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Certified Professional in Healthcare Quality Examination

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### QUESTION 1

"Quality is the degree to which health services for individuals and populations increase the likelihood of desired health outcomes and are consistent with current professional knowledge."

This is the definition of Quality care often quoted by:

- A. IOM
- B. IHI
- C. HQCB
- D. OCHP

Correct Answer: A

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### QUESTION 2

A more proactive posture would be to develop an organization-wide approach to quality measurement that meets both internal and external demands.

This approach is:

- A. A task that should be completed at once
- B. A task that should be done in chunks of improvement process
- C. Not a task that can be completed once, rather a journey that has many potential pitfalls and detours
- D. A task that should be completed through a series of related activities

Correct Answer: C

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### QUESTION 3

Six sigma (3.4 defects per million) is a system for improvement developed over time by Hewlett-Packard, Motorola, General Electric, and others in the 1980s and 1990s.

The aim of six sigma is:

- A. To remove blockages in process
- B. To reduce variations (eliminate defects) in processes
- C. To counter the wastage of activities
- D. To control and analyze the related and unrelated activities

Correct Answer: B

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#### QUESTION 4

In order to perform a task for which one is held accountable, there must be an equal balance between responsibility and:

- A. Authority
- B. Education
- C. Delegation
- D. Specialization

Correct Answer: A

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#### QUESTION 5

There is a story of an intensive care unit (ICU) at Dominican Hospital in Santa Cruz County, California. Dominican, a 379-bed community hospital, is part of the 41-hospital Catholic Healthcare West system. "We used to replace ventilator circuit for incubated patients daily because we thought this helped to prevent pneumonia," explained Lee Vanderpool, vice president. "But the evidence shows that the more you interfere with that device, the more often you risk introducing infection. It turns out it is often better to leave it alone until it begins to become cloudy, or 'gunky,'" as the no clinicians say."

The hospital staff learned an important lesson from this experience that:

- A. Evidence is more powerful than intuition
- B. Intuition is more powerful than evidence
- C. Efforts improve mortality rate
- D. Introduction of a new protocol, or any new idea, involves education

Correct Answer: A

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