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QUESTION 1

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 2

Systematic sampling is achieved by numbering or ordering each element in the population (e.g., time order, alphabetical order, and medical order) and then selecting every kth element.

The key point that most people ignore when doing a systematic sample is that:

- A. The starting point for selecting every kth element should be guaranteed through a random process and should be equal to or less than k but greater than zero.
- B. The starting point for selecting every kth element should be guaranteed through a random process and should be less than k but greater than zero.
- C. The starting point for selecting every kth element should be guaranteed through a random process and should be greater than zero.
- D. The starting point for selecting every kth element should be guaranteed through a random process and should be equal to or greater than zero.

Correct Answer: A

QUESTION 3

A surgeon's wound infection rate is 32%. Further examination of which of the following data will provide the most useful information in determining the cause of this surgeon's infection rate?

- A. Mortality rate
- B. Facility infection rate
- C. Use of prophylactic antibiotics
- D. Type of anesthesia used

Correct Answer: C

QUESTION 4

Strong disagreement does arise, among the five parties' definitions (i.e. the clinician's, the patient's, the payers, the manager's and the society's), even outside the realm of cost effectiveness.

Conflicts typically arise when:

- A. Practitioners who are highly skilled in trauma and other emergency care
- B. Each group emphasizes a particular aspect of care
- C. One party holds that a particular practitioner or clinic is a high quality provider by virtue of having high ratings on single aspect of care
- D. The facility receives top marks from a team of expert clinicians whose primary focus is on technical performance

Correct Answer: C

QUESTION 5

It involves identification and selection of a patient's medical record or group of records after the patient has been discharged from the hospital or clinic. Many proponents of medical record review believe it to be the most accurate method of data collection.

What is it?

- A. Prospective data collection
- B. Data collection forms
- C. Scanners
- D. Retrospective data collection

Correct Answer: D

QUESTION 6

Generally, medical record review and prospective data collection are considered the most time-intensive and expensive ways to collect information.

Many reserve these methods for highly specialized improvement projects or use them to answer questions that have:

- A. Surfaced following review of administrative data sets
- B. Use rule-based software development
- C. Combine code and chart based on the overall population

D. Situation related characteristics

Correct Answer: A

QUESTION 7

Quality improvement approaches are derivatives and models of the ideas and theories developed by thought leaders and include all of the following EXCEPT:

- A. PDCA/PDSA
- B. ISO 2001
- C. Baldrige criteria
- D. Associate for process improvements

Correct Answer: B

QUESTION 8

_____ accounts for the different types of patients in institutions.

Adjustments should be considered when hospital survey results are being released to the public.

- A. Proxy response
- B. Case-mixed adjustment
- C. Recall base
- D. Bias or mode effects

Correct Answer: B

QUESTION 9

Payers are more likely to embrace the optimization definition of care which can put them at odds with:

- A. Clinicians
- B. Health administrators
- C. Physicians
- D. Both A and B

Correct Answer: C

QUESTION 10

The theory behind SPC (Statistical Process Control) is straightforward. It requires a change in thinking from error detection to error prevention.

The use of SPC in healthcare has a number of benefits excluding:

- A. Increased quality awareness on the part of healthcare organizations and practitioners
- B. Increased focus on patients
- C. The ability to base decisions on database
- D. Moderation is processes that result in lengthening the outcomes having better quality care

Correct Answer: D

QUESTION 11

The percentage of patients with congestive heart failure who are receiving an ACE inhibitor is an example of retrospective measure. The use of ACE inhibitors in the population is indicated for all patients with an ejection fraction of less than 40 percent. The ejection fraction is not part of the typical administrative database.

Sometimes the information is contained:

- A. In an ERP system
- B. In a separate computer record
- C. In a stand-alone database in cardiology department and is generated in accessible
- D. In a worksheet

Correct Answer: C

QUESTION 12

There is an art to constructing patient satisfaction surveys that produce valid, reliable, and relevant information. Likewise, survey validation itself is a time-consuming and complex undertaking.

A quality improvement team can:

- A. Design the survey itself
- B. Design with the help of outside experts to design the survey
- C. Purchase an existing survey
- D. Any one of these can be the case

Correct Answer: D

QUESTION 13

Numerous opportunities for improvement exist in every healthcare organization. However, not all improvements are of the same magnitude.

Improvements that are powerful and worthy of organization resources include those:

- A. That will positively affect a large number of patients
- B. Eliminate or reduce instability in critical clinical or business processes
- C. Increase risk
- D. Ameliorate serious problems

Correct Answer: D

QUESTION 14

The comparative norm (e.g. expected rate) in the comparison analysis is the _____ if the measure is risk adjusted and the comparison group mean if the measure is not risk adjusted.

- A. Predicted rate
- B. Continues variable measure
- C. Risk free rate
- D. Proportion measure

Correct Answer: A

QUESTION 15

"A quality improvement team is interested in determining the percentage of medication orders that are delivered to nurses' stations within one hour of the order's receipt in the pharmacy. Before collecting data on this question, the team should determine whether it believes that this percentage could differ by floor, time of day, day of week, type of medication ordered, pharmacist on duty, or volume of orders received. If the team believes that one or more of these factors will influence the outcome, it should take steps to ensure that it collects the data relevant to these factors each time the pharmacy receives an order."

This example explains:

- A. How stratification could be applied to pharmacy
- B. Is there any need to sample the data
- C. Targets and goals of measurement
- D. Confidentiality issues in measurement

Correct Answer: A

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