



# CPHQ<sup>Q&As</sup>

Certified Professional in Healthcare Quality Examination

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### QUESTION 1

Licensing and accrediting bodies have relied heavily on structural measures of quality not only because the measures are relatively stable and thus easier to capture but:

- A. They reliably identify providers who are cheap
- B. They reliably identify providers who demonstrably lack means to deliver high quality care
- C. They can never lack the means to deliver high quality care
- D. They reliably identify physicians

Correct Answer: B

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### QUESTION 2

TQC is excellence driven rather than defect driven-a system that integrates:

- A. Quality development, quality improvement and quality maintenance
- B. Quality improvement and quality maintenance
- C. Quality development, quality improvement and quality assessment
- D. Quality improvement and quality maintenance

Correct Answer: A

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### QUESTION 3

In every survey, some people agree to be respondents but do not answer every question. Although nonresponse to individual questions is usually low, occasionally it can be high and can affect estimates. Categories of patients mentioned below selected to be in the sample; do not actually provide data.

Which of the following is odd one?

- A. Patients the data collection procedures do not reach, thereby not giving them a chance to answer questions
- B. Patients asked to provide data who refuse to do so (do not respond to the survey)
- C. Patients asked to provide data who are unable to perform the task required of them (e.g., people who are too ill to respond to a survey or whose reading and writing skills preclude them from filling out self-administered questionnaires)
- D. Patients do not truly provide demographic information

Correct Answer: D

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### QUESTION 4



The CAHPS (Consumer Assessment of Healthcare Providers and Systems) program is a multiyear public-private initiative to develop standardized surveys of patients' experiences with ambulatory and facility-level care.

Healthcare organizations, public and private purchasers, consumers, and researchers use CAHPS results to:

- A. Access the patients-centeredness of care
- B. Compare and report on performance
- C. Improve quality of care
- D. All of the above

Correct Answer: D

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#### QUESTION 5

The components which support successful implementation of performance improvement programs and attainment of project goals and objective include/s:

(Choose three.)

- A. Leadership commitment
- B. Establishment of performance improvement oversight entity
- C. Establishment of partnership
- D. Expected time frames

Correct Answer: ABC

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