

RHIA EXAM PREP 2026-2027: PRACTICE EXAM 5 (150 QUESTIONS)

This original practice exam contains 150 multiple-choice questions modeled on the five RHIA content domains. Allow 3 hours and 25 minutes for exam work. Choose the single best answer for each question. This independent study resource is not affiliated with AHIMA or a live certification examination.

1. A health information manager is strengthening the organization's data governance program. Which action is most appropriate?

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

2. A health information manager is strengthening the organization's enterprise data dictionary. Which action is most appropriate?

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

3. A health information manager is strengthening the organization's data stewardship. Which action is most appropriate?

- 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. A health information manager is strengthening the organization's data lifecycle policy. Which action is most appropriate?

A. specify creation, use, retention, archival, and disposition controls

B. limit data collection to paper forms

C. remove all access controls after discharge

D. make every record permanent in this process

5. A health information manager is strengthening the organization's master patient index governance. Which action is most appropriate?

A. assign a new identifier for every encounter

B. replace all identifiers with room numbers

C. merge records without review in this process

D. establish matching rules and a process to correct duplicates

6. A health information manager is strengthening the organization's metadata management. Which action is most appropriate?

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. A health information manager is strengthening the organization's data quality monitoring. Which action is most appropriate?

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. A health information manager is strengthening the organization's record retention schedule. Which action is most appropriate?

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

9. A health information manager is strengthening the organization's legal health record policy. Which action is most appropriate?

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

10. A health information manager is strengthening the organization's information asset inventory. Which action is most appropriate?

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

11. A health information manager is strengthening the organization's data provenance review. Which action is most appropriate?

- A. trace data back to its source and transformation history

- B. estimate its age from a report title
- C. focus only on the display format
- D. ignore source-system changes in this process

12. A health information manager is strengthening the organization's standard terminology adoption. Which action is most appropriate?

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

13. A health information manager is strengthening the organization's data classification. Which action is most appropriate?

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

14. A health information manager is strengthening the organization's governance escalation. Which action is most appropriate?

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

15. A health information manager is strengthening the organization's data integrity control. Which action is most appropriate?

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

16. A health information manager is strengthening the organization's document imaging quality control. Which action is most appropriate?

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

17. A health information manager is strengthening the organization's health information exchange governance. Which action is most appropriate?

- 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. A health information manager is strengthening the organization's data ownership decision. Which action is most appropriate?

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

19. A health information manager is strengthening the organization's data minimization. Which action is most appropriate?

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

20. A health information manager is strengthening the organization's business continuity for information. Which action is most appropriate?

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

21. A health information manager is strengthening the organization's downtime documentation process. Which action is most appropriate?

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

22. A health information manager is strengthening the organization's data quality improvement project. Which action is most appropriate?

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

23. A health information manager is strengthening the organization's information governance charter. Which action is most appropriate?

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

24. A health information manager is strengthening the organization's duplicate record prevention. Which action is most appropriate?

- 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. A health information manager is strengthening the organization's data lineage documentation. Which action is most appropriate?

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

26. A health information manager is strengthening the organization's data quality dashboard. Which action is most appropriate?

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

27. A health information manager is strengthening the organization's enterprise content management. Which action is most appropriate?

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

28. A health information manager is strengthening the organization's data governance maturity assessment. Which action is most appropriate?

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

29. A health information manager is strengthening the organization's authoritative data source. Which action is most appropriate?

- 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. A health information manager is strengthening the organization's data reconciliation. Which action is most appropriate?

- 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. A health information manager is strengthening the organization's minimum necessary standard. Which action is most appropriate?

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

32. A health information manager is strengthening the organization's valid authorization. Which action is most appropriate?

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

33. A health information manager is strengthening the organization's accounting of disclosures. Which action is most appropriate?

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

34. A health information manager is strengthening the organization's breach risk assessment. Which action is most appropriate?

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

35. A health information manager is strengthening the organization's role-based access. Which action is most appropriate?

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

36. A health information manager is strengthening the organization's patient access request. Which action is most appropriate?

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

37. A health information manager is strengthening the organization's confidential communications request. Which action is most appropriate?

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

38. A health information manager is strengthening the organization's business associate agreement. Which action is most appropriate?

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

39. A health information manager is strengthening the organization's privacy complaint process. Which action is most appropriate?

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

40. A health information manager is strengthening the organization's security incident response. Which action is most appropriate?

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

41. A health information manager is strengthening the organization's authentication control. Which action is most appropriate?

- 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. A health information manager is strengthening the organization's audit trail review. Which action is most appropriate?

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

43. A health information manager is strengthening the organization's release of information workflow. Which action is most appropriate?

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

44. A health information manager is strengthening the organization's psychotherapy notes request. Which action is most appropriate?

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

45. A health information manager is strengthening the organization's workforce privacy training. Which action is most appropriate?

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

46. A health information manager is strengthening the organization's sanctions policy. Which action is most appropriate?

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

47. A health information manager is strengthening the organization's secure disposal. Which action is most appropriate?

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

48. A health information manager is strengthening the organization's mobile device safeguard. Which action is most appropriate?

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

49. A health information manager is strengthening the organization's patient directory disclosure. Which action is most appropriate?

- 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. A health information manager is strengthening the organization's research disclosure. Which action is most appropriate?

- 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. A health information manager is strengthening the organization's subpoena response. Which action is most appropriate?

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

52. A health information manager is strengthening the organization's incidental disclosure safeguard. Which action is most appropriate?

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

53. A health information manager is strengthening the organization's access termination. Which action is most appropriate?

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

54. A health information manager is strengthening the organization's privacy impact assessment. Which action is most appropriate?

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

55. A health information manager is strengthening the organization's data-use agreement. Which action is most appropriate?

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

56. A health information manager is strengthening the organization's notice of privacy practices. Which action is most appropriate?

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

57. A health information manager is strengthening the organization's confidentiality agreement. Which action is most appropriate?

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

58. A health information manager is strengthening the organization's vendor access review. Which action is most appropriate?

- 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. A health information manager is strengthening the organization's identity verification for release. Which action is most appropriate?

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

60. A health information manager is strengthening the organization's privacy monitoring. Which action is most appropriate?

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

61. A health information manager is strengthening the organization's data visualization. Which action is most appropriate?

- 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. A health information manager is strengthening the organization's dashboard design. Which action is most appropriate?

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

63. A health information manager is strengthening the organization's clinical decision support. Which action is most appropriate?

- 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. A health information manager is strengthening the organization's interoperability testing. Which action is most appropriate?

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

65. A health information manager is strengthening the organization's data normalization. Which action is most appropriate?

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

66. A health information manager is strengthening the organization's predictive model validation. Which action is most appropriate?

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

67. A health information manager is strengthening the organization's data warehouse. Which action is most appropriate?

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

68. A health information manager is strengthening the organization's data mart. Which action is most appropriate?

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

69. A health information manager is strengthening the organization's benchmarking. Which action is most appropriate?

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

70. A health information manager is strengthening the organization's data profiling. Which action is most appropriate?

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

71. A health information manager is strengthening the organization's data mapping. Which action is most appropriate?

- 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. A health information manager is strengthening the organization's terminology mapping. Which action is most appropriate?

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

73. A health information manager is strengthening the organization's algorithm transparency. Which action is most appropriate?

- 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. A health information manager is strengthening the organization's descriptive analytics. Which action is most appropriate?

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

75. A health information manager is strengthening the organization's diagnostic analytics. Which action is most appropriate?

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

76. A health information manager is strengthening the organization's data governance for analytics. Which action is most appropriate?

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

77. A health information manager is strengthening the organization's data quality rule. Which action is most appropriate?

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

78. A health information manager is strengthening the organization's sampling plan. Which action is most appropriate?

- 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. A health information manager is strengthening the organization's denominator definition. Which action is most appropriate?

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

80. A health information manager is strengthening the organization's data lineage for analytics. Which action is most appropriate?

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

81. A health information manager is strengthening the organization's health information exchange interface. Which action is most appropriate?

- 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. A health information manager is strengthening the organization's usability evaluation. Which action is most appropriate?

- 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. A health information manager is strengthening the organization's alert fatigue mitigation. Which action is most appropriate?

- 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. A health information manager is strengthening the organization's data refresh control. Which action is most appropriate?

- 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. A health information manager is strengthening the organization's analytic reproducibility. Which action is most appropriate?

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

86. A health information manager is strengthening the organization's outlier investigation. Which action is most appropriate?

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

87. A health information manager is strengthening the organization's measure specification. Which action is most appropriate?

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

88. A health information manager is strengthening the organization's data literacy training. Which action is most appropriate?

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

89. A health information manager is strengthening the organization's interface exception handling. Which action is most appropriate?

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

90. A health information manager is strengthening the organization's secondary data use review. Which action is most appropriate?

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

91. A health information manager is strengthening the organization's charge description master governance. Which action is most appropriate?

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

92. A health information manager is strengthening the organization's charge capture audit. Which action is most appropriate?

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

93. A health information manager is strengthening the organization's clinical documentation improvement. Which action is most appropriate?

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

94. A health information manager is strengthening the organization's denial management. Which action is most appropriate?

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

95. A health information manager is strengthening the organization's claim edit. Which action is most appropriate?

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

96. A health information manager is strengthening the organization's medical necessity review. Which action is most appropriate?

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

97. A health information manager is strengthening the organization's coding compliance audit. Which action is most appropriate?

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

98. A health information manager is strengthening the organization's revenue integrity program. Which action is most appropriate?

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

99. A health information manager is strengthening the organization's accounts receivable aging. Which action is most appropriate?

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

100. A health information manager is strengthening the organization's payer contract analysis. Which action is most appropriate?

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

101. A health information manager is strengthening the organization's prior authorization workflow. Which action is most appropriate?

- 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. A health information manager is strengthening the organization's claim scrubber. Which action is most appropriate?

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

103. A health information manager is strengthening the organization's remittance advice analysis. Which action is most appropriate?

- 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. A health information manager is strengthening the organization's underpayment recovery. Which action is most appropriate?

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

105. A health information manager is strengthening the organization's overpayment response. Which action is most appropriate?

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

106. A health information manager is strengthening the organization's charge reconciliation. Which action is most appropriate?

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

107. A health information manager is strengthening the organization's late charge policy. Which action is most appropriate?

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

108. A health information manager is strengthening the organization's revenue cycle key performance indicator. Which action is most appropriate?

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

109. A health information manager is strengthening the organization's patient financial communication. Which action is most appropriate?

- 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. A health information manager is strengthening the organization's coding query process. Which action is most appropriate?

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

111. A health information manager is strengthening the organization's case mix index. Which action is most appropriate?

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

112. A health information manager is strengthening the organization's utilization review. Which action is most appropriate?

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

113. A health information manager is strengthening the organization's revenue cycle segregation of duties. Which action is most appropriate?

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

114. A health information manager is strengthening the organization's claims reconciliation. Which action is most appropriate?

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

115. A health information manager is strengthening the organization's patient access accuracy. Which action is most appropriate?

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

116. A health information manager is strengthening the organization's reimbursement variance analysis. Which action is most appropriate?

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

117. A health information manager is strengthening the organization's discharge not final billed control. Which action is most appropriate?

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

118. A health information manager is strengthening the organization's charge master change control. Which action is most appropriate?

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

119. A health information manager is strengthening the organization's appeals process. Which action is most appropriate?

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

120. A health information manager is strengthening the organization's revenue cycle root-cause analysis. Which action is most appropriate?

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

121. A health information manager is strengthening the organization's strategic plan. Which action is most appropriate?

- 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. A health information manager is strengthening the organization's operating budget. Which action is most appropriate?

- 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. A health information manager is strengthening the organization's capital budget request. Which action is most appropriate?

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

124. A health information manager is strengthening the organization's staffing plan. Which action is most appropriate?

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

125. A health information manager is strengthening the organization's performance appraisal. Which action is most appropriate?

- 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. A health information manager is strengthening the organization's change management. Which action is most appropriate?

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

127. A health information manager is strengthening the organization's stakeholder analysis. Which action is most appropriate?

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

128. A health information manager is strengthening the organization's project charter. Which action is most appropriate?

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

129. A health information manager is strengthening the organization's risk register. Which action is most appropriate?

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

130. A health information manager is strengthening the organization's root-cause analysis. Which action is most appropriate?

- 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. A health information manager is strengthening the organization's quality improvement cycle. Which action is most appropriate?

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

132. A health information manager is strengthening the organization's benchmark selection. Which action is most appropriate?

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

133. A health information manager is strengthening the organization's organizational policy. Which action is most appropriate?

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

134. A health information manager is strengthening the organization's procedure document. Which action is most appropriate?

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

135. A health information manager is strengthening the organization's leadership communication. Which action is most appropriate?

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

136. A health information manager is strengthening the organization's conflict resolution. Which action is most appropriate?

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

137. A health information manager is strengthening the organization's delegation. Which action is most appropriate?

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

138. A health information manager is strengthening the organization's succession planning. Which action is most appropriate?

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

139. A health information manager is strengthening the organization's professional ethics. Which action is most appropriate?

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

140. A health information manager is strengthening the organization's team meeting facilitation. Which action is most appropriate?

- 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. A health information manager is strengthening the organization's project scope control. Which action is most appropriate?

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

142. A health information manager is strengthening the organization's vendor management. Which action is most appropriate?

- 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. A health information manager is strengthening the organization's return on investment analysis. Which action is most appropriate?

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

144. A health information manager is strengthening the organization's workforce competency assessment. Which action is most appropriate?

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

145. A health information manager is strengthening the organization's organizational culture assessment. Which action is most appropriate?

- 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. A health information manager is strengthening the organization's incident reporting program. Which action is most appropriate?

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

147. A health information manager is strengthening the organization's executive dashboard. Which action is most appropriate?

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

148. A health information manager is strengthening the organization's process owner. Which action is most appropriate?

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

149. A health information manager is strengthening the organization's policy exception process. Which action is most appropriate?

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

150. A health information manager is strengthening the organization's continuous improvement culture. Which action is most appropriate?

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

Practice Exam 5: Answer Key and Explanations

1. B — The best response is to assign accountable data stewards and enforce common definitions. In practice, data governance program relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

2. A — The best response is to standardize the meaning and permitted use of data elements. In practice, enterprise data dictionary relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

3. C — The best response is to monitor data quality and resolve ownership issues. In practice, data stewardship relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

4. A — The best response is to specify creation, use, retention, archival, and disposition controls. In practice, data lifecycle policy relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

5. D — The best response is to establish matching rules and a process to correct duplicates. In practice, master patient index governance relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

6. B — The best response is to document the source, definition, lineage, and permitted use of data. In practice, metadata management relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

7. D — The best response is to measure completeness, validity, timeliness, consistency, and accuracy. In practice, data quality monitoring relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

8. A — The best response is to apply legal, regulatory, operational, and risk requirements to record classes. In practice, record retention schedule relies on accountability, controls, and evidence. This

action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

9. B — The best response is to identify the official business records released on request. In practice, legal health record policy relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

10. C — The best response is to catalogue systems, data sets, owners, locations, and classifications. In practice, information asset inventory relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

11. A — The best response is to trace data back to its source and transformation history. In practice, data provenance review relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

12. B — The best response is to improve semantic consistency across systems and reports. In practice, standard terminology adoption relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

13. D — The best response is to apply handling rules based on sensitivity and business value. In practice, data classification relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

14. C — The best response is to bring unresolved cross-functional data issues to the accountable authority. In practice, governance escalation relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

15. B — The best response is to preserve accuracy and completeness throughout processing. In practice, data integrity control relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

16. C — The best response is to verify legibility, completeness, indexing, and retrieval. In practice, document imaging quality control relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

17. D — The best response is to define participation, data-use rules, and accountability. In practice, health information exchange governance relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

18. A — The best response is to assign accountable business ownership while recognizing organizational custody. In practice, data ownership decision relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

19. D — The best response is to collect and retain only data needed for a defined purpose. In practice, data minimization relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

20. B — The best response is to maintain access to critical information during disruption. In practice, business continuity for information relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

21. C — The best response is to capture care information reliably and reconcile it after restoration. In practice, downtime documentation process relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

22. A — The best response is to use measures to identify root causes and test corrective actions. In practice, data quality improvement project relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

23. B — The best response is to define scope, authority, membership, and decision rights. In practice, information governance charter relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review,

ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

24. D — The best response is to use reliable patient identity verification at registration. In practice, duplicate record prevention relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

25. A — The best response is to show how source data move and change before reporting. In practice, data lineage documentation relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

26. C — The best response is to display actionable measures and trends for responsible owners. In practice, data quality dashboard relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

27. A — The best response is to organize content with controlled access, retention, and retrieval. In practice, enterprise content management relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

28. C — The best response is to evaluate capabilities, gaps, roles, processes, and controls. In practice, data governance maturity assessment relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

29. D — The best response is to identify the approved system of record for a data element. In practice, authoritative data source relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

30. B — The best response is to compare sources and resolve discrepancies before reporting. In practice, data reconciliation relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

31. C — The best response is to limit non-treatment access and disclosure to the least information needed. In practice, minimum necessary standard relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

32. D — The best response is to confirm required core elements before using or disclosing protected health information. In practice, valid authorization relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

33. A — The best response is to track certain non-routine disclosures that must be reported to the individual. In practice, accounting of disclosures relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

34. B — The best response is to evaluate nature of data, recipient, acquisition, and mitigation. In practice, breach risk assessment relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

35. B — The best response is to grant system permissions according to legitimate job functions. In practice, role-based access relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

36. A — The best response is to provide timely access to the designated record set unless a permitted exception applies. In practice, patient access request relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

37. D — The best response is to use a reasonable alternative method or location when conditions are met. In practice, confidential communications request relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

38. C — The best response is to require safeguards and permitted-use terms before a vendor handles PHI. In practice, business associate agreement relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they

bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

39. C — The best response is to receive, investigate, document, and respond without retaliation. In practice, privacy complaint process relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

40. A — The best response is to contain, investigate, document, and remediate the event. In practice, security incident response relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

41. D — The best response is to verify the identity of a person requesting system access. In practice, authentication control relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

42. B — The best response is to monitor access activity for inappropriate or unusual use. In practice, audit trail review relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

43. B — The best response is to verify identity, authority, scope, and applicable restrictions before release. In practice, release of information workflow relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

44. A — The best response is to apply the special authorization rules separate from the general record. In practice, psychotherapy notes request relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

45. D — The best response is to teach role-specific responsibilities and document completion. In practice, workforce privacy training relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

46. C — The best response is to apply appropriate consequences for substantiated privacy violations. In practice, sanctions policy relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

47. C — The best response is to render PHI unreadable and unrecoverable before disposal. In practice, secure disposal relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

48. D — The best response is to use encryption and management controls for PHI on portable devices. In practice, mobile device safeguard relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

49. B — The best response is to follow the individual's stated preference before sharing directory information. In practice, patient directory disclosure relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

50. A — The best response is to ensure the appropriate authorization, waiver, or preparatory pathway applies. In practice, research disclosure relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

51. A — The best response is to route the request for legal and privacy review before disclosure. In practice, subpoena response relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

52. B — The best response is to use reasonable administrative and technical protections to reduce exposure. In practice, incidental disclosure safeguard relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

53. D — The best response is to promptly remove credentials when workforce access is no longer needed. In practice, access termination relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass

review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

54. C — The best response is to identify privacy risks and mitigations before a new process launches. In practice, privacy impact assessment relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

55. A — The best response is to set permitted uses, safeguards, and limits for a limited data set. In practice, data-use agreement relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

56. D — The best response is to communicate required privacy information and patient rights. In practice, notice of privacy practices relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

57. C — The best response is to document workforce expectations for protecting sensitive information. In practice, confidentiality agreement relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

58. B — The best response is to validate that vendor access remains necessary and appropriately limited. In practice, vendor access review relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

59. B — The best response is to use reliable information to confirm the requester's identity and authority. In practice, identity verification for release relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

60. A — The best response is to use audits and metrics to detect trends, exceptions, and control gaps. In practice, privacy monitoring relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

61. D — The best response is to select a display that makes the intended comparison understandable. In practice, data visualization relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

62. C — The best response is to show timely measures, targets, trends, and actionable exceptions. In practice, dashboard design relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

63. B — The best response is to deliver relevant information at the point where a decision is made. In practice, clinical decision support relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

64. C — The best response is to verify that exchanged data retain expected meaning and structure. In practice, interoperability testing relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

65. D — The best response is to organize data to reduce redundancy and improve consistency. In practice, data normalization relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

66. A — The best response is to assess performance on appropriate data before operational use. In practice, predictive model validation relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

67. C — The best response is to integrate historical data from multiple sources for analysis. In practice, data warehouse relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

68. D — The best response is to provide a focused analytic subset for a defined business area. In practice, data mart relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore

responsibility, or increase risk. Choose the action that applies the stated information-management principle.

69. B — The best response is to compare performance with a relevant standard or peer group. In practice, benchmarking relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

70. A — The best response is to examine content, patterns, completeness, and anomalies in a data set. In practice, data profiling relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

71. C — The best response is to document how source fields correspond to target fields. In practice, data mapping relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

72. B — The best response is to translate concepts between coding systems while preserving meaning. In practice, terminology mapping relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

73. A — The best response is to document intended use, inputs, outputs, limitations, and oversight. In practice, algorithm transparency relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

74. D — The best response is to summarize what has happened in the data. In practice, descriptive analytics relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

75. B — The best response is to explore why a measured result occurred. In practice, diagnostic analytics relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

76. A — The best response is to establish approved definitions, quality controls, and accountability. In practice, data governance for analytics relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass

review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

77. C — The best response is to identify values that fail a defined validity or consistency test. In practice, data quality rule relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

78. D — The best response is to define a representative approach suited to the question and population. In practice, sampling plan relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

79. A — The best response is to specify the population at risk or eligible for a measure. In practice, denominator definition relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

80. D — The best response is to allow analysts to trace reported results to source and transformations. In practice, data lineage for analytics relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

81. B — The best response is to use agreed standards to send and receive structured information. In practice, health information exchange interface relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

82. C — The best response is to observe whether users can complete intended tasks safely and efficiently. In practice, usability evaluation relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

83. B — The best response is to prioritize high-value alerts and monitor override patterns. In practice, alert fatigue mitigation relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

84. D — The best response is to document timing and status so users know data currency. In practice, data refresh control relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

85. A — The best response is to retain methods and inputs so results can be repeated and checked. In practice, analytic reproducibility relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

86. C — The best response is to determine whether unusual values reflect error, variation, or a meaningful signal. In practice, outlier investigation relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

87. B — The best response is to define numerator, denominator, inclusion, exclusion, and source rules. In practice, measure specification relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

88. A — The best response is to help users interpret measures, limits, and appropriate use. In practice, data literacy training relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

89. D — The best response is to route rejected or incomplete messages for timely resolution. In practice, interface exception handling relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

90. C — The best response is to confirm that planned analytic use matches governance and privacy requirements. In practice, secondary data use review relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

91. C — The best response is to maintain accurate, approved charge items and related attributes. In practice, charge description master governance relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they

bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

92. D — The best response is to compare documented services with recorded charges for completeness and accuracy. In practice, charge capture audit relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

93. B — The best response is to clarify documentation so it accurately reflects the patient's condition and care. In practice, clinical documentation improvement relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

94. A — The best response is to analyze denial reasons and correct underlying process causes. In practice, denial management relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

95. A — The best response is to identify a potential billing or coding issue before claim submission. In practice, claim edit relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

96. B — The best response is to assess whether documented services support coverage requirements. In practice, medical necessity review relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

97. D — The best response is to test whether coding follows documentation and applicable guidelines. In practice, coding compliance audit relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

98. C — The best response is to coordinate clinical, coding, charging, and billing controls to support accurate reimbursement. In practice, revenue integrity program relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

99. D — The best response is to categorize outstanding balances by time since billing or due date. In practice, accounts receivable aging relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

100. B — The best response is to evaluate reimbursement terms, obligations, and operational impact. In practice, payer contract analysis relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

101. C — The best response is to verify required approval before furnishing or billing specified services. In practice, prior authorization workflow relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

102. A — The best response is to apply edits to detect errors before electronic transmission. In practice, claim scrubber relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

103. A — The best response is to interpret payment, adjustment, and denial information from the payer. In practice, remittance advice analysis relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

104. B — The best response is to compare expected reimbursement with actual payment and pursue supported variance. In practice, underpayment recovery relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

105. D — The best response is to investigate, document, and return identified overpayments as required. In practice, overpayment response relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

106. C — The best response is to ensure billable services documented in care processes are appropriately captured. In practice, charge reconciliation relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because

they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

107. A — The best response is to govern timely supported additions and corrections after initial billing. In practice, late charge policy relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

108. B — The best response is to measure a defined process outcome to guide improvement. In practice, revenue cycle key performance indicator relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

109. C — The best response is to provide understandable information about estimates, obligations, and assistance options. In practice, patient financial communication relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

110. D — The best response is to seek non-leading clarification when documentation is incomplete or conflicting. In practice, coding query process relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

111. B — The best response is to summarize relative resource intensity based on assigned weights. In practice, case mix index relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

112. D — The best response is to evaluate care setting and resource use against appropriate criteria. In practice, utilization review relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

113. C — The best response is to separate incompatible tasks to reduce error and fraud risk. In practice, revenue cycle segregation of duties relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

114. A — The best response is to match submitted claims, acknowledgments, remittances, and account status. In practice, claims reconciliation relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

115. B — The best response is to collect correct demographic and insurance information at registration. In practice, patient access accuracy relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

116. A — The best response is to identify differences between expected and actual payment for investigation. In practice, reimbursement variance analysis relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

117. C — The best response is to monitor accounts awaiting complete documentation or coding before billing. In practice, discharge not final billed control relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

118. D — The best response is to require review, approval, testing, and documentation of updates. In practice, charge master change control relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

119. C — The best response is to submit supported reconsideration when a denial is disputed. In practice, appeals process relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

120. B — The best response is to trace recurring errors to the process condition that produces them. In practice, revenue cycle root-cause analysis relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

121. A — The best response is to translate mission and priorities into measurable long-term objectives. In practice, strategic plan relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review,

ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

122. D — The best response is to plan expected revenues, expenses, and resource use for a period. In practice, operating budget relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

123. B — The best response is to justify a major long-lived investment with costs, benefits, and alternatives. In practice, capital budget request relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

124. A — The best response is to align workforce capacity and competencies with service demand. In practice, staffing plan relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

125. C — The best response is to provide evidence-based feedback on agreed expectations and development. In practice, performance appraisal relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

126. D — The best response is to prepare people, processes, communication, and support for an adopted change. In practice, change management relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

127. C — The best response is to identify interested parties, influence, needs, and engagement approaches. In practice, stakeholder analysis relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

128. D — The best response is to define purpose, scope, authority, deliverables, and governance. In practice, project charter relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

129. A — The best response is to document risks, likelihood, impact, owners, and response actions. In practice, risk register relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

130. B — The best response is to identify system factors contributing to an adverse result. In practice, root-cause analysis relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

131. B — The best response is to test changes, measure results, and refine the intervention. In practice, quality improvement cycle relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

132. D — The best response is to choose a comparable standard relevant to the measure and population. In practice, benchmark selection relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

133. C — The best response is to state approved expectations, responsibilities, and controls. In practice, organizational policy relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

134. A — The best response is to describe the operational steps used to carry out a policy. In practice, procedure document relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

135. C — The best response is to tailor clear, timely messages to the audience and decision needed. In practice, leadership communication relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

136. D — The best response is to address interests, facts, and options to reach a workable agreement. In practice, conflict resolution relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review,

ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

137. A — The best response is to assign authority and support while retaining appropriate accountability. In practice, delegation relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

138. B — The best response is to develop readiness for critical roles and anticipated transitions. In practice, succession planning relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

139. C — The best response is to apply principles and organizational values to decisions and conduct. In practice, professional ethics relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

140. D — The best response is to use a clear purpose, agenda, participation, and follow-up actions. In practice, team meeting facilitation relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

141. B — The best response is to evaluate requested changes against objectives, impacts, and approval rules. In practice, project scope control relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

142. A — The best response is to monitor performance, obligations, risks, and service outcomes. In practice, vendor management relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

143. A — The best response is to compare anticipated benefits with costs over the relevant decision horizon. In practice, return on investment analysis relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

144. C — The best response is to evaluate whether staff can perform required responsibilities safely and effectively. In practice, workforce competency assessment relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

145. B — The best response is to examine shared behaviors and norms that affect performance and change. In practice, organizational culture assessment relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

146. D — The best response is to capture events and near misses for learning and corrective action. In practice, incident reporting program relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

147. D — The best response is to summarize strategic measures, trends, risks, and decisions needing attention. In practice, executive dashboard relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

148. C — The best response is to accept accountability for process performance and improvement. In practice, process owner relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

149. B — The best response is to document, evaluate, approve, and monitor justified departures from policy. In practice, policy exception process relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.

150. A — The best response is to encourage measurement, learning, and iterative problem solving. In practice, continuous improvement culture relies on accountability, controls, and evidence. This action supports consistent operations and defensible decisions. The alternatives are weaker because they bypass review, ignore responsibility, or increase risk. Choose the action that applies the stated information-management principle.