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**assertive communication - Correct Answer-**  
a communication style characterized by confidence and consideration for others

**Fogging - Correct Answer-**  
Assertive skill in which a person responds to a criticism by making noncommittal statements that cannot be argued against

**passive communication - Correct Answer-**  
A form of communication in which the individual fails to say what is meant

**cybernetic model - Correct Answer-**  
Nurse executive who wants to implement a program  
1. needs assessment  
2. program implementation  
3. results assessment (program obj., costs, and impact are evaluated.)

**Collegial Model - Correct Answer-Decision making model**  
involves collaboration and consensus of a group of peers and is often used in the education settings where professions share similar values and benefit from individual expertise

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## Nursing ANCC - Nurse Executive Advanced Certification (NEA-BC) Sample Questions (Q384-Q389):

### NEW QUESTION # 384

What does VBP stand for?

- A. Value Based Purchasing
- B. None of the above
- C. Volume Basic Purchasing
- D. Volume Breed Priorities

**Answer: A**

Explanation:

VBP stands for "Value-Based Purchasing." This term refers to a strategy used by healthcare payers, including the Centers for Medicare & Medicaid Services (CMS), to promote better care for individuals and healthier populations while reducing healthcare costs.

The concept behind Value-Based Purchasing is to shift from a fee-for-service model, where providers are paid based on the quantity of healthcare services they deliver, to a model that rewards providers for the quality of care they provide. This approach incentivizes healthcare providers to focus on delivering high-quality care and improving patient outcomes rather than merely increasing the volume of services.

Under the VBP model, healthcare facilities and providers are assessed based on a variety of performance measures. These measures can include patient outcomes, the efficiency and cost of care provided, and patient experiences. Providers who perform well against these metrics are rewarded with financial incentives, whereas those who perform poorly may face financial penalties. The primary goal of Value-Based Purchasing is to ensure that patients receive the best possible care at the lowest possible cost. By linking payment to the quality of care provided, VBP aims to reduce unnecessary healthcare spending, prevent medical errors, and improve the overall health of populations.

This contrasts with other potential interpretations of VBP, such as "Volume Basic Purchasing" or other similar-sounding terms, which do not align with the established healthcare payment reform initiatives pursued by entities like CMS. These other terms do not reflect the focus on quality and cost-effectiveness inherent in the Value-Based Purchasing model.

### NEW QUESTION # 385

As patient volume decreases below the breakeven point,

- A. Cost per unit of service will increase
- B. Cost per unit of service may increase or decrease
- C. Cost per unit of service will remain constant
- D. Cost per unit of service will decrease

**Answer: A**

Explanation:

To fully understand why the cost per unit of service will increase as patient volume decreases below the breakeven point, it's essential to grasp the concept of fixed and variable costs in healthcare settings like hospitals.

Fixed costs are expenses that do not change regardless of the number of patients treated. These include salaries of staff, maintenance of hospital facilities, utilities, and amortization of medical equipment. These costs are incurred regardless of hospital activity levels, meaning they are constant even if the number of patients fluctuates.

Variable costs, on the other hand, change with the level of hospital activity. These costs include medical supplies, medications, and hourly wages for additional staffing that might be necessary to accommodate more patients. When patient volumes increase, variable costs rise correspondingly, and vice versa.

The breakeven point is the level of activity at which total revenues from patient care exactly equal total costs (both fixed and variable). At this point, the hospital is not making a profit, but it is also not losing money. This point is crucial for hospital management because it represents the minimum patient volume necessary to sustain operations without financial loss.

When patient volumes fall below the breakeven point, the total revenue generated from patient services also falls, but the fixed costs remain unchanged. As a result, the cost per unit of service increases. This is because the fixed costs, which are a significant portion of the total costs, are now spread over a smaller number of patients. Essentially, each unit of service (e.g., each patient treated or each procedure performed) bears a greater share of the fixed costs.

For example, consider a hospital with fixed costs of \$1 million and a breakeven point of 10,000 units of service, leading to an average fixed cost of \$100 per unit. If the patient volume decreases to 8,000 units, the fixed cost per unit rises to \$125 (\$1 million divided by 8,000 units). Thus, even though the total fixed cost remains the same, the cost allocated to each unit of service increases.

This situation puts financial pressure on the hospital, which might lead to increased charges for services or the need to reduce costs, potentially impacting the quality of care. Therefore, understanding and managing the breakeven point is crucial for hospital administrators to ensure financial stability and the ability to provide high-quality healthcare services.

#### **NEW QUESTION # 386**

A patient who is scheduled for surgery the next day tells a nurse that he is afraid because he has never had surgery before. Which of the following would be the most appropriate way for the nurse to respond?

- A. "Let's try to figure out why you're afraid."
- B. **"It's normal to be afraid. We're going to take care of you. Tell me how you're feeling."**
- C. "Why are you afraid?"
- D. "Don't worry. There's nothing to be afraid of?"

**Answer: B**

Explanation:

When addressing a patient's fears about surgery, it's crucial for healthcare providers to respond in a manner that validates the patient's emotions while providing reassurance. Let's explore why the response, "It's normal to be afraid. We're going to take care of you. Tell me how you're feeling," is considered the most appropriate among the options provided.

Firstly, acknowledging that it is normal to be afraid offers validation. Fear is a common response to unfamiliar and potentially risky situations like surgery. By affirming that the feelings are normal, the nurse prevents the patient from feeling isolated or irrational in their fears. It helps in building a trusting relationship where the patient feels understood and supported.

Secondly, the reassurance, "We're going to take care of you," is a critical component of the response. It addresses the patient's underlying concerns about safety and the outcome of the surgery. This statement provides comfort, suggesting that the patient is in capable hands and that the healthcare team is prepared and competent.

Furthermore, inviting the patient to express their feelings with the question, "Tell me how you're feeling," is an excellent therapeutic communication technique. It encourages the patient to open up about their fears in more detail, which can help in alleviating anxiety. It also allows the nurse to gather more information about the patient's emotional state and provide tailored emotional support or additional information that might help the patient feel more at ease.

In contrast, the other suggested responses could potentially have negative implications. Asking "Why are you afraid?" might make the patient feel that their fear needs justification, which can add to their stress. The phrase "Don't worry. There's nothing to be afraid of," while well-intended, may invalidate the patient's genuine feelings of fear, suggesting that their emotions are unfounded or trivial.

Lastly, the suggestion to analyze the reasons behind the fear, "Let's try to figure out why you're afraid," might be seen as overstepping, as the nurse's role isn't to perform psychological analysis but rather to provide care and reassurance.

Overall, the response, "It's normal to be afraid. We're going to take care of you. Tell me how you're feeling," strikes a balance between empathizing with the patient and providing them with the assurance needed to face the upcoming surgical procedure. It fosters a supportive and open environment, which is crucial for effective patient care.

#### **NEW QUESTION # 387**

How should evaluations be performed?

- A. Under no supervision.
- B. In a competent manner.
- C. **In a competent and timely manner.**
- D. In a timely manner.

**Answer: C**

Explanation:

Evaluations are critical components in various fields, particularly in healthcare, education, and business settings. They are conducted to assess the effectiveness of an intervention, program, or strategy. Performing evaluations competently and in a timely manner is essential for several reasons.

Firstly, evaluations must be completed competently. This means they should be conducted by individuals who are equipped with the necessary skills, knowledge, and tools. Competent evaluations ensure that the data collected is accurate, reliable, and valid. This involves using appropriate methodologies, understanding the context of the evaluation, and applying ethical considerations. For example, in healthcare, a competent evaluation might involve clinicians who are trained in the latest diagnostic tools and treatment protocols, ensuring that patient outcomes are assessed accurately.

Secondly, the timeliness of an evaluation is equally important. Evaluations should be conducted as soon as appropriate after an intervention. This allows for the prompt identification of whether the desired outcomes are being met and if any adjustments are

necessary. In business, for instance, timely evaluations of a new market strategy can help a company adjust its approach to optimize market penetration and profitability. Delayed evaluations, on the other hand, can lead to missed opportunities and prolonged exposure to ineffective or harmful practices.

The synergy of competence and timeliness in evaluations facilitates immediate feedback and action. This is particularly crucial in dynamic environments where conditions change rapidly. For example, in educational settings, timely and competent evaluations of teaching methods can directly influence the educational outcomes for students, allowing for quick adaptations that cater to their learning needs.

Furthermore, performing evaluations in a competent and timely manner allows for continuous improvement. By regularly assessing the effectiveness of interventions and promptly addressing areas of concern, organizations and professionals can foster a culture of improvement and innovation. This proactive approach not only enhances service delivery but also contributes to greater client or patient satisfaction.

In conclusion, evaluations should always be performed in a competent and timely manner to ensure they effectively contribute to decision-making processes, allow for necessary adjustments, and facilitate overall improvement. This approach not only maximizes the impact of various interventions but also ensures that resources are utilized effectively and responsibly.

### **NEW QUESTION # 388**

The emotional intelligence competency that falls into the self-awareness category of personal competence is which of the following?

- A. conflict management
- B. influence
- C. empathy
- D. initiative

#### **Answer: D**

Explanation:

Emotional intelligence (EI) is broadly categorized into two main domains: personal competence and social competence. Within these domains, there are specific competencies associated with managing oneself and interacting with others. Understanding these competencies helps individuals to better manage their behaviors, navigate social complexities, and make personal decisions that achieve positive results.

Personal competence is further divided into self-awareness and self-management. Self-awareness involves being aware of one's own emotions and how they affect one's thoughts and behavior. The competencies under self-awareness include emotional self-awareness, accurate self-assessment, and self-confidence.

The competency of initiative, which is often considered under the umbrella of self-management within personal competence, relates closely to self-awareness. Initiative involves the ability to act on opportunities, take the lead, and maintain persistence in challenging situations. This competency requires an individual to be aware of the context of their emotions and the impact of their actions, which ties back to the self-awareness aspect. It's about recognizing when to act and taking responsibility for personal performance.

In contrast, the other options mentioned - empathy, influence, and conflict management - fall under social competence. Social competence deals with how people handle relationships and awareness of others' feelings, needs, and concerns. Specifically, empathy is part of social awareness, allowing an individual to understand and respond to the emotional cues of others. Influence and conflict management are part of relationship management, which involves the abilities to persuade, negotiate, and resolve disagreements, reflecting a more outward-focused skillset.

Therefore, among the listed options, initiative is correctly identified as a competency within the realm of personal competence, closely linked to self-awareness. This competency is key for personal development as it drives individuals to engage proactively with their environment, leading to better performance and personal achievement. Recognizing and cultivating initiative can significantly enhance one's emotional intelligence, contributing to both personal and professional success.

### **NEW QUESTION # 389**

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