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QUESTION 1

The separate services of Pharmacy and Nursing are having difficulty developing an action plan for medication errors. Pharmacy Services states that Nursing Services causes the majority of the problems related to errors, while Nursing Services states the opposite.

The quality professional's role in resolving this problem is to:

- A. Provide them with directives on how to solve the problem
- B. Facilitate discussion between the groups to enable them to assume ownership of their portions of the problem
- C. Assign the task to an uninvolved manager
- D. Refer the problem to the facility wide quality council

Correct Answer: B

QUESTION 2

Limitations of health plan databases are all of the following EXCEPT:

- A. Database also must keep in mind that changes in reimbursement rules (and the provider's response to those changes) may affect the integrity of data over time
- B. Recording may make some historical data inaccurate, especially as they relate to tracking and trending of compilation rates and the categorization of certain types of compilations
- C. They do not contain detailed information on the outcomes of care or the results of tests (e.g. lab tests, radiology examinations, and biopsies)
- D. None of these

Correct Answer: D

QUESTION 3

_____ is a difference between an observed event and a standard or norm. Without this standard, or, best practice, measurement of variation offers little beyond a description of the observations.

- A. Variation
- B. Process variation
- C. Assignable variation
- D. Random variation

Correct Answer: A

QUESTION 4

This example shows the relationship between:

Concept: *Patient safety*

What **aspect** of patient safety do we want to measure? *Medication errors*

What **specific measures** could we track?

- *Number of medication orders that had an error*
- *Total number of errors caught each day*
- *Percentage of orders with an error*
- *Medication error rate*
- *Number of wasted IVs*
- *Percentage of administration errors*

Which **specific indicator** will you select?

- A. A concept and specific measures
- B. Specific indicator and milestone
- C. Specific measures and specific indicators
- D. Effectiveness and concept

Correct Answer: A

QUESTION 5

Health plan databases are valuable because they contain detailed information on all care received by health plan members.

These databases are commonly used to identify patients who have not received preventive services such as:

- A. Mammograms
- B. Colon cancer screening
- C. Immunization
- D. A, B and C

Correct Answer: D

QUESTION 6

Amenities may cover areas as mentioned below EXCEPT:

- A. Ample and convenient parking
- B. Good directional signs
- C. Comfortable waiting rooms
- D. Vast and facilitated food providing area

Correct Answer: D

QUESTION 7

Because of their detail and straightforward design, patient registries are a powerful source of quality improvement data. Registries usually are specialty or procedure specific.

For instance: (Choose two.)

- A. Acute myocardial infraction
- B. Total joint replacement
- C. Patient's bile test
- D. Enrollment in disease management program

Correct Answer: AB

QUESTION 8

There are many different control charts. However, in its initial efforts, the average facility can manage with only four.

Which of the following is/are NOT out of those?

- A. Pie chart
- B. U-chart
- C. Individual values and moving range chart
- D. X-bar and S chart

Correct Answer: A

QUESTION 9

Which of the following is most likely to be a benefit of concurrent ambulatory surgical case review?

- A. Decreased medical record review at discharge

- B. An increase in the number of cases failing screening criteria
- C. An increase in reviewer competence
- D. Decreased employee turnover

Correct Answer: A

QUESTION 10

Physicians' actions have been noted to be a major contributor to unexplained clinical variation in healthcare. Unexplained clinical variation leads to increased healthcare costs, medical errors, patient frustration, and poor clinical outcomes. The increase in information being collected on physician practice patterns has begun to expose widespread variations in practice.

In healthcare, variation exists among providers by: (Choose two.)

- A. Specialty and practice setting
- B. Geographical region
- C. Facilities
- D. Staff performance

Correct Answer: AB

QUESTION 11

Healthcare organizations' ability to deliver high-quality, patient-centered care to their members and patients depends in part on their understanding of basic customer service principles and their ability to integrate these principles into clinical settings. Healthcare organizations should pay attention to customer service for several reasons.

Which of the following is NOT one of those reasons?

- A. Better service translates into higher satisfaction for the patient and, subsequently, for the employer who pays most of the bills
- B. As in any other service industry, a satisfied (and loyal) member or patient creates value over the course of a life time.
- C. Poor customer service raises the risk of a negative "grapevine effect"
- D. Existing patients and members are a valuable source of information healthcare organizations can use to learn how to improve what they do and reduce waste by eliminating services that are unnecessary or not valued

Correct Answer: D

QUESTION 12

The focus of Lean methodology is a "back to basics" approach that places the needs of customer first through five steps.

Which of the following is NOT out of those steps?

- A. Define value as determined by the customer
- B. Identify the value stream
- C. Make value identifying steps
- D. Let the customer pull the product

Correct Answer: C

QUESTION 13

Administrative data are information collected, processed and stored in automated information system. Which of the following is NOT included in that data?

- A. Enrollment or eligibility information
- B. Claims information
- C. Manage care encounters
- D. Timely administration of therapies

Correct Answer: D

QUESTION 14

Health plan databases are an excellent source of data for quality improvement projects particular projects that have _____.

For many years, health plans have used a variety of means to collect data on their performance, track the management of care received by their numbers and direct program in disease management and care management.

- A. A population health management focus
- B. Sophisticated data warehouses
- C. Baseline assessment
- D. Full engagement at nursing unit

Correct Answer: A

QUESTION 15

Basically an operational definition is a description in quantifiable terms, of what to measure and the specific steps needed to measure it constantly.

A good operational definition: (Choose two.)

- A. Gives communicable meaning to a concept or an idea
- B. Is no doubt clear but somewhat ambiguous
- C. Is a decision-making criteria
- D. Enables consistently in data collection

Correct Answer: AD

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