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QUESTION 1

One of the difficult things about quality is explaining how _____ is different from a process or system.

- A. Tools
- B. Methods
- C. Control
- D. A and B are same

Correct Answer: D

QUESTION 2

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 3

The test-retest reliability coefficient is a method to measure instrument reliability. This method measures the degree of correspondence between:

- A. Answers to the different questions asked of the same respondents at different points in time
- B. Answers to the same questions asked of the same respondents at same point in time
- C. Answers to the same questions asked of the same respondents at different points in time
- D. Answers to the different questions asked of the same respondents at same point in time

Correct Answer: C

QUESTION 4

Administrative databases are an excellent source of data for reporting on clinical quality, financial performance, and



certain patient outcomes.

Use of administrative database is advantageous for the following reason EXCEPT:

- A. They are less expensive source of data than other alternatives such as chart review or prospective data collection
- B. The incorporate transaction system already used in the daily business operations of a healthcare organization (frequently referred to as legacy system)
- C. The volume of available indicators is 1000 times greater than that available through other data collection techniques
- D. Data reporting tools are available as part of the purchased system or through third-party add-ons or services.

Correct Answer: C

QUESTION 5

Crosby's quality improvement process is based on the Absolutes of Quality Management. Which of the following is/are out of those absolutes?

- A. Quality is defined as conformance to requirements, not as goodness or elegance
- B. The system for causing quality is prevention, not appraisal
- C. The performance standard must be zero defects, not "that's close enough"
- D. All of the above

Correct Answer: D

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