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QUESTION 1

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 2

The increased focus on and mandate for healthcare data place healthcare providers in a different situation than they have known in the past. Providers document such things and, unfortunately, many providers struggle to address the measurement mandate proactively, which leads organizations to assume a defensive posture when external organizations release the data.

Which of the following ways show/s the responses of provider in such cases? (Choose three.)

- A. The data are old (typically one or two years) and do not reflect our current performance
- B. The data are not stratified and do not represent appropriate comparisons.
- C. Our patients are similar those at the other hospitals in our comparison group (i.e., no risk adjustments were made to the data).
- D. We can move in a better way without doing competition with others

Correct Answer: ABC

QUESTION 3

A social service department regularly monitors the number of inappropriate referrals, the timeliness of discharge planning, and the number of days of discharge delays.

What additional monitor should be added to evaluate the appropriateness of social service interventions?

- A. Inadequacy of documentation in progress notes
- B. Attainment of social service goals
- C. Timeliness of referrals to social services
- D. Number of social service referrals from nursing

Correct Answer: B



QUESTION 4

The term _____ brings in mind that indicator panel on an automobile, which is most useful when the car is moving as a way for the driver to monitor key performance metrics such as speed, fuel level, engine performance, temperature and direction from digital display units.

- A. Dashboard
- B. Scoreboard
- C. Charts
- D. Scanners

Correct Answer: A

QUESTION 5

_____ testing method provides useful information on respondents' perceptions of the response task, how respondents recall and report events, and how they interpret specified reference periods.

- A. Cognitive
- B. Psychometric testing
- C. Biometric testing
- D. Psychographic testing

Correct Answer: A

QUESTION 6

In fact, because patients' satisfaction is so influenced by _____ rather than to the more indiscernible technical ones-health maintenance organizations, hospitals and other health care delivery organizations have come to view the quality of nontechnical aspects of care as crucial to attractions and retaining patients.

- A. Their reactions to interpersonal and amenity aspect of care
- B. Patients recognize that they do not possess the wherewithal to evaluate all technical elements of care
- C. Every patient has definite preference in every clinical situation
- D. Their likelihood of desires outcomes

Correct Answer: A

QUESTION 7



During improvement in healthcare system, because of a combination of technical complexity, system fragmentation, a tradition of autonomy, and hierarchical authority structures, overcoming the "daunting barrier to creating the habits and beliefs of common purpose, teamwork and individual accountability" necessary for spread and sustainability will require:

(Choose two.)

- A. Continual focus
- B. Commitment
- C. Focus to maintain benchmark levels
- D. Right time

Correct Answer: AB

QUESTION 8

Which of the following process can be judged as having highest quality of care?

- A. Successful completion of a surgical operation
- B. Successful completion of a surgical operation and a good recovery
- C. Successful completion of a surgical operation, a good recovery and ascertaining that the operation was indicated
- D. Successful completion of a surgical operation, a good recovery and ascertaining that the operation was not indicated

Correct Answer: D

QUESTION 9

Crossing the Quality Chasm provided a blueprint for the future that classified and unified the components of quality through six aims for improvement, chain of effects, and simple rules for redesign of healthcare. The six aims for improvement, viewed also six dimensions of quality.

Which of the following is NOT out of those dimensions?

- A. Safe
- B. Care centered
- C. Efficient
- D. Effective

Correct Answer: B



QUESTION 10

The American Society for Quality has formed six categories of quality tools. Which of the following is NOT out of those categories?

- A. Cause Analysis
- B. Evaluation and decision making
- C. Process analysis
- D. Idea adoption

Correct Answer: D

QUESTION 11

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 12

Credentialing refers to the process of _____ a well-qualified staff that is able to deliver highest-quality care.

- A. Hiring
- B. Compensating
- C. Awarding
- D. Nominating

Correct Answer: A

QUESTION 13

Either an increase or decrease in rate could be a signal of improvement. In other words, there is no clear direction of improvement for these measures. In this case an observed rate either above or below the expected range is an unfavorable outlier.

- A. Neutral measures



- B. Positive measures
- C. Negative measures
- D. Structure measures

Correct Answer: A

QUESTION 14

What approach should be followed by the healthcare improvement team for the best outcomes?

- A. Data collection should be thorough. The team may need the data down the road
- B. Stockpiling of data "just in case"
- C. Collecting the critical few rather than collecting for a rainy day
- D. Collection of a balanced amount of data in order to full-fill the current demands

Correct Answer: C

QUESTION 15

When quality is measured in terms of structure the focus is on the relatively static characteristics of the individuals who provide care and of the settings where the care is delivered.

These characteristics include _____ of professionals who provide care and the adequacy of the facility's equipment, and overall organization.

- A. Education
- B. Training
- C. Certification
- D. A, B and C

Correct Answer: D

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