

A tool used to display healthcare performance data over time is a:

- Benchmark.
- Run chart.
- Status process control chart.
- Time ladder.

\_\_\_\_\_ is a formal system of relationships that determine lines of authority and the tasks assigned to individuals and units.

- Unity of command
- Vertical dimension
- Span of control
- Organization structure

In Theory of Planned Behavior (TPB) "perceived behavioral control" includes:

- Attitudes and subjective norms.
- Rational and cognitive decision-making processes.
- The subjective value of the outcome and value expectancy.
- Control beliefs and perceived power.