HS2 Exam Review Packet 3 Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. What are the three main factors that influence communication? List an example of each
2. List and describe the 5 common cost containment measures.
3. What is “public healthcare systems” better known as? Does the United States use this system?
4. Describe a private healthcare system.
5. Describe how Medicare works. What are the different parts and what does each cover? What combinations can you have?
6. What is the WHO and what does this organization do?
7. What are the 4 barriers to communication? How do these barriers make communication difficult?
8. What is the USDHHS? What are the functions of this organization? What is the difference between the USDHHS and NCDHHS and their function?
9. What are the 5 common wellness practices?
10. What is the NIH and what are the functions of this organization?
11. What is Medicaid? Who is eligible?
12. What are 3 communications strategies that can improve communication by overcoming personal barriers?
13. What are 6 communications strategies that can improve communication by overcoming physical barriers?
14. Why is geriatric care on the rise?
15. What is the CDC and what are its functions?
16. What is the FDA and what are its functions?
17. What are 3 communications strategies that can improve communication by overcoming cultural barriers?

1. What are 3 communications strategies that can improve communication by overcoming environmental barriers?
2. What is Tricare? Who is eligible?
3. What is the veterans health administration? Who is eligible?
4. Define and describe an HMO plan.
5. List the considerations for the following types of communication

	1. Oral Reporting
	2. Written Reporting
	3. Electronic Reporting
	4. Fax
	5. Internet
	6. Email
6. What are the types of verbal communication? Non-verbal?
7. What is the AHRQ and what are its functions?
8. Define and describe a PPO plan.
9. Draw/Label the communication model. Label where barriers occur as well.
10. What is epidemiology?
11. What is engagement and how does it help communication? What are some strategies to show engagement?
12. Define private, non-profit healthcare agencies.
13. What are the benefits of robotic surgery?
14. Define and describe an indemnity plan.
15. What is OSHA and what are its functions?
16. What is understanding and how does it help communication? What are some strategies to show understanding?
17. What are the different types of for profit health care agencies? Give a brief description of each.
18. In addition to an HMO, PPO, and indemnity plan, what other two options are available to cover medical costs of a 25 y/o working male? Describe these 2 options.
19. What is telemedicine?
20. How does education improve communication? What are some strategies to increase education?
21. How is a sense of partnership created during communication and why is it beneficial?
22. What are the different types of government insurance?
23. Why is active listening important? List and define the steps of active listening.
24. What is the difference between an inpatient and outpatient facility?