective step most directly addresses the finding?

- A. list all treatment uses in this process
- B. replace the notice of privacy practices in this process
- C. document only internal audits in this process
- D. track certain non-routine disclosures that must be reported to the individual

34. During a post-implementation review, a health information manager identifies a weakness in breach risk assessment. Which corrective step most directly addresses the finding?

- A. evaluate nature of data, recipient, acquisition, and mitigation
- B. assume every incident is harmless
- C. consider only the number of records
- D. wait for a complaint before assessment

35. During a post-implementation review, a health information manager identifies a weakness in role-based access. Which corrective step most directly addresses the finding?

- A. give all employees identical access
- B. base access on seniority only
- C. permit shared accounts in this process
- D. grant system permissions according to legitimate job functions

36. During a post-implementation review, a health information manager identifies a weakness in patient access request. Which corrective step most directly addresses the finding?

- A. require the patient to state a diagnosis in this process
- B. provide timely access to the designated record set unless a permitted exception applies
- C. deny all electronic copies in this process for this review
- D. release only billing data in this process for this review

37. During a post-implementation review, a health information manager identifies a weakness in confidential communications request. Which corrective step most directly addresses the finding?

- A. notify every family member in this process
- B. require a clinical reason in this process
- C. use a reasonable alternative method or location when conditions are met
- D. send all notices to the home address

38. During a post-implementation review, a health information manager identifies a weakness in business associate agreement. Which corrective step most directly addresses the finding?

- A. require safeguards and permitted-use terms before a vendor handles PHI
- B. transfer all privacy duties to the vendor
- C. allow unrestricted resale of PHI in this process
- D. avoid documenting vendor responsibilities in this process

39. During a post-implementation review, a health information manager identifies a weakness in privacy complaint process. Which corrective step most directly addresses the finding?

- A. delete complaints after reading
- B. receive, investigate, document, and respond without retaliation
- C. discipline the complainant in this process
- D. route all complaints to billing

40. During a post-implementation review, a health information manager identifies a weakness in security incident response. Which corrective step most directly addresses the finding?

- A. turn off logging permanently
- B. publicize passwords in this process
- C. contain, investigate, document, and remediate the event
- D. wait for annual review

41. During a post-implementation review, a health information manager identifies a weakness in authentication control. Which corrective step most directly addresses the finding?

- A. allow password sharing in this process
- B. use a department name as proof
- C. remove login requirements in this process
- D. verify the identity of a person requesting system access

42. During a post-implementation review, a health information manager identifies a weakness in audit trail review. Which corrective step most directly addresses the finding?

- A. monitor access activity for inappropriate or unusual use
- B. erase log entries weekly in this process
- C. review only system uptime in this process
- D. allow users to alter their own logs

43. During a post-implementation review, a health information manager identifies a weakness in release of information workflow. Which corrective step most directly addresses the finding?

- A. verify identity, authority, scope, and applicable restrictions before release
- B. release first and verify later in this process
- C. rely only on a caller's name
- D. ignore sensitive-record rules in this process

44. During a post-implementation review, a health information manager identifies a weakness in psychotherapy notes request. Which corrective step most directly addresses the finding?

- A. treat notes as ordinary billing data
- B. release them automatically in this process
- C. apply the special authorization rules separate from the general record
- D. exclude all patient rights in this process

45. During a post-implementation review, a health information manager identifies a weakness in workforce privacy training. Which corrective step most directly addresses the finding?

- A. train only new executives
- B. teach role-specific responsibilities and document completion
- C. avoid updates after policy changes
- D. substitute informal rumor for training

46. During a post-implementation review, a health information manager identifies a weakness in sanctions policy. Which corrective step most directly addresses the finding?

- A. ignore repeat violations in this process
- B. punish employees without investigation
- C. apply rules only to contractors
- D. apply appropriate consequences for substantiated privacy violations

47. During a post-implementation review, a health information manager identifies a weakness in secure disposal. Which corrective step most directly addresses the finding?

- A. place records in regular trash
- B. reuse uncleaned devices in this process
- C. remove only the cover page
- D. render PHI unreadable and unrecoverable before disposal

48. During a post-implementation review, a health information manager identifies a weakness in mobile device safeguard. Which corrective step most directly addresses the finding?

- A. store PHI on any personal device
- B. disable screen locks in this process
- C. use encryption and management controls for PHI on portable devices
- D. share devices without controls in this process

49. During a post-implementation review, a health information manager identifies a weakness in patient directory disclosure. Which corrective step most directly addresses the finding?

- A. disclose to every caller in this process
- B. follow the individual's stated preference before sharing directory information
- C. ignore an opt-out in this process
- D. use directory status for marketing in this process

50. During a post-implementation review, a health information manager identifies a weakness in research disclosure. Which corrective step most directly addresses the finding?

- A. ensure the appropriate authorization, waiver, or preparatory pathway applies
- B. release research data without review in this process
- C. treat all studies as treatment in this process
- D. skip institutional requirements in this process

51. During a post-implementation review, a health information manager identifies a weakness in subpoena response. Which corrective step most directly addresses the finding?

- A. release the full record immediately in this process
- B. route the request for legal and privacy review before disclosure
- C. destroy the request in this process
- D. ignore jurisdictional requirements in this process

52. During a post-implementation review, a health information manager identifies a weakness in incidental disclosure safeguard. Which corrective step most directly addresses the finding?

- A. guarantee no information can ever be overheard
- B. eliminate all patient communication in this process
- C. treat every incidental disclosure as intentional
- D. use reasonable administrative and technical protections to reduce exposure

53. During a post-implementation review, a health information manager identifies a weakness in access termination. Which corrective step most directly addresses the finding?

- A. keep accounts active indefinitely in this process
- B. transfer passwords to replacements in this process
- C. promptly remove credentials when workforce access is no longer needed
- D. wait for an annual audit in this process

54. During a post-implementation review, a health information manager identifies a weakness in privacy impact assessment. Which corrective step most directly addresses the finding?

- A. identify privacy risks and mitigations before a new process launches
- B. focus only on software cost in this process
- C. wait until after a breach in this process
- D. exclude affected workflows in this process

55. During a post-implementation review, a health information manager identifies a weakness in data-use agreement. Which corrective step most directly addresses the finding?

- A. set permitted uses, safeguards, and limits for a limited data set
- B. grant unrestricted ownership in this process for this review
- C. replace all privacy obligations in this process
- D. allow reidentification without limits in this process

56. During a post-implementation review, a health information manager identifies a weakness in notice of privacy practices. Which corrective step most directly addresses the finding?

- A. serve as a billing invoice
- B. replace an authorization in this process
- C. communicate required privacy information and patient rights
- D. eliminate the complaint process

57. During a post-implementation review, a health information manager identifies a weakness in confidentiality agreement. Which corrective step most directly addresses the finding?

- A. authorize broad disclosure in this process
- B. replace access controls in this process
- C. permit personal use of PHI
- D. document workforce expectations for protecting sensitive information

58. During a post-implementation review, a health information manager identifies a weakness in vendor access review. Which corrective step most directly addresses the finding?

- A. grant permanent administrator rights in this process
- B. validate that vendor access remains necessary and appropriately limited
- C. ignore contract scope in this process
- D. allow vendor account sharing in this process

59. During a post-implementation review, a health information manager identifies a weakness in identity verification for release. Which corrective step most directly addresses the finding?

- A. accept a social-media profile in this process
- B. rely only on a first name
- C. use reliable information to confirm the requester's identity and authority
- D. skip verification for mailed requests in this process

60. During a post-implementation review, a health information manager identifies a weakness in privacy monitoring. Which corrective step most directly addresses the finding?

- A. measure only employee satisfaction in this process
- B. use audits and metrics to detect trends, exceptions, and control gaps
- C. review incidents only every decade in this process
- D. exclude corrective actions in this process for this review

61. During a post-implementation review, a health information manager identifies a weakness in data visualization. Which corrective step most directly addresses the finding?

- A. use a complex chart for a single value
- B. hide axis labels in this process
- C. replace data with decorative images in this process
- D. select a display that makes the intended comparison understandable

62. During a post-implementation review, a health information manager identifies a weakness in dashboard design. Which corrective step most directly addresses the finding?

- A. show timely measures, targets, trends, and actionable exceptions
- B. include every available metric without hierarchy
- C. omit definitions in this process
- D. use static annual reports only

63. During a post-implementation review, a health information manager identifies a weakness in clinical decision support. Which corrective step most directly addresses the finding?

- A. replace clinician judgment entirely in this process
- B. deliver relevant information at the point where a decision is made
- C. send all alerts months later in this process
- D. limit content to financial data in this process

64. During a post-implementation review, a health information manager identifies a weakness in interoperability testing. Which corrective step most directly addresses the finding?

- A. test only network speed in this process
- B. accept unmapped codes in this process
- C. ignore receiving-system results in this process
- D. verify that exchanged data retain expected meaning and structure

65. During a post-implementation review, a health information manager identifies a weakness in data normalization. Which corrective step most directly addresses the finding?

- A. organize data to reduce redundancy and improve consistency
- B. duplicate the same value in every table
- C. remove identifiers from all records
- D. store all data in one narrative field

66. During a post-implementation review, a health information manager identifies a weakness in predictive model validation. Which corrective step most directly addresses the finding?

- A. deploy solely because the model is complex
- B. use only training results in this process
- C. assess performance on appropriate data before operational use
- D. ignore bias and drift in this process

67. During a post-implementation review, a health information manager identifies a weakness in data warehouse. Which corrective step most directly addresses the finding?

- A. replace the operational EHR transaction system
- B. integrate historical data from multiple sources for analysis
- C. store only one day's data
- D. prevent standardized reporting in this process

68. During a post-implementation review, a health information manager identifies a weakness in data mart. Which corrective step most directly addresses the finding?

- A. provide a focused analytic subset for a defined business area
- B. serve as the legal health record
- C. eliminate data governance in this process
- D. replace source-system controls in this process

69. During a post-implementation review, a health information manager identifies a weakness in benchmarking. Which corrective step most directly addresses the finding?

- A. compare unrelated measures in this process
- B. use no defined denominator in this process
- C. compare performance with a relevant standard or peer group
- D. ignore differences in populations in this process

70. During a post-implementation review, a health information manager identifies a weakness in data profiling. Which corrective step most directly addresses the finding?

- A. change records without review in this process
- B. delete all outliers automatically in this process
- C. measure only storage capacity in this process
- D. examine content, patterns, completeness, and anomalies in a data set

71. During a post-implementation review, a health information manager identifies a weakness in data mapping. Which corrective step most directly addresses the finding?

- A. replace data validation in this process
- B. eliminate source definitions in this process
- C. document how source fields correspond to target fields
- D. convert all values to free text

72. During a post-implementation review, a health information manager identifies a weakness in terminology mapping. Which corrective step most directly addresses the finding?

- A. match terms only by spelling
- B. remove all code values in this process
- C. use unreviewed abbreviations in this process
- D. translate concepts between coding systems while preserving meaning

73. During a post-implementation review, a health information manager identifies a weakness in algorithm transparency. Which corrective step most directly addresses the finding?

- A. document intended use, inputs, outputs, limitations, and oversight
- B. hide model logic from governance
- C. avoid monitoring outcomes in this process
- D. claim the model is always correct

74. During a post-implementation review, a health information manager identifies a weakness in descriptive analytics. Which corrective step most directly addresses the finding?

- A. predict future events with certainty
- B. summarize what has happened in the data
- C. prescribe treatment in this process
- D. replace all data collection

75. During a post-implementation review, a health information manager identifies a weakness in diagnostic analytics. Which corrective step most directly addresses the finding?

- A. report only raw counts
- B. ignore contributing factors in this process
- C. explore why a measured result occurred
- D. substitute a policy manual

76. During a post-implementation review, a health information manager identifies a weakness in data governance for analytics. Which corrective step most directly addresses the finding?

- A. allow each analyst to redefine metrics
- B. publish unvalidated extracts in this process
- C. exclude operational owners in this process
- D. establish approved definitions, quality controls, and accountability

77. During a post-implementation review, a health information manager identifies a weakness in data quality rule. Which corrective step most directly addresses the finding?

- A. identify values that fail a defined validity or consistency test
- B. accept any value entered in this process
- C. remove exception reports in this process
- D. check only report formatting in this process

78. During a post-implementation review, a health information manager identifies a weakness in sampling plan. Which corrective step most directly addresses the finding?

- A. select only convenient records in this process
- B. exclude the target population in this process
- C. change criteria after results are known
- D. define a representative approach suited to the question and population

79. During a post-implementation review, a health information manager identifies a weakness in denominator definition. Which corrective step most directly addresses the finding?

- A. count only favorable outcomes in this process
- B. specify the population at risk or eligible for a measure
- C. use a random total in this process
- D. exclude all inclusion criteria in this process

80. During a post-implementation review, a health information manager identifies a weakness in data lineage for analytics. Which corrective step most directly addresses the finding?

- A. allow analysts to trace reported results to source and transformations
- B. retain only the final chart in this process
- C. hide extract logic in this process
- D. delete refresh dates in this process

81. During a post-implementation review, a health information manager identifies a weakness in health information exchange interface. Which corrective step most directly addresses the finding?

- A. send screenshots as the only data format
- B. use agreed standards to send and receive structured information
- C. avoid message validation in this process
- D. ignore error queues in this process

82. During a post-implementation review, a health information manager identifies a weakness in usability evaluation. Which corrective step most directly addresses the finding?

- A. measure only server uptime in this process
- B. assume design is intuitive in this process
- C. observe whether users can complete intended tasks safely and efficiently
- D. exclude end users in this process

83. During a post-implementation review, a health information manager identifies a weakness in alert fatigue mitigation. Which corrective step most directly addresses the finding?

- A. increase every alert's frequency
- B. prioritize high-value alerts and monitor override patterns
- C. eliminate all alert governance
- D. ignore clinician feedback in this process

84. During a post-implementation review, a health information manager identifies a weakness in data refresh control. Which corrective step most directly addresses the finding?

- A. present stale data as current in this process
- B. remove refresh timestamps in this process
- C. refresh only after complaints in this process
- D. document timing and status so users know data currency

85. During a post-implementation review, a health information manager identifies a weakness in analytic reproducibility. Which corrective step most directly addresses the finding?

- A. depend on an analyst's memory in this process
- B. discard code after reporting in this process
- C. retain methods and inputs so results can be repeated and checked
- D. change definitions without notation in this process

86. During a post-implementation review, a health information manager identifies a weakness in outlier investigation. Which corrective step most directly addresses the finding?

- A. determine whether unusual values reflect error, variation, or a meaningful signal
- B. delete all unusual values automatically in this process
- C. assume every outlier is fraud in this process
- D. ignore source validation in this process for this review

87. During a post-implementation review, a health information manager identifies a weakness in measure specification. Which corrective step most directly addresses the finding?

- A. use a title as the only definition
- B. allow each report to calculate differently
- C. define numerator, denominator, inclusion, exclusion, and source rules
- D. exclude data provenance in this process

88. During a post-implementation review, a health information manager identifies a weakness in data literacy training. Which corrective step most directly addresses the finding?

- A. teach users to ignore definitions
- B. restrict education to programmers in this process
- C. replace validation rules in this process
- D. help users interpret measures, limits, and appropriate use

89. During a post-implementation review, a health information manager identifies a weakness in interface exception handling. Which corrective step most directly addresses the finding?

- A. route rejected or incomplete messages for timely resolution
- B. ignore failed messages in this process
- C. delete errors without review in this process
- D. continue reporting without reconciliation in this process

90. During a post-implementation review, a health information manager identifies a weakness in secondary data use review. Which corrective step most directly addresses the finding?

- A. reuse all data for any purpose
- B. confirm that planned analytic use matches governance and privacy requirements
- C. omit project documentation in this process
- D. bypass data-owner review in this process

91. During a post-implementation review, a health information manager identifies a weakness in charge description master governance. Which corrective step most directly addresses the finding?

- A. maintain accurate, approved charge items and related attributes
- B. allow unrestricted local edits in this process
- C. use diagnoses as charges in this process
- D. remove ownership and review in this process

92. During a post-implementation review, a health information manager identifies a weakness in charge capture audit. Which corrective step most directly addresses the finding?

- A. review only payments in this process
- B. compare documented services with recorded charges for completeness and accuracy
- C. add charges without support in this process
- D. exclude clinical documentation in this process

93. During a post-implementation review, a health information manager identifies a weakness in clinical documentation improvement. Which corrective step most directly addresses the finding?

- A. change diagnoses without provider input in this process
- B. maximize codes regardless of evidence in this process
- C. clarify documentation so it accurately reflects the patient's condition and care
- D. replace coding review in this process for this review

94. During a post-implementation review, a health information manager identifies a weakness in denial management. Which corrective step most directly addresses the finding?

- A. resubmit every claim unchanged in this process
- B. ignore payer feedback in this process
- C. write off all denials immediately
- D. analyze denial reasons and correct underlying process causes

95. During a post-implementation review, a health information manager identifies a weakness in claim edit. Which corrective step most directly addresses the finding?

- A. guarantee payment in this process for this review
- B. identify a potential billing or coding issue before claim submission
- C. replace medical necessity review in this process
- D. eliminate documentation requirements in this process

96. During a post-implementation review, a health information manager identifies a weakness in medical necessity review. Which corrective step most directly addresses the finding?

- A. base coverage only on patient preference
- B. ignore payer policy in this process
- C. use charge amount alone
- D. assess whether documented services support coverage requirements

97. During a post-implementation review, a health information manager identifies a weakness in coding compliance audit. Which corrective step most directly addresses the finding?

- A. code from memory without records
- B. review only high-dollar claims in this process
- C. test whether coding follows documentation and applicable guidelines
- D. exclude corrective education in this process

98. During a post-implementation review, a health information manager identifies a weakness in revenue integrity program. Which corrective step most directly addresses the finding?

- A. coordinate clinical, coding, charging, and billing controls to support accurate reimbursement
- B. focus only on collections calls in this process
- C. separate every revenue function in this process
- D. exclude compliance oversight in this process for this review

99. During a post-implementation review, a health information manager identifies a weakness in accounts receivable aging. Which corrective step most directly addresses the finding?

- A. measure patient satisfaction in this process
- B. categorize outstanding balances by time since billing or due date
- C. replace the general ledger in this process
- D. show only paid claims in this process

100. During a post-implementation review, a health information manager identifies a weakness in payer contract analysis. Which corrective step most directly addresses the finding?

- A. accept all terms without review
- B. ignore authorization provisions in this process
- C. use only the payer's marketing material
- D. evaluate reimbursement terms, obligations, and operational impact

101. During a post-implementation review, a health information manager identifies a weakness in prior authorization workflow. Which corrective step most directly addresses the finding?

- A. seek approval only after denial in this process
- B. substitute an invoice for authorization in this process
- C. verify required approval before furnishing or billing specified services
- D. ignore payer-specific rules in this process

102. During a post-implementation review, a health information manager identifies a weakness in claim scrubber. Which corrective step most directly addresses the finding?

- A. store only scanned claims in this process
- B. replace remittance advice in this process
- C. remove all human review in this process
- D. apply edits to detect errors before electronic transmission

103. During a post-implementation review, a health information manager identifies a weakness in remittance advice analysis. Which corrective step most directly addresses the finding?

- A. interpret payment, adjustment, and denial information from the payer
- B. serve as a clinical order in this process
- C. replace a patient consent in this process
- D. eliminate account follow-up in this process

104. During a post-implementation review, a health information manager identifies a weakness in underpayment recovery. Which corrective step most directly addresses the finding?

- A. compare expected reimbursement with actual payment and pursue supported variance
- B. bill a random higher amount in this process
- C. ignore contract terms in this process
- D. write off every variance in this process

105. During a post-implementation review, a health information manager identifies a weakness in overpayment response. Which corrective step most directly addresses the finding?

- A. retain all excess payments in this process
- B. hide the credit balance in this process
- C. investigate, document, and return identified overpayments as required
- D. offset unrelated accounts without review

106. During a post-implementation review, a health information manager identifies a weakness in charge reconciliation. Which corrective step most directly addresses the finding?

- A. use room charges only in this process
- B. ensure billable services documented in care processes are appropriately captured
- C. remove clinical departments from review in this process
- D. ignore missing charges in this process

107. During a post-implementation review, a health information manager identifies a weakness in late charge policy. Which corrective step most directly addresses the finding?

- A. prohibit all corrections in this process
- B. govern timely supported additions and corrections after initial billing
- C. add charges without documentation in this process
- D. change claims after payment without review

108. During a post-implementation review, a health information manager identifies a weakness in revenue cycle key performance indicator. Which corrective step most directly addresses the finding?

- A. use an undefined collection of numbers
- B. report only anecdotes in this process
- C. exclude targets and trends in this process
- D. measure a defined process outcome to guide improvement

109. During a post-implementation review, a health information manager identifies a weakness in patient financial communication. Which corrective step most directly addresses the finding?

- A. withhold all cost information in this process
- B. use only technical contract language in this process
- C. provide understandable information about estimates, obligations, and assistance options
- D. promise a fixed payment without review

110. During a post-implementation review, a health information manager identifies a weakness in coding query process. Which corrective step most directly addresses the finding?

- A. seek non-leading clarification when documentation is incomplete or conflicting
- B. tell the provider which diagnosis to select
- C. change the record without query in this process
- D. ask only about reimbursement in this process

111. During a post-implementation review, a health information manager identifies a weakness in case mix index. Which corrective step most directly addresses the finding?

- A. measure only length of stay
- B. replace quality reporting in this process
- C. count unique patients only in this process
- D. summarize relative resource intensity based on assigned weights

112. During a post-implementation review, a health information manager identifies a weakness in utilization review. Which corrective step most directly addresses the finding?

- A. replace all discharge planning in this process
- B. focus solely on charges in this process
- C. evaluate care setting and resource use against appropriate criteria
- D. ignore clinical evidence in this process

113. During a post-implementation review, a health information manager identifies a weakness in revenue cycle segregation of duties. Which corrective step most directly addresses the finding?

- A. separate incompatible tasks to reduce error and fraud risk
- B. give one user all approval rights
- C. share administrator accounts in this process
- D. avoid audit trails in this process

114. During a post-implementation review, a health information manager identifies a weakness in claims reconciliation. Which corrective step most directly addresses the finding?

- A. compare only charge amounts in this process
- B. match submitted claims, acknowledgments, remittances, and account status
- C. ignore rejected transactions in this process
- D. close accounts before payment review

115. During a post-implementation review, a health information manager identifies a weakness in patient access accuracy. Which corrective step most directly addresses the finding?

- A. defer all verification until collections
- B. use a prior patient's coverage
- C. skip eligibility checks in this process
- D. collect correct demographic and insurance information at registration

116. During a post-implementation review, a health information manager identifies a weakness in reimbursement variance analysis. Which corrective step most directly addresses the finding?

- A. assume all differences are normal in this process
- B. use only gross charges in this process
- C. identify differences between expected and actual payment for investigation
- D. ignore payer-specific rates in this process

117. During a post-implementation review, a health information manager identifies a weakness in discharge not final billed control. Which corrective step most directly addresses the finding?

- A. bill every account at midnight in this process
- B. monitor accounts awaiting complete documentation or coding before billing
- C. delete incomplete encounters in this process
- D. ignore documentation status in this process

118. During a post-implementation review, a health information manager identifies a weakness in charge master change control. Which corrective step most directly addresses the finding?

- A. require review, approval, testing, and documentation of updates
- B. let any user change prices
- C. avoid testing updates in this process
- D. remove effective dates in this process

119. During a post-implementation review, a health information manager identifies a weakness in appeals process. Which corrective step most directly addresses the finding?

- A. resubmit without evidence in this process
- B. submit supported reconsideration when a denial is disputed
- C. ignore filing deadlines in this process
- D. replace all denial analysis in this process

120. During a post-implementation review, a health information manager identifies a weakness in revenue cycle root-cause analysis. Which corrective step most directly addresses the finding?

- A. blame one employee without evidence in this process
- B. focus only on outcomes in this process
- C. trace recurring errors to the process condition that produces them
- D. make changes without testing in this process

121. During a post-implementation review, a health information manager identifies a weakness in strategic plan. Which corrective step most directly addresses the finding?

- A. translate mission and priorities into measurable long-term objectives
- B. list only daily tasks in this process
- C. replace the operating budget in this process
- D. avoid environmental assessment in this process

122. During a post-implementation review, a health information manager identifies a weakness in operating budget. Which corrective step most directly addresses the finding?

- A. record only historical spending in this process
- B. replace a capital request in this process
- C. exclude staffing costs in this process
- D. plan expected revenues, expenses, and resource use for a period

123. During a post-implementation review, a health information manager identifies a weakness in capital budget request. Which corrective step most directly addresses the finding?

- A. justify a major long-lived investment with costs, benefits, and alternatives
- B. fund routine supplies only in this process
- C. avoid return-on-investment analysis in this process
- D. skip approval review in this process

124. During a post-implementation review, a health information manager identifies a weakness in staffing plan. Which corrective step most directly addresses the finding?

- A. assign staff without considering workload
- B. ignore required skills in this process
- C. retain vacancies indefinitely in this process
- D. align workforce capacity and competencies with service demand

125. During a post-implementation review, a health information manager identifies a weakness in performance appraisal. Which corrective step most directly addresses the finding?

- A. rely only on a single recent event
- B. avoid documenting goals in this process
- C. provide evidence-based feedback on agreed expectations and development
- D. replace coaching with rumors in this process

126. During a post-implementation review, a health information manager identifies a weakness in change management. Which corrective step most directly addresses the finding?

- A. announce changes after implementation in this process
- B. prepare people, processes, communication, and support for an adopted change
- C. exclude affected users in this process
- D. treat resistance as misconduct in this process

127. During a post-implementation review, a health information manager identifies a weakness in stakeholder analysis. Which corrective step most directly addresses the finding?

- A. communicate only with executives in this process
- B. ignore affected departments in this process
- C. assume all stakeholders agree in this process
- D. identify interested parties, influence, needs, and engagement approaches

128. During a post-implementation review, a health information manager identifies a weakness in project charter. Which corrective step most directly addresses the finding?

- A. define purpose, scope, authority, deliverables, and governance
- B. serve as the final project report
- C. replace the project schedule
- D. avoid sponsor approval in this process

129. During a post-implementation review, a health information manager identifies a weakness in risk register. Which corrective step most directly addresses the finding?

- A. list only completed incidents in this process
- B. ignore mitigation planning in this process
- C. document risks, likelihood, impact, owners, and response actions
- D. remove accountability in this process

130. During a post-implementation review, a health information manager identifies a weakness in root-cause analysis. Which corrective step most directly addresses the finding?

- A. stop at the first visible error
- B. identify system factors contributing to an adverse result
- C. assign blame without evidence in this process
- D. avoid process mapping in this process

131. During a post-implementation review, a health information manager identifies a weakness in quality improvement cycle. Which corrective step most directly addresses the finding?

- A. implement once without measurement in this process
- B. report only successes in this process
- C. avoid front-line input in this process
- D. test changes, measure results, and refine the intervention

132. During a post-implementation review, a health information manager identifies a weakness in benchmark selection. Which corrective step most directly addresses the finding?

- A. use an unrelated national average in this process
- B. ignore measure definitions in this process
- C. choose a comparable standard relevant to the measure and population
- D. compare different denominators in this process

133. During a post-implementation review, a health information manager identifies a weakness in organizational policy. Which corrective step most directly addresses the finding?

- A. state approved expectations, responsibilities, and controls
- B. replace all procedures with slogans
- C. leave ownership undefined in this process
- D. avoid review dates in this process

134. During a post-implementation review, a health information manager identifies a weakness in procedure document. Which corrective step most directly addresses the finding?

- A. set enterprise mission in this process
- B. describe the operational steps used to carry out a policy
- C. replace legal requirements in this process
- D. avoid naming responsible roles in this process

135. During a post-implementation review, a health information manager identifies a weakness in leadership communication. Which corrective step most directly addresses the finding?

- A. share technical detail without context in this process
- B. tailor clear, timely messages to the audience and decision needed
- C. withhold rationale in this process for this review
- D. communicate only after rumors spread in this process

136. During a post-implementation review, a health information manager identifies a weakness in conflict resolution. Which corrective step most directly addresses the finding?

- A. address interests, facts, and options to reach a workable agreement
- B. avoid the issue indefinitely in this process
- C. choose a winner without discussion in this process
- D. share confidential details broadly in this process

137. During a post-implementation review, a health information manager identifies a weakness in delegation. Which corrective step most directly addresses the finding?

- A. transfer accountability completely in this process
- B. give tasks without expectations in this process
- C. assign authority and support while retaining appropriate accountability
- D. delegate only routine work in this process

138. During a post-implementation review, a health information manager identifies a weakness in succession planning. Which corrective step most directly addresses the finding?

- A. wait until a leader resigns
- B. exclude talent development in this process
- C. choose successors randomly in this process
- D. develop readiness for critical roles and anticipated transitions

139. During a post-implementation review, a health information manager identifies a weakness in professional ethics. Which corrective step most directly addresses the finding?

- A. follow convenience over duty in this process
- B. apply principles and organizational values to decisions and conduct
- C. ignore conflicts of interest in this process
- D. avoid documentation in this process for this review

140. During a post-implementation review, a health information manager identifies a weakness in team meeting facilitation. Which corrective step most directly addresses the finding?

- A. invite no decision makers in this process
- B. avoid recording action items in this process
- C. allow unrelated issues to dominate in this process
- D. use a clear purpose, agenda, participation, and follow-up actions

141. During a post-implementation review, a health information manager identifies a weakness in project scope control. Which corrective step most directly addresses the finding?

- A. accept every request immediately in this process
- B. remove baseline requirements in this process
- C. evaluate requested changes against objectives, impacts, and approval rules
- D. ignore resource effects in this process

142. During a post-implementation review, a health information manager identifies a weakness in vendor management. Which corrective step most directly addresses the finding?

- A. monitor performance, obligations, risks, and service outcomes
- B. rely only on the sales presentation
- C. ignore contract requirements in this process
- D. avoid issue escalation in this process

143. During a post-implementation review, a health information manager identifies a weakness in return on investment analysis. Which corrective step most directly addresses the finding?

- A. consider purchase price only in this process
- B. ignore benefits in this process for this review
- C. use anecdotes instead of estimates in this process
- D. compare anticipated benefits with costs over the relevant decision horizon

144. During a post-implementation review, a health information manager identifies a weakness in workforce competency assessment. Which corrective step most directly addresses the finding?

- A. evaluate whether staff can perform required responsibilities safely and effectively
- B. measure only attendance in this process
- C. assume licensure proves every skill in this process
- D. exclude remediation in this process for this review

145. During a post-implementation review, a health information manager identifies a weakness in organizational culture assessment. Which corrective step most directly addresses the finding?

- A. measure only office layout in this process
- B. examine shared behaviors and norms that affect performance and change
- C. ignore leadership behavior in this process
- D. assume culture never changes in this process

146. During a post-implementation review, a health information manager identifies a weakness in incident reporting program. Which corrective step most directly addresses the finding?

- A. use reports only for punishment in this process
- B. discourage near-miss reporting in this process
- C. capture events and near misses for learning and corrective action
- D. delete reports without analysis in this process

147. During a post-implementation review, a health information manager identifies a weakness in executive dashboard. Which corrective step most directly addresses the finding?

- A. show every raw transaction in this process
- B. omit targets in this process for this review
- C. summarize strategic measures, trends, risks, and decisions needing attention
- D. use only decorative graphics in this process

148. During a post-implementation review, a health information manager identifies a weakness in process owner. Which corrective step most directly addresses the finding?

- A. perform every task personally
- B. avoid metric review in this process
- C. transfer ownership to vendors
- D. accept accountability for process performance and improvement

149. During a post-implementation review, a health information manager identifies a weakness in policy exception process. Which corrective step most directly addresses the finding?

- A. document, evaluate, approve, and monitor justified departures from policy
- B. permit undocumented exceptions in this process
- C. treat every exception as permanent in this process
- D. bypass risk review in this process

150. During a post-implementation review, a health information manager identifies a weakness in continuous improvement culture. Which corrective step most directly addresses the finding?

- A. avoid reporting defects in this process
- B. encourage measurement, learning, and iterative problem solving
- C. punish all questions in this process
- D. make changes only after crises

Practice Exam 13: Answer Key and Explanations

- 1. A** — The best corrective step is to assign accountable data stewards and enforce common definitions. For data governance program, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.
- 2. D** — The best corrective step is to standardize the meaning and permitted use of data elements. For enterprise data dictionary, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.
- 3. C** — The best corrective step is to monitor data quality and resolve ownership issues. For data stewardship, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness. It supports safe, reliable operations.
- 4. D** — The best corrective step is to specify creation, use, retention, archival, and disposition controls. For data lifecycle policy, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.
- 5. A** — The best corrective step is to establish matching rules and a process to correct duplicates. For master patient index governance, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.
- 6. B** — The best corrective step is to document the source, definition, lineage, and permitted use of data. For metadata management, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.
- 7. D** — The best corrective step is to measure completeness, validity, timeliness, consistency, and accuracy. For data quality monitoring, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.
- 8. C** — The best corrective step is to apply legal, regulatory, operational, and risk requirements to record classes. For record retention schedule, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.
- 9. A** — The best corrective step is to identify the official business records released on request. For legal health record policy, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

10. B — The best corrective step is to catalogue systems, data sets, owners, locations, and classifications. For information asset inventory, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

11. D — The best corrective step is to trace data back to its source and transformation history. For data provenance review, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

12. A — The best corrective step is to improve semantic consistency across systems and reports. For standard terminology adoption, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

13. C — The best corrective step is to apply handling rules based on sensitivity and business value. For data classification, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

14. B — The best corrective step is to bring unresolved cross-functional data issues to the accountable authority. For governance escalation, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

15. C — The best corrective step is to preserve accuracy and completeness throughout processing. For data integrity control, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness. It supports safe, reliable operations.

16. A — The best corrective step is to verify legibility, completeness, indexing, and retrieval. For document imaging quality control, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

17. D — The best corrective step is to define participation, data-use rules, and accountability. For health information exchange governance, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

18. B — The best corrective step is to assign accountable business ownership while recognizing organizational custody. For data ownership decision, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

19. C — The best corrective step is to collect and retain only data needed for a defined purpose. For data minimization, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

20. D — The best corrective step is to maintain access to critical information during disruption. For business continuity for information, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

21. A — The best corrective step is to capture care information reliably and reconcile it after restoration. For downtime documentation process, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

22. B — The best corrective step is to use measures to identify root causes and test corrective actions. For data quality improvement project, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

23. C — The best corrective step is to define scope, authority, membership, and decision rights. For information governance charter, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

24. D — The best corrective step is to use reliable patient identity verification at registration. For duplicate record prevention, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

25. B — The best corrective step is to show how source data move and change before reporting. For data lineage documentation, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

26. A — The best corrective step is to display actionable measures and trends for responsible owners. For data quality dashboard, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

27. C — The best corrective step is to organize content with controlled access, retention, and retrieval. For enterprise content management, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

28. A — The best corrective step is to evaluate capabilities, gaps, roles, processes, and controls. For data governance maturity assessment, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

29. D — The best corrective step is to identify the approved system of record for a data element. For authoritative data source, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

30. B — The best corrective step is to compare sources and resolve discrepancies before reporting. For data reconciliation, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness. It supports safe, reliable operations.

31. B — The best corrective step is to limit non-treatment access and disclosure to the least information needed. For minimum necessary standard, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

32. C — The best corrective step is to confirm required core elements before using or disclosing protected health information. For valid authorization, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

33. D — The best corrective step is to track certain non-routine disclosures that must be reported to the individual. For accounting of disclosures, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

34. A — The best corrective step is to evaluate nature of data, recipient, acquisition, and mitigation. For breach risk assessment, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

35. D — The best corrective step is to grant system permissions according to legitimate job functions. For role-based access, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

36. B — The best corrective step is to provide timely access to the designated record set unless a permitted exception applies. For patient access request, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

37. C — The best corrective step is to use a reasonable alternative method or location when conditions are met. For confidential communications request, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

38. A — The best corrective step is to require safeguards and permitted-use terms before a vendor handles PHI. For business associate agreement, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

39. B — The best corrective step is to receive, investigate, document, and respond without retaliation. For privacy complaint process, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

40. C — The best corrective step is to contain, investigate, document, and remediate the event. For security incident response, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

41. D — The best corrective step is to verify the identity of a person requesting system access. For authentication control, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

42. A — The best corrective step is to monitor access activity for inappropriate or unusual use. For audit trail review, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

43. A — The best corrective step is to verify identity, authority, scope, and applicable restrictions before release. For release of information workflow, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

44. C — The best corrective step is to apply the special authorization rules separate from the general record. For psychotherapy notes request, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

45. B — The best corrective step is to teach role-specific responsibilities and document completion. For workforce privacy training, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness. It supports safe, reliable operations.

46. D — The best corrective step is to apply appropriate consequences for substantiated privacy violations. For sanctions policy, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness. It supports safe, reliable operations.

47. D — The best corrective step is to render PHI unreadable and unrecoverable before disposal. For secure disposal, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness. It supports safe, reliable operations.

48. C — The best corrective step is to use encryption and management controls for PHI on portable devices. For mobile device safeguard, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

49. B — The best corrective step is to follow the individual's stated preference before sharing directory information. For patient directory disclosure, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

50. A — The best corrective step is to ensure the appropriate authorization, waiver, or preparatory pathway applies. For research disclosure, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

51. B — The best corrective step is to route the request for legal and privacy review before disclosure. For subpoena response, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

52. D — The best corrective step is to use reasonable administrative and technical protections to reduce exposure. For incidental disclosure safeguard, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

53. C — The best corrective step is to promptly remove credentials when workforce access is no longer needed. For access termination, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

54. A — The best corrective step is to identify privacy risks and mitigations before a new process launches. For privacy impact assessment, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

55. A — The best corrective step is to set permitted uses, safeguards, and limits for a limited data set. For data-use agreement, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

56. C — The best corrective step is to communicate required privacy information and patient rights. For notice of privacy practices, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

57. D — The best corrective step is to document workforce expectations for protecting sensitive information. For confidentiality agreement, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness. It supports safe, reliable operations.

58. B — The best corrective step is to validate that vendor access remains necessary and appropriately limited. For vendor access review, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

59. C — The best corrective step is to use reliable information to confirm the requester's identity and authority. For identity verification for release, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

60. B — The best corrective step is to use audits and metrics to detect trends, exceptions, and control gaps. For privacy monitoring, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

61. D — The best corrective step is to select a display that makes the intended comparison understandable. For data visualization, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

62. A — The best corrective step is to show timely measures, targets, trends, and actionable exceptions. For dashboard design, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

63. B — The best corrective step is to deliver relevant information at the point where a decision is made. For clinical decision support, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

64. D — The best corrective step is to verify that exchanged data retain expected meaning and structure. For interoperability testing, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

65. A — The best corrective step is to organize data to reduce redundancy and improve consistency. For data normalization, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

66. C — The best corrective step is to assess performance on appropriate data before operational use. For predictive model validation, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

67. B — The best corrective step is to integrate historical data from multiple sources for analysis. For data warehouse, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

68. A — The best corrective step is to provide a focused analytic subset for a defined business area. For data mart, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

69. C — The best corrective step is to compare performance with a relevant standard or peer group. For benchmarking, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

70. D — The best corrective step is to examine content, patterns, completeness, and anomalies in a data set. For data profiling, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

71. C — The best corrective step is to document how source fields correspond to target fields. For data mapping, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

72. D — The best corrective step is to translate concepts between coding systems while preserving meaning. For terminology mapping, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

73. A — The best corrective step is to document intended use, inputs, outputs, limitations, and oversight. For algorithm transparency, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

74. B — The best corrective step is to summarize what has happened in the data. For descriptive analytics, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness. It supports safe, reliable operations.

75. C — The best corrective step is to explore why a measured result occurred. For diagnostic analytics, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness. It supports safe, reliable operations.

76. D — The best corrective step is to establish approved definitions, quality controls, and accountability. For data governance for analytics, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

77. A — The best corrective step is to identify values that fail a defined validity or consistency test. For data quality rule, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

78. D — The best corrective step is to define a representative approach suited to the question and population. For sampling plan, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

79. B — The best corrective step is to specify the population at risk or eligible for a measure. For denominator definition, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

80. A — The best corrective step is to allow analysts to trace reported results to source and transformations. For data lineage for analytics, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

81. B — The best corrective step is to use agreed standards to send and receive structured information. For health information exchange interface, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

82. C — The best corrective step is to observe whether users can complete intended tasks safely and efficiently. For usability evaluation, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

83. B — The best corrective step is to prioritize high-value alerts and monitor override patterns. For alert fatigue mitigation, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

84. D — The best corrective step is to document timing and status so users know data currency. For data refresh control, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

85. C — The best corrective step is to retain methods and inputs so results can be repeated and checked. For analytic reproducibility, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

86. A — The best corrective step is to determine whether unusual values reflect error, variation, or a meaningful signal. For outlier investigation, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

87. C — The best corrective step is to define numerator, denominator, inclusion, exclusion, and source rules. For measure specification, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

88. D — The best corrective step is to help users interpret measures, limits, and appropriate use. For data literacy training, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

89. A — The best corrective step is to route rejected or incomplete messages for timely resolution. For interface exception handling, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

90. B — The best corrective step is to confirm that planned analytic use matches governance and privacy requirements. For secondary data use review, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

91. A — The best corrective step is to maintain accurate, approved charge items and related attributes. For charge description master governance, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

92. B — The best corrective step is to compare documented services with recorded charges for completeness and accuracy. For charge capture audit, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

93. C — The best corrective step is to clarify documentation so it accurately reflects the patient's condition and care. For clinical documentation improvement, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

94. D — The best corrective step is to analyze denial reasons and correct underlying process causes. For denial management, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

95. B — The best corrective step is to identify a potential billing or coding issue before claim submission. For claim edit, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

96. D — The best corrective step is to assess whether documented services support coverage requirements. For medical necessity review, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

97. C — The best corrective step is to test whether coding follows documentation and applicable guidelines. For coding compliance audit, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

98. A — The best corrective step is to coordinate clinical, coding, charging, and billing controls to support accurate reimbursement. For revenue integrity program, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

99. B — The best corrective step is to categorize outstanding balances by time since billing or due date. For accounts receivable aging, this action adds accountability, controls, and evidence. It supports

reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

100. D — The best corrective step is to evaluate reimbursement terms, obligations, and operational impact. For payer contract analysis, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

101. C — The best corrective step is to verify required approval before furnishing or billing specified services. For prior authorization workflow, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

102. D — The best corrective step is to apply edits to detect errors before electronic transmission. For claim scrubber, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

103. A — The best corrective step is to interpret payment, adjustment, and denial information from the payer. For remittance advice analysis, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

104. A — The best corrective step is to compare expected reimbursement with actual payment and pursue supported variance. For underpayment recovery, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

105. C — The best corrective step is to investigate, document, and return identified overpayments as required. For overpayment response, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

106. B — The best corrective step is to ensure billable services documented in care processes are appropriately captured. For charge reconciliation, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

107. B — The best corrective step is to govern timely supported additions and corrections after initial billing. For late charge policy, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

108. D — The best corrective step is to measure a defined process outcome to guide improvement. For revenue cycle key performance indicator, this action adds accountability, controls, and evidence. It

supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

109. C — The best corrective step is to provide understandable information about estimates, obligations, and assistance options. For patient financial communication, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

110. A — The best corrective step is to seek non-leading clarification when documentation is incomplete or conflicting. For coding query process, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

111. D — The best corrective step is to summarize relative resource intensity based on assigned weights. For case mix index, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

112. C — The best corrective step is to evaluate care setting and resource use against appropriate criteria. For utilization review, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

113. A — The best corrective step is to separate incompatible tasks to reduce error and fraud risk. For revenue cycle segregation of duties, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

114. B — The best corrective step is to match submitted claims, acknowledgments, remittances, and account status. For claims reconciliation, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

115. D — The best corrective step is to collect correct demographic and insurance information at registration. For patient access accuracy, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

116. C — The best corrective step is to identify differences between expected and actual payment for investigation. For reimbursement variance analysis, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

117. B — The best corrective step is to monitor accounts awaiting complete documentation or coding before billing. For discharge not final billed control, this action adds accountability, controls, and

evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

118. A — The best corrective step is to require review, approval, testing, and documentation of updates. For charge master change control, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

119. B — The best corrective step is to submit supported reconsideration when a denial is disputed. For appeals process, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

120. C — The best corrective step is to trace recurring errors to the process condition that produces them. For revenue cycle root-cause analysis, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

121. A — The best corrective step is to translate mission and priorities into measurable long-term objectives. For strategic plan, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

122. D — The best corrective step is to plan expected revenues, expenses, and resource use for a period. For operating budget, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

123. A — The best corrective step is to justify a major long-lived investment with costs, benefits, and alternatives. For capital budget request, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

124. D — The best corrective step is to align workforce capacity and competencies with service demand. For staffing plan, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

125. C — The best corrective step is to provide evidence-based feedback on agreed expectations and development. For performance appraisal, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

126. B — The best corrective step is to prepare people, processes, communication, and support for an adopted change. For change management, this action adds accountability, controls, and evidence. It

supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

127. D — The best corrective step is to identify interested parties, influence, needs, and engagement approaches. For stakeholder analysis, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

128. A — The best corrective step is to define purpose, scope, authority, deliverables, and governance. For project charter, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness. It supports safe, reliable operations.

129. C — The best corrective step is to document risks, likelihood, impact, owners, and response actions. For risk register, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

130. B — The best corrective step is to identify system factors contributing to an adverse result. For root-cause analysis, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

131. D — The best corrective step is to test changes, measure results, and refine the intervention. For quality improvement cycle, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

132. C — The best corrective step is to choose a comparable standard relevant to the measure and population. For benchmark selection, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

133. A — The best corrective step is to state approved expectations, responsibilities, and controls. For organizational policy, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness. It supports safe, reliable operations.

134. B — The best corrective step is to describe the operational steps used to carry out a policy. For procedure document, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

135. B — The best corrective step is to tailor clear, timely messages to the audience and decision needed. For leadership communication, this action adds accountability, controls, and evidence. It

supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

136. A — The best corrective step is to address interests, facts, and options to reach a workable agreement. For conflict resolution, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

137. C — The best corrective step is to assign authority and support while retaining appropriate accountability. For delegation, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness. It supports safe, reliable operations.

138. D — The best corrective step is to develop readiness for critical roles and anticipated transitions. For succession planning, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

139. B — The best corrective step is to apply principles and organizational values to decisions and conduct. For professional ethics, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

140. D — The best corrective step is to use a clear purpose, agenda, participation, and follow-up actions. For team meeting facilitation, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

141. C — The best corrective step is to evaluate requested changes against objectives, impacts, and approval rules. For project scope control, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

142. A — The best corrective step is to monitor performance, obligations, risks, and service outcomes. For vendor management, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness. It supports safe, reliable operations.

143. D — The best corrective step is to compare anticipated benefits with costs over the relevant decision horizon. For return on investment analysis, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

144. A — The best corrective step is to evaluate whether staff can perform required responsibilities safely and effectively. For workforce competency assessment, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

145. B — The best corrective step is to examine shared behaviors and norms that affect performance and change. For organizational culture assessment, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

146. C — The best corrective step is to capture events and near misses for learning and corrective action. For incident reporting program, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

147. C — The best corrective step is to summarize strategic measures, trends, risks, and decisions needing attention. For executive dashboard, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

148. D — The best corrective step is to accept accountability for process performance and improvement. For process owner, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness. It supports safe, reliable operations.

149. A — The best corrective step is to document, evaluate, approve, and monitor justified departures from policy. For policy exception process, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.

150. B — The best corrective step is to encourage measurement, learning, and iterative problem solving. For continuous improvement culture, this action adds accountability, controls, and evidence. It supports reliable practice and defensible decisions. The alternatives bypass review, ignore responsibility, or increase risk. Select the response that directly resolves the stated process weakness.