

**ACMPE BOARD  
CERTIFICATION EXAM  
FLASHCARDS**



Inspiring  
healthcare  
excellence.™

**McMA**

TRIM ALONG THE DOTTED LINES

FOLD ALONG SOLID LINE

These printable Flashcards are a fun, interactive exercise to review areas of the ***Body of Knowledge for Medical Practice Management (BOK)*** as used on the ACMPE Board Certification exams. The content does not reflect the exams, but can remind you of the knowledge and skills you know and your readiness to test. The Board Certification exam requirements include the multiple choice, assessing the knowledge you hold, and the scenario-based, evaluating you can apply the knowledge.

**FINANCIAL  
MANAGEMENT**



What is the primary purpose of a Cash Flow Budget?

**McMA**

**FINANCIAL  
MANAGEMENT**



Estimate incoming and outgoing cash during a specific period

**FINANCIAL  
MANAGEMENT**



Which financial statement provides a snapshot of a company's assets, liabilities, and equity at a specific point in time?

**McMA**

**FINANCIAL  
MANAGEMENT**



Balance Sheet

**FINANCIAL  
MANAGEMENT**



Which of the following best defines Net Collection Rate?

**McMA**

**FINANCIAL  
MANAGEMENT**



Percentage of payments received out of total contractually owed amounts

**FINANCIAL  
MANAGEMENT**



Which accounting method records revenues when earned and expenses when incurred, regardless of when cash is exchanged?

**McMA**

**FINANCIAL  
MANAGEMENT**



Accrual accounting

 TRIM ALONG THE DOTTED LINES

FOLD ALONG SOLID LINE

**FINANCIAL  
MANAGEMENT**



What is the purpose of a Pro Forma financial statement?

**McMA**

**FINANCIAL  
MANAGEMENT**



Project future financial performance

**FINANCIAL  
MANAGEMENT**



What does the Current Ratio measure in financial management?

**McMA**

**FINANCIAL  
MANAGEMENT**



A company's ability to pay short-term obligations

**FINANCIAL  
MANAGEMENT**



What is a bundled payment?

**McMA**

**FINANCIAL  
MANAGEMENT**



A single payment for all services related to a specific episode of care

**FINANCIAL  
MANAGEMENT**



Which report evaluates  
profitability over a specific  
period of time?

**McMA**

 TRIM ALONG THE DOTTED LINES

**FINANCIAL  
MANAGEMENT**



Income Statement

FOLD ALONG SOLID LINE

**FINANCIAL  
MANAGEMENT**



What is the function of a Limited  
Liability Company (LLC) in medical  
group practice structure?

**McMA**

**FINANCIAL  
MANAGEMENT**



Offers liability protection for owners  
while allowing operational flexibility  
and pass-through taxation

**FINANCIAL  
MANAGEMENT**



Which budget projects both revenues  
and expenses and is used to evaluate  
financial performance?

**McMA**

**FINANCIAL  
MANAGEMENT**



Operating Budget

**FINANCIAL  
MANAGEMENT**



How is Total Margin  
calculated?

**McMA**

**FINANCIAL  
MANAGEMENT**



Total Income / Total Revenue

**FINANCIAL  
MANAGEMENT**



Which of the following is included in the accounting cycle?



**FINANCIAL  
MANAGEMENT**



Recording and summarizing transactions

 TRIM ALONG THE DOTTED LINES

FOLD ALONG SOLID LINE

**FINANCIAL  
MANAGEMENT**



What is the purpose of a chart of accounts?



**FINANCIAL  
MANAGEMENT**



List all accounts available for recording transactions

**HUMAN RESOURCE  
MANAGEMENT**



What is the purpose of job classification in Human Resources management?



**HUMAN RESOURCE  
MANAGEMENT**



Categorize positions based on duties, responsibilities, and skills

**HUMAN RESOURCE  
MANAGEMENT**



What is the benefit of a structured onboarding process?



**HUMAN RESOURCE  
MANAGEMENT**



Improves retention and accelerates productivity

**HUMAN RESOURCE  
MANAGEMENT**



What is the purpose of performance evaluations?



**HUMAN RESOURCE  
MANAGEMENT**



Assess employee achievements and guide development

 TRIM ALONG THE DOTTED LINES

FOLD ALONG SOLID LINE

**HUMAN RESOURCE  
MANAGEMENT**



What is the purpose of the Family and Medical Leave Act (FMLA)?



**HUMAN RESOURCE  
MANAGEMENT**



Provides eligible employees with unpaid, job-protected leave for specified family and medical reasons

**HUMAN RESOURCE  
MANAGEMENT**



Why are job descriptions important in Human Resources?



**HUMAN RESOURCE  
MANAGEMENT**



Define roles and guide recruitment and evaluation

**HUMAN RESOURCE  
MANAGEMENT**



What is employee engagement most associated with?



**HUMAN RESOURCE  
MANAGEMENT**



Higher performance and reduced turnover

**HUMAN RESOURCE  
MANAGEMENT**



What should an effective employee handbook include?



**HUMAN RESOURCE  
MANAGEMENT**



Policies, procedures, and workplace expectations

 TRIM ALONG THE DOTTED LINES

FOLD ALONG SOLID LINE

**HUMAN RESOURCE  
MANAGEMENT**



What is a common benefit of offering flexible work arrangements?



**HUMAN RESOURCE  
MANAGEMENT**



Improves work-life balance and employee satisfaction

**HUMAN RESOURCE  
MANAGEMENT**



What is the purpose of a job analysis?



**HUMAN RESOURCE  
MANAGEMENT**



Collect information about duties and responsibilities of a position

**HUMAN RESOURCE  
MANAGEMENT**



What is the function of a Human Resources Information System (HRIS)?



**HUMAN RESOURCE  
MANAGEMENT**



Manage employee data and streamline HR processes

**HUMAN RESOURCE  
MANAGEMENT**



What is typically the first step in the recruitment process?



 TRIM ALONG THE DOTTED LINES

**HUMAN RESOURCE  
MANAGEMENT**



Job requisition and approval

FOLD ALONG SOLID LINE

**HUMAN RESOURCE  
MANAGEMENT**



Why is documenting disciplinary actions important?



**HUMAN RESOURCE  
MANAGEMENT**



Provides legal protection and ensures consistency

**HUMAN RESOURCE  
MANAGEMENT**



What does the term 'compensation philosophy' refer to?



**HUMAN RESOURCE  
MANAGEMENT**



Guiding principles for pay and benefits strategy

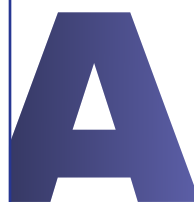
**HUMAN RESOURCE  
MANAGEMENT**



What is a key outcome of an effective training and development program?



**HUMAN RESOURCE  
MANAGEMENT**



Increased employee skills and organizational capability

**HUMAN RESOURCE  
MANAGEMENT**



What is succession planning?



 TRIM ALONG THE DOTTED LINES

**HUMAN RESOURCE  
MANAGEMENT**



Identifying and developing  
future leaders

FOLD ALONG SOLID LINE

**HUMAN RESOURCE  
MANAGEMENT**



What is the purpose of exit  
interviews?



**HUMAN RESOURCE  
MANAGEMENT**



Gain insight on turnover causes and  
organizational improvement

**HUMAN RESOURCE  
MANAGEMENT**



What law protects employees from  
discrimination based on race, color,  
religion, sex, or national origin?



**HUMAN RESOURCE  
MANAGEMENT**



Title VII of the Civil Rights Act

**HUMAN RESOURCE  
MANAGEMENT**



What is a separation rate?



**HUMAN RESOURCE  
MANAGEMENT**



The rate at which  
employees leave the  
organization



**HUMAN RESOURCE  
MANAGEMENT**



What is job enrichment?



**HUMAN RESOURCE  
MANAGEMENT**



Adding variety and  
responsibility to increase  
satisfaction

 TRIM ALONG THE DOTTED LINES

FOLD ALONG SOLID LINE

**HUMAN RESOURCE  
MANAGEMENT**



What does credentialing ensure  
in a medical practice?



**HUMAN RESOURCE  
MANAGEMENT**



Verifies qualifications and  
competencies of providers

**OPERATIONS  
MANAGEMENT**



What is the purpose of a Business  
Associate Agreement in healthcare?



**OPERATIONS  
MANAGEMENT**



Permit access to protected health  
information by outside entities

**OPERATIONS  
MANAGEMENT**



Which of the following is NOT one  
of the four stages of a disaster  
recovery plan?



**OPERATIONS  
MANAGEMENT**



Marketing

**OPERATIONS  
MANAGEMENT**



What are the Four Ps of marketing?

**McMA**

 TRIM ALONG THE DOTTED LINES

**OPERATIONS  
MANAGEMENT**



Price, Promotion, Product,  
Placement

FOLD ALONG SOLID LINE

**OPERATIONS  
MANAGEMENT**



What is target marketing?

**McMA**

**OPERATIONS  
MANAGEMENT**



Identifying and marketing to a  
specific, defined segment

**OPERATIONS  
MANAGEMENT**



What is a benchmark in quality  
management?

**McMA**

**OPERATIONS  
MANAGEMENT**



A standard against which  
performance is measured

**OPERATIONS  
MANAGEMENT**



Which fee schedule ranks services based  
on provider work, practice expenses,  
and malpractice costs?

**McMA**

**OPERATIONS  
MANAGEMENT**



Relative Value Unit (RVU)

**OPERATIONS  
MANAGEMENT**



What is the fundamental responsibility of leadership regarding impaired physicians?

**McMA**

 TRIM ALONG THE DOTTED LINES

**OPERATIONS  
MANAGEMENT**



Patient safety

FOLD ALONG SOLID LINE

**OPERATIONS  
MANAGEMENT**



Why is staff input important when selecting new office technology?

**McMA**

**OPERATIONS  
MANAGEMENT**



Ensures all impacted users are considered in the decision

**OPERATIONS  
MANAGEMENT**



What is the main purpose of a quality management tool?

**McMA**

**OPERATIONS  
MANAGEMENT**



Identify problems and their root causes

**OPERATIONS  
MANAGEMENT**



Which of the following is a quality management tool?

**McMA**

**OPERATIONS  
MANAGEMENT**



Run Chart

**OPERATIONS  
MANAGEMENT**



What are the vital components of a quality assurance program?

**McMA**

 TRIM ALONG THE DOTTED LINES

**OPERATIONS  
MANAGEMENT**



Structures, processes, outcomes

FOLD ALONG SOLID LINE

**OPERATIONS  
MANAGEMENT**



Which of the following is a Lean process improvement tool?

**McMA**

**OPERATIONS  
MANAGEMENT**



Value Stream Map (VSM)

**OPERATIONS  
MANAGEMENT**



What is the role of a mission and vision in strategic planning?

**McMA**

**OPERATIONS  
MANAGEMENT**



Guide strategic objectives

**OPERATIONS  
MANAGEMENT**



What is the purpose of a SWOT analysis?

**McMA**

**OPERATIONS  
MANAGEMENT**



Align external trends with internal strengths

**OPERATIONS  
MANAGEMENT**



What are key qualities  
of a healthcare leader in  
strategic planning?

**McMA**

 TRIM ALONG THE DOTTED LINES

**OPERATIONS  
MANAGEMENT**



Data synthesis, planning,  
and communication

FOLD ALONG SOLID LINE

**OPERATIONS  
MANAGEMENT**



Which are examples of  
operating costs?

**McMA**

**OPERATIONS  
MANAGEMENT**



Supplies, equipment,  
employee benefits

**OPERATIONS  
MANAGEMENT**



Why is inventory control important in  
a medical practice?

**McMA**

**OPERATIONS  
MANAGEMENT**



Maintain organized,  
accessible supplies

**OPERATIONS  
MANAGEMENT**



What is the purchasing cycle?

**McMA**

**OPERATIONS  
MANAGEMENT**



Process for obtaining necessary  
goods and services

**OPERATIONS  
MANAGEMENT**



Which agency ensures  
workplace safety for  
healthcare staff?

**McMA**

 TRIM ALONG THE DOTTED LINES

**OPERATIONS  
MANAGEMENT**



Occupational Safety and Health  
Administration (OSHA)

FOLD ALONG SOLID LINE

**OPERATIONS  
MANAGEMENT**



What is the role of an IT plan  
in healthcare?

**McMA**

**OPERATIONS  
MANAGEMENT**



Improve efficiency and  
clinical quality

**TRANSFORMATIVE  
HEALTHCARE DELIVERY**



What does the term population  
health refer to?

**McMA**

**TRANSFORMATIVE  
HEALTHCARE DELIVERY**



Health outcomes of a group  
of individuals, including the  
distribution of such outcomes  
within the group

**TRANSFORMATIVE  
HEALTHCARE DELIVERY**



What is the primary aim of  
care coordination?

**McMA**

**TRANSFORMATIVE  
HEALTHCARE DELIVERY**



Improve patient care and reduce  
unnecessary hospital visits

**TRANSFORMATIVE  
HEALTHCARE DELIVERY**



What is value-based care?



 TRIM ALONG THE DOTTED LINES

**TRANSFORMATIVE  
HEALTHCARE DELIVERY**



A model that links provider payments to improved patient outcomes

FOLD ALONG SOLID LINE

**TRANSFORMATIVE  
HEALTHCARE DELIVERY**



What is an Accountable Care Organization (ACO)?



**TRANSFORMATIVE  
HEALTHCARE DELIVERY**



A group of healthcare providers who voluntarily coordinate care to improve quality and reduce costs

**TRANSFORMATIVE  
HEALTHCARE DELIVERY**



What is patient-centered care?



**TRANSFORMATIVE  
HEALTHCARE DELIVERY**



Care that is respectful of and responsive to individual patient preferences and needs

**TRANSFORMATIVE  
HEALTHCARE DELIVERY**



What does social determinants of health refer to?



**TRANSFORMATIVE  
HEALTHCARE DELIVERY**



Conditions in which people are born, grow, live, work, and age

**TRANSFORMATIVE  
HEALTHCARE DELIVERY**



What is interoperability in health IT?



 TRIM ALONG THE DOTTED LINES

**TRANSFORMATIVE  
HEALTHCARE DELIVERY**



The ability of systems to exchange and use information

FOLD ALONG SOLID LINE

**TRANSFORMATIVE  
HEALTHCARE DELIVERY**



What is a health information exchange (HIE)?



**TRANSFORMATIVE  
HEALTHCARE DELIVERY**



A system that allows the sharing of health-related information among organizations

**TRANSFORMATIVE  
HEALTHCARE DELIVERY**



What is meant by the Triple Aim?



**TRANSFORMATIVE  
HEALTHCARE DELIVERY**



Improving patient experience, improving population health, and reducing costs

**TRANSFORMATIVE  
HEALTHCARE DELIVERY**



What is shared decision-making?



**TRANSFORMATIVE  
HEALTHCARE DELIVERY**



A process where clinicians and patients work together to make healthcare decisions



**TRANSFORMATIVE  
HEALTHCARE DELIVERY**



What is a Patient-Centered Medical Home (PCMH)?



 TRIM ALONG THE DOTTED LINES

**TRANSFORMATIVE  
HEALTHCARE DELIVERY**



A care delivery model that provides comprehensive and continuous medical care

FOLD ALONG SOLID LINE

**TRANSFORMATIVE  
HEALTHCARE DELIVERY**



What is the function of predictive analytics in healthcare?



**TRANSFORMATIVE  
HEALTHCARE DELIVERY**



Analyze data to predict outcomes and support decision-making

**TRANSFORMATIVE  
HEALTHCARE DELIVERY**



What is the main goal of chronic disease management programs?



**TRANSFORMATIVE  
HEALTHCARE DELIVERY**



Improve quality of life and reduce healthcare costs for patients with chronic conditions

**TRANSFORMATIVE  
HEALTHCARE DELIVERY**



What is telehealth?



**TRANSFORMATIVE  
HEALTHCARE DELIVERY**



Delivery of health-related services and information via electronic information and telecommunication technologies

**TRANSFORMATIVE  
HEALTHCARE DELIVERY**



What is precision medicine?



**TRANSFORMATIVE  
HEALTHCARE DELIVERY**



Medical care designed to optimize efficiency or therapeutic benefit for particular groups of patients based on genetic content or other molecular or cellular analysis

 TRIM ALONG THE DOTTED LINES

FOLD ALONG SOLID LINE

**RISK AND COMPLIANCE  
MANAGEMENT**



What is the main function of internal controls in a healthcare organization?



**RISK AND COMPLIANCE  
MANAGEMENT**



Ensure accuracy and integrity in financial and operational processes

**RISK AND COMPLIANCE  
MANAGEMENT**



What is the purpose of a compliance program in healthcare?



**RISK AND COMPLIANCE  
MANAGEMENT**



Prevent, detect, and correct violations of law and policy

**RISK AND COMPLIANCE  
MANAGEMENT**



What is the False Claims Act?



**RISK AND COMPLIANCE  
MANAGEMENT**



A law that penalizes submission of fraudulent claims for government reimbursement

**RISK AND COMPLIANCE  
MANAGEMENT**



What is the purpose of risk  
assessment in a medical  
group practice?



 TRIM ALONG THE DOTTED LINES

**RISK AND COMPLIANCE  
MANAGEMENT**



Identify and prioritize potential  
threats to the organization

FOLD ALONG SOLID LINE

**RISK AND COMPLIANCE  
MANAGEMENT**



What is the role of a  
compliance officer?



**RISK AND COMPLIANCE  
MANAGEMENT**



Oversee the implementation  
and maintenance of the  
compliance program

**RISK AND COMPLIANCE  
MANAGEMENT**



What is the role of the Office  
of Inspector General in  
healthcare compliance?



**RISK AND COMPLIANCE  
MANAGEMENT**



Provides guidance and  
oversight to reduce healthcare  
fraud and abuse

**RISK AND COMPLIANCE  
MANAGEMENT**



What is a key component of the  
Health Insurance Portability  
and Accountability Act (HIPAA)  
security rules?



**RISK AND COMPLIANCE  
MANAGEMENT**



Safeguarding electronic protected  
health information (ePHI)

**RISK AND COMPLIANCE  
MANAGEMENT**



What does a Code of Conduct  
outline in healthcare  
organizations?



 TRIM ALONG THE DOTTED LINES

**RISK AND COMPLIANCE  
MANAGEMENT**



Expectations for employee  
behavior and ethical standards

FOLD ALONG SOLID LINE

**RISK AND COMPLIANCE  
MANAGEMENT**



Why is documentation important in  
healthcare compliance?



**RISK AND COMPLIANCE  
MANAGEMENT**



Serves as evidence of  
appropriate care and  
compliance activities

**RISK AND COMPLIANCE  
MANAGEMENT**



What is the Stark Law?



**RISK AND COMPLIANCE  
MANAGEMENT**



Prohibits physician self-  
referrals for certain services  
payable by Medicare

**RISK AND COMPLIANCE  
MANAGEMENT**



What is the Anti-Kickback  
Statute designed to prevent?



**RISK AND COMPLIANCE  
MANAGEMENT**



Exchange of remuneration for  
referrals of services reimbursed by  
federal healthcare programs

**RISK AND COMPLIANCE  
MANAGEMENT**



What should a compliance  
audit evaluate?



 TRIM ALONG THE DOTTED LINES

**RISK AND COMPLIANCE  
MANAGEMENT**



Adherence to policies, laws,  
and regulations

FOLD ALONG SOLID LINE

**RISK AND COMPLIANCE  
MANAGEMENT**



What is the function of a  
whistleblower policy?



**RISK AND COMPLIANCE  
MANAGEMENT**



Protect individuals who report  
misconduct from retaliation

**RISK AND COMPLIANCE  
MANAGEMENT**



What is a business continuity plan?



**RISK AND COMPLIANCE  
MANAGEMENT**



A strategy for maintaining  
operations during and after  
an emergency

**RISK AND COMPLIANCE  
MANAGEMENT**



What is the function of the Health  
Insurance Portability and Accountability  
Act (HIPAA) Privacy Rule?



**RISK AND COMPLIANCE  
MANAGEMENT**



Regulates the use and disclosure of  
individuals' health information

**RISK AND COMPLIANCE  
MANAGEMENT**



What is included in an incident report?



 TRIM ALONG THE DOTTED LINES

**RISK AND COMPLIANCE  
MANAGEMENT**



Documentation of an event that could harm a patient, staff member, or visitor

FOLD ALONG SOLID LINE

**RISK AND COMPLIANCE  
MANAGEMENT**



Why is annual compliance training necessary?



**RISK AND COMPLIANCE  
MANAGEMENT**



Reinforces regulatory knowledge and organizational standards

**RISK AND COMPLIANCE  
MANAGEMENT**



What is a root cause analysis (RCA) used for?



**RISK AND COMPLIANCE  
MANAGEMENT**



Identify underlying causes of adverse events

**RISK AND COMPLIANCE  
MANAGEMENT**



What is a sentinel event?



**RISK AND COMPLIANCE  
MANAGEMENT**



An unexpected event involving death or serious physical or psychological injury

**RISK AND COMPLIANCE  
MANAGEMENT**



What role does informed consent  
play in risk management?



 TRIM ALONG THE DOTTED LINES

**RISK AND COMPLIANCE  
MANAGEMENT**



A: Ensures patients understand  
and agree to treatment risks  
and benefits

FOLD ALONG SOLID LINE

**RISK AND COMPLIANCE  
MANAGEMENT**



What is the function of the  
Health Insurance Portability and  
Accountability Act (HIPAA) Privacy Rule?



**RISK AND COMPLIANCE  
MANAGEMENT**



Regulates the use and  
disclosure of individuals' health  
information

**ORGANIZATIONAL  
GOVERNANCE**



What is the primary purpose  
of a healthcare organization's  
mission statement?



**ORGANIZATIONAL  
GOVERNANCE**



Guide the organization's goals  
and values

**ORGANIZATIONAL  
GOVERNANCE**



What is the role of a board  
of directors in healthcare  
governance?



**ORGANIZATIONAL  
GOVERNANCE**



Provide oversight, direction, and  
fiduciary responsibility

**ORGANIZATIONAL  
GOVERNANCE**



What is strategic alignment in governance?



 TRIM ALONG THE DOTTED LINES

**ORGANIZATIONAL  
GOVERNANCE**



Ensuring operations support long-term goals

FOLD ALONG SOLID LINE

**ORGANIZATIONAL  
GOVERNANCE**



What is the purpose of a vision statement?



**ORGANIZATIONAL  
GOVERNANCE**



Describe the desired future position of the organization

**ORGANIZATIONAL  
GOVERNANCE**



What is a governance policy?



**ORGANIZATIONAL  
GOVERNANCE**



Formal rule guiding board actions and responsibilities

**ORGANIZATIONAL  
GOVERNANCE**



What are values in an organizational context?



**ORGANIZATIONAL  
GOVERNANCE**



Core beliefs that shape organizational culture and decisions