CPPM Chapter 14 Review Questions

1. Following a disaster, a _____________ allows for a practice to be up and running again in a matter of hours, if not less. This is a place that mirrors the original place.
   a. Schools
   b. Hot Site
   c. Fall Out Shelters
   d. Cold Site

2. You are reviewing your practice's insurance policy. What type of policy would you have to ensure covering payroll, business debts, and other costs until the practice is operational again?
   a. Insurance with replacement value
   b. Business interruption insurance
   c. Natural disaster insurance
   d. Medical insurance

3. What is a quantitative risk analysis?
   a. An analysis to determine the damages incurred after experiencing a natural disaster.
   b. The process of identifying which natural disasters are likely to occur in the vicinity of the practice and ensuring those disasters are covered by the practices insurance coverage.
   c. The process of identifying dangers to stakeholders as posed by potential adverse events.
   d. A measure of the probabilities of various adverse events and the likely extent of the losses if a particular event occurs.

4. Which statement is true regarding disaster planning and business continuity management?
   a. Disaster planning and business continuity management should only include plans for natural disasters such as earthquakes, floods, etc.
   b. A plan for loss of electricity/phone line should be included in business continuity and disaster planning.
   c. Civil disturbances are not considered disasters and do not need to be addressed in disaster and business continuity planning.
   d. Disaster planning and business continuity management should include disasters related to people, not the technical aspects of a business.

5. Which option would NOT be included in a post-disaster checklist for the practice?
   a. Communication with employees regarding the extent of the disaster and what actions they should take short-term.
   b. Re-route mail, phone, and fax calls.
   c. Remove unsalvageable equipment immediately.
   d. Conduct salvage operations to assess damage.
6. What would be the most effective way to ensure your staff is ready to respond in the event of a disaster?

a. Create a disaster recovery plan and train the employees on a regular basis.
b. Require the employees to be part of creating the disaster recovery plan.
c. Require all employees to attend a natural disaster workshop.
d. Ask the providers to make sure each of their staff knows what their personal disaster plan is.

7. Which list best represents what is included in business continuity and disaster recovery planning?

a. Staff-patient communications, who to contact to close the office and start the phone tree
b. Staff evacuation procedures, facility lock down protocol and financial ramifications of such a disaster
c. How staff will keep doing their jobs
d. Staff-patient communications, where staff and patients will go, fire exits and how staff will continue to do their job

8. A practice in Southern California should have an insurance rider for earthquakes. True or False?

a. True, insurance carriers always require medical practices to carry a rider for earthquakes.
b. True, earthquakes are common to Southern California and a rider would be necessary to cover loss due to an earthquake.
c. False, the likelihood of an earthquake is unlikely so a rider is not needed.
d. False, because earthquakes are common in Southern California, Earthquake coverage is covered in the general insurance coverage.

9. A practice in the US Southwest should have a policy for office disruption. True or False? Why?

a. True, an office disruption can happen in any location so all office should have this policy.
b. True, the policy should include proper apprehension of the person causing the disturbance.
c. False, patients are usually too sick to cause a disturbance in the office.
d. False, only focus only policies for disaster not a disturbance.

10. Which option would be an example of a statement that should be included in a fire policy?

a. Get under a study table or desk or brace yourself in a doorway or corner.
b. Clear the area of any important equipment, documents, or personnel as quickly as possible.
c. A location for all staff to meet outside of the building so all employees can be accounted for.
d. An employee should be sent to each entrance of the building to direct emergency personnel to the location of the fire.
11. What type of measures would be included in disaster recovery planning?

a. Detection, correction, and recovery  
b. Prevention and recovery  
c. Detection, correction, and discipline  
d. Prevention, detection, and correction

12. What type of systems would you need a back-up plan for in the event of a disaster?

a. Medical records only, all other systems can be re-created  
b. Equipment replacement, medical records and revenue financials  
c. Payroll, communications, mail and medical records  
d. Medical records, employee records, prior HIPAA violations

13. Which option would be the best policy for the back-up of your practice management and EMR systems?

a. Back-up the systems daily and store the back-up tape off-site.  
b. Keep a back-up tape in the recording device and let it re-write the information nightly while the office is closed.  
c. Keep paper charts and paper financial records on each patient in a locked closet.  
d. Scan in daily work to maintain a copy of the original documents so they can be used in the event of system failure.

14. When conducting a salvage operation, what should be done with damaged equipment?

a. Remove it as quickly as possible  
b. Keep it until a new location is found  
c. Leave it on the premises until an insurance adjuster has seen it  
d. Take it to an auction to put the cost toward the loss resulting from the disaster

15. Which option would be an example of a statement that should be included in a flood policy?

a. Get under a study table or desk or brace yourself in a doorway or corner.  
b. Clear the area of all important equipment, documents, or personnel as quickly as possible.  
c. Anyone with mold allergies should be removed from the building as quickly as possible.  
d. An employee should be sent to each entrance of the building to prevent additional people from entering the building.
1. Following a disaster, a _______________ allows for a practice to be up and running again in a matter of hours, if not less. This is a place that mirrors the original place.

b. Hot Site

Rationale: A hot site is a duplicate of the original site of the organization, with full computer systems as well as backups of user data.

2. You are reviewing your practice's insurance policy. What type of policy would you have to ensure covering payroll, business debts, and other costs until the practice is operational again?

b. Business interruption insurance

Rationale: Business interruption insurance helps cover payroll, business debts, and other costs until the practice is operational. In the event of a disaster, it might take days, weeks, or months to get back in operation, especially if the facilities and equipment are destroyed.

3. What is a quantitative risk analysis?

d. A measure of the probabilities of various adverse events and the likely extent of the losses if a particular event occurs.

Rationale: Risk analysis is the process of identifying dangers to stakeholders as posed by potential adverse events. In quantitative risk analysis, an attempt is made to measure the probabilities of various adverse events and the likely extent of the losses if a particular event takes place.

4. Which statement is true regarding disaster planning and business continuity management?

b. A plan for loss of electricity/phone line should be included in business continuity and disaster planning.

Rationale: In today’s world of health care business, business continuity and disaster planning refers to both people and technology. It refers to patient data and practice management software at risk of possible interruptions from catastrophic natural disasters, hackers, “exploits,” security breaches, or technical glitches. Organizations need business continuity and recovery resources, plans, and management to safeguard operations and ensure patient safety.
5. Which option would NOT be included in a post-disaster checklist for the practice?

   c. Remove unsalvageable equipment immediately.

   **Rationale:** A list of issues to consider in the event a practice is severely damaged or destroyed includes physicians and/or office manager must contact employees, contact landlord and, if necessary, fire department for a general assessment of the damage, Reroute mail, phone, and fax calls, Contact insurance carrier. Keep an accounting of all damage-related costs, Conduct salvage operations. Keep damaged goods on site until seen by an insurance adjuster. Once it is safe to enter the premises, the practice should assign personnel to conduct salvage operations as soon as possible. Any items or equipment that can be saved should be removed, but damaged goods should be kept on site until seen by an insurance adjuster. If it is believed damaged property can be used again, it should be protected from further damage while remaining on the premises. Call a meeting of key employees to discuss Damage assessment, Status of employees, Medical records access, Financial resources, Information processing, Office space needs—temporary/permanent, Immediate equipment needs, Contacting patients and suppliers. Obtain new office space and equipment needs for temporary office space. Contact patients.

6. What would be the most effective way to ensure your staff is ready to respond in the event of a disaster?

   a. Create a disaster recovery plan and train the employees on a regular basis.

   **Rationale:** Once policies are drafted, office personnel should become familiar with them. Whether through a formal training session or by requiring each employee to read the policies, employees should be familiar with what they are supposed to do and where they are supposed to go in the event of a particular type of disaster.

7. Which list best represents what is included in business continuity and disaster recovery planning?

   d. Staff-patient communications, where staff and patients will go, fire exits and how staff will continue to do their job

   **Rationale:** Business continuity and disaster recovery plans should include:
   - How staff will communicate with patients and each other
   - Where they will go and knowledge of evacuation routes
   - Knowledge of where fire exits and stairwells are located
   - How they will keep doing their jobs
8. A practice in Southern California should have an insurance rider for earthquakes. True or False?

b. True, earthquakes are common to Southern California and a rider would be necessary to cover loss due to an earthquake.

Rationale: Earthquakes are common to Southern California. Most general policies do not cover such things and require “riders” for coverage.

9. A practice in the US Southwest should have a policy for office disruption. True or False? Why?

a. True, an office disruption can happen in any location so all office should have this policy.

Rationale: Office disruption can be due to an upset patient, domestic violence, etc. These types of occurrences are not specific to any one type of practice or location. All practices should have a policy to respond to office disturbances. Not all circumstances require apprehension of the person causing the disturbance and this is best left to the authorities.

10. Which option would be an example of a statement that should be included in a fire policy?

c. A location for all staff to meet outside of the building so all employees can be accounted for.

Rationale: Fires can get out of control within a matter of minutes. Getting all of the staff out of the office and at a pre-designated location helps the let the emergency personnel know if they need to be looking for another person in the building.

11. What type of measures would be included in disaster recovery planning?

d. Prevention, detection, and correction

Rationale: Business Continuity Planning and Disaster Recovery Planning include these types of measures:

- Preventive measures—Controls aimed at preventing an event from occurring
- Detective measures—Controls aimed at detecting or discovering unwanted events
- Corrective measures—Controls aimed at restoring a system after the disaster or event
12. What type of systems would you need a back-up plan for in the event of a disaster?

c. Payroll, communications, mail and medical records

Rationale: You might consider backing up most of your systems or having access to a backup system. Such systems, outside of medical devices and information, might include:

- Payroll: How would your employees be paid and how would you access their payment records for tax and business purposes?
- Communications: How would you communicate with patients, suppliers, other health care providers, etc., if your phones, fax machines and computers were knocked out?
- Mail: If your building were destroyed and damaged to make it unusable, where would you send your mail, which may include much needed checks?
- Medical records: If patient medical records and billing records were destroyed, is there some type of backup system for them? If you have billing software, does it automatically backup information? If so, where is the information kept and can it be easily accessed? You may want to consider keeping a backup tape or disk off-site.

13. Which option would be the best policy for the back-up of your practice management and EMR systems?

a. Back-up the systems daily and store the back-up tape off-site.

Rationale: Practices must implement precautionary measures and planned redundancies with an objective of preventing a disaster from occurring. These may include some of the following:

- Use of disk arrays or clustered servers
- The use of systems “mirrors”
- Backups made to tape and sent off-site regularly
- Backups made to disk on-site and automatically copied to off-site disk
- Surge protectors
- Uninterruptible power supply (UPS)
- Anti-virus software and other security measures

14. When conducting a salvage operation, what should be done with damaged equipment?

c. Leave it on the premises until an insurance adjuster has seen it

Rationale: During a salvage operation, keep damaged goods on site until seen by an insurance adjuster. Once it is safe to enter the premises, the practice should assign personnel to conduct salvage operations as soon as possible. Any items or equipment that can be saved should be removed, but damaged goods should be kept on site until seen by an insurance adjuster. If it is believed damaged property can be used again, it should be protected from further damage while remaining on the premises.
15. Which option would be an example of a statement that should be included in a flood policy?

b. Clear the area of all important equipment, documents, or personnel as quickly as possible.

Rationale: Floods are a unique natural disaster in that there is typically a little bit of time to remove important items/information from the practice.