

COE Practice Test Questions and Answers

1. The Net Promoter Score (NPS) measures:

- A) Employee retention rates
- B) Likelihood of patients recommending the practice to others
- C) Payer reimbursement rates
- D) Physician productivity

2. In strategic planning, a 'stretch goal' refers to:

- A) A minimum acceptable performance threshold
- B) An ambitious target that requires significant effort and innovation to achieve
- C) A rollover objective from the prior year
- D) A staffing ratio standard

3. Service recovery in an ophthalmic practice refers to:

- A) Recovering deleted patient records
- B) Actions taken to restore patient satisfaction after a service failure or complaint
- C) Rescheduling cancelled surgeries
- D) Recovering unpaid insurance claims

4. A root cause analysis (RCA) is typically conducted following:

- A) Routine quarterly reviews
- B) A sentinel event or serious patient safety incident
- C) Annual employee evaluations
- D) Budget planning cycles

Answers: 1-B 2-B 3-B 4-B

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