HAS 102F INTRODUCTION TO HEALTH SERVICES MANAGEMENT PRACTICE EXAM (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

VISIT US ONLINE FOR THE FULL VERSION STUDY GUIDE

https://has102f.examzify.com

Copyright © 2026 by Examzify - A Kaluba Technologies Inc. product.

ALL RIGHTS RESERVED.

No part of this book may be reproduced or transferred in any form or by any means, graphic, electronic, or mechanical, including photocopying, recording, web distribution, taping, or by any information storage retrieval system, without the written permission of the author.

Notice: Examzify makes every reasonable effort to obtain accurate, complete, and timely information about this product from reliable sources.

SAMPLE

Table of Contents

Copyright 1
Table of Contents 2
Introduction 3
How to Use This Guide 4
Questions 5
Answers 8
Explanations 10
Next Steps 15

SAMPLE

Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

SAMPLE

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

SAMPLE

Questions

SAMPLE

1. Privacy and confidentiality differ in which way?

A. Confidentiality is the individual's right to control personal information; privacy is the obligation to protect information once disclosed.

B. Privacy is the individual's right to control personal information; confidentiality is the obligation to protect information once disclosed.

C. Privacy and confidentiality are the same concept.

D. Privacy is the individual's right to control personal information; confidentiality is the obligation to protect information once disclosed.

2. Who helped design the first major USAF hospitals at Elmendorf, Travis, Andrews, and Lackland AFBs?

A. The Air Staff Medical Division

B. The Department of Defense

C. The Surgeons General Office

D. The Space Medicine Division

3. Name a component of an emergency preparedness plan for a health system.

A. Risk assessment, incident command structure, surge capacity planning, and drills/testing.

B. Annual financial auditing.

C. Marketing strategy for the hospital.

D. Clinical protocol development for a single department.

4. Which statement best captures commitment to resilience?

A. Learn & improve from past mistakes

B. Promote a culture respect, trust, and value for staff & patients

C. Proactively identifying issues that can lead to harm

D. Never give up, move forward

5. What is clinical workflow redesign and why is it important?

A. Increasing the number of staff.

B. Reconfiguring processes to improve safety, efficiency, and patient flow.

C. Upgrading physical plant facilities.

D. Reducing patient engagement.

SAMPLE

6. What is the name of the 9-skill level AFSC in Health Services Management?

A. Health Services Management

B. Health Services Management Specialist

C. Health Services Administration

D. Health Services Management Technician

7. What is the five-character AFSC for Health Service Management Helper?

A. 4A021

B. 4A011

C. 4A012

D. 4A001

8. What is the typical progression path for Health Services Management specialties?

A. Apprentice (4A031) Journeyman (4A051) Craftsman (4A071) Superintendent (4A091)

B. Apprentice Craftsman Journeyman Superintendent

C. Journeyman Apprentice Craftsman Superintendent

D. Apprentice Journeyman Superintendent Craftsman

9. What is change management in health care?

A. A structured approach to transitions in people, processes, and technology; reduces resistance and ensures adoption.

B. A method for evaluating patient outcomes.

C. A policy for budgeting.

D. A system for credentialing staff.

10. Which of the following is a duty of the Personnel Reliability Assurance Program (PRAP)?

A. Manage awards & decorations

B. Process payroll

C. Ensure personnel are reliable, medically and mentally fit, and compliant with safety and security regulations

D. Schedule patient appointments

SAMPLE

Answers

SAMPLE

1. D
2. C
3. A
4. D
5. B
6. A
7. B
8. A
9. A
10. C

SAMPLE

Explanations

SAMPLE

1. Privacy and confidentiality differ in which way?

A. Confidentiality is the individual's right to control personal information; privacy is the obligation to protect information once disclosed.

B. Privacy is the individual's right to control personal information; confidentiality is the obligation to protect information once disclosed.

C. Privacy and confidentiality are the same concept.

D. Privacy is the individual's right to control personal information; confidentiality is the obligation to protect information once disclosed.

The difference hinges on rights versus duties. Privacy is the individual's right to control personal information—deciding what data are collected, how they're used, and who may access them. In health care, this means a patient can choose who sees their health details and under what circumstances. Confidentiality is the obligation of the person or organization that holds the information to protect it and not disclose it without proper authority. Once information is collected, it should be kept secure and shared only with those who need to know for care, billing, or operations, or when the patient has given consent or it's required by law. So the best choice captures that privacy is about the right to control information, while confidentiality is the duty to protect information once it has been disclosed. Other options either swap those roles or treat privacy and confidentiality as the same concept, which doesn't reflect their distinct meanings in health information ethics.

2. Who helped design the first major USAF hospitals at Elmendorf, Travis, Andrews, and Lackland AFBs?

A. The Air Staff Medical Division

B. The Department of Defense

C. The Surgeons General Office

D. The Space Medicine Division

Facility design for Air Force medical services is guided by the Office of the Surgeon General, which sets medical policy, service requirements, and construction standards for hospitals. For the first major USAF hospitals at Elmendorf, Travis, Andrews, and Lackland, this central authority would have determined the essential capabilities and layout—such as surgical suites, inpatient beds, labs, radiology, and support services—and directed how bases should be built to support the Air Force medical mission. The Air Staff Medical Division focuses on operations and readiness, not the overarching design standards. While the Department of Defense oversees broad defense policy, the specific planning and design of Air Force medical facilities come from the Surgeon General's Office. The Space Medicine Division deals with health issues related to spaceflight and would not be responsible for standard base hospital construction.

SAMPLE

3. Name a component of an emergency preparedness plan for a health system.

A. Risk assessment, incident command structure, surge capacity planning, and drills/testing.

B. Annual financial auditing.

C. Marketing strategy for the hospital.

D. Clinical protocol development for a single department.

A health system's emergency preparedness plan centers on identifying threats, establishing clear leadership, ensuring capacity to handle surges, and practicing the plan. Risk assessment helps pinpoint likely hazards and vulnerabilities so the system can plan for them. An incident command structure provides defined roles and a clear chain of command during any incident, enabling coordinated action. Surge capacity planning ensures there are enough beds, staff, supplies, and space to handle a sudden surge in patients. Drills and testing validate the plan, reveal gaps, and train staff so responses are rapid and organized when real events occur. Annual financial auditing, marketing strategy, and department-specific clinical protocol development don't constitute the system-wide readiness framework needed for emergencies. Financial auditing focuses on financial controls, marketing guides outreach, and departmental protocols address clinical care in isolation rather than coordinated emergency response.

4. Which statement best captures commitment to resilience?

A. Learn & improve from past mistakes

B. Promote a culture respect, trust, and value for staff & patients

C. Proactively identifying issues that can lead to harm

D. Never give up, move forward

Commitment to resilience is about sustaining effort and recovering quickly when challenges arise, staying the course and continuing to function effectively under pressure. The phrase never give up, move forward captures that mindset most directly: it shows a persistent, forward-facing determination to keep progressing and adapt as needed, even when setbacks occur. In health services, this means continuing to deliver care, support staff, and implement improvements despite difficulties. While learning from past mistakes, fostering a respectful culture, and proactively identifying safety issues are all valuable components that support resilience, they describe important practices rather than the core stance of steadfast perseverance and forward momentum that resilience embodies.

5. What is clinical workflow redesign and why is it important?

A. Increasing the number of staff.

B. Reconfiguring processes to improve safety, efficiency, and patient flow.

C. Upgrading physical plant facilities.

D. Reducing patient engagement.

Clinical workflow redesign is about reorganizing how care is delivered—reconsidering who does each task, the sequence of steps, and how information moves through the system—to make care safer, faster, and smoother for patients. It focuses on changing processes, not just adding resources. By reconfiguring workflows, hospitals aim to reduce errors, eliminate unnecessary steps, and improve patient flow from admission to discharge, which leads to better outcomes and more efficient use of staff time. The other ideas miss the point of redesign: simply adding more staff increases capacity but doesn't change the underlying processes that can still create bottlenecks; upgrading facilities improves the physical environment but doesn't reorganize tasks and information flow; reducing patient engagement undermines patient-centered care and can worsen outcomes.

SAMPLE

6. What is the name of the 9-skill level AFSC in Health Services Management?

A. Health Services Management

B. Health Services Management Specialist

C. Health Services Administration

D. Health Services Management Technician

In Air Force enlisted specialties, the field name stays the same as you advance to the 9-skill level. The 9-level indicates senior, supervisory responsibilities within that same career field, not a different job title. So the official designation for the Health Services Management track at the 9-level is simply Health Services Management. The other options aren't the official name for this AFSC at any level—they either add a descriptor like Specialist or Technician or refer to a different career field such as Health Services Administration.

7. What is the five-character AFSC for Health Service Management Helper?

A. 4A021

B. 4A011

C. 4A012

D. 4A001

In this area, AFSCs are five-character codes where the first two characters identify the broad career field and the remaining three specify the exact specialty and skill level within that field. For Health Services Management, the field prefix is 4A. The last three digits then designate the specific job and the level of experience. A Health Service Management Helper is the entry-level position in that specialty, so the digits reflect the beginner level and the helper designation, giving 4A011. The other options would shift digits to represent different specialties or higher skill levels within the same field, which is why they don't match the Health Service Management Helper role.

8. What is the typical progression path for Health Services Management specialties?

A. Apprentice (4A031) Journeyman (4A051) Craftsman (4A071) Superintendent (4A091)

B. Apprentice Craftsman Journeyman Superintendent

C. Journeyman Apprentice Craftsman Superintendent

D. Apprentice Journeyman Superintendent Craftsman

Health Services Management careers advance along a ladder of increasing responsibility and expertise. The usual progression is Apprentice, then Journeyman, then Craftsman, then Superintendent. Each stage aligns with higher duties and broader scope: apprentices learn foundational tasks under supervision; journeymen handle a wider set of responsibilities with less oversight; craftsmen demonstrate mastery and can guide others on complex tasks; and superintendents oversee programs, resources, and overall operations. This sequence—Apprentice Journeyman Craftsman Superintendent—reflects that growing level of authority and skill. The other sequences reorder or skip steps, which doesn't fit how these roles are designed to develop.

SAMPLE

9. What is change management in health care?

A. A structured approach to transitions in people, processes, and technology; reduces resistance and ensures adoption.

B. A method for evaluating patient outcomes.

C. A policy for budgeting.

D. A system for credentialing staff.

Change management in health care is a structured approach to guiding transitions in people, processes, and technology so that new ways of working are adopted and sustained. It focuses on preparing and supporting staff and leaders, engaging stakeholders, and communicating why the change is needed, so that resistance is addressed and practice changes become routine rather than temporary fixes. For example, implementing a new electronic health record involves training, ongoing coaching, feedback loops, and leadership sponsorship to ensure clinicians and staff actually use the system and integrate it into daily care. This goes beyond just introducing a tool or policy; it aims to embed the change into the organization's operations and culture.

10. Which of the following is a duty of the Personnel Reliability Assurance Program (PRAP)?

A. Manage awards & decorations

B. Process payroll

C. Ensure personnel are reliable, medically and mentally fit, and compliant with safety and security regulations

D. Schedule patient appointments

The key idea is ensuring that personnel are trustworthy and capable enough to perform their duties safely and securely. PRAP is about maintaining reliability by confirming that individuals are medically and mentally fit and that they comply with safety and security regulations. This helps prevent accidents, safety incidents, or security breaches by screening for health issues, evaluating fitness for duty, and enforcing regulatory compliance. It's not about recognizing staff with awards, handling payroll, or scheduling patient appointments, which are administrative or clinical tasks outside PRAP's focus.

SAMPLE

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

https://has102f.examzify.com

We wish you the very best on your exam journey. You've got this!

SAMPLE