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**QUESTION 1**

Today's patients' perception of the quality of our healthcare system is not favorable.

In healthcare, quality is household word that evokes great emotion, including: (Choose two.)

- A. Frustration and despair, exhibited by patients who experience healthcare services firsthand or family members who observe the care of their loved ones
- B. Anxiety over the ever-increasing costs and complexities of care
- C. Patient centered measures
- D. Timely care that may be experienced in terms of performance of services

Correct Answer: AB

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

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

QUESTION 4

Which of the following are hardware components that would be included in a computerized management information system?

- A. Binary and decimal coding
- B. Flow chart and program
- C. Instructions and data
- D. Printer and random access memory

Correct Answer: D

QUESTION 5

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 6

When continuing unique events, one uses a p-chart. The number plotted on a chart would be either a proportion or a percentage. When counting total events (e.g., the number of falls per patient day each month), one plots a ratio on a u-chart.

Examples of attributes data plotted as percentage on p-charts include figures such as: (Choose two.)

- A. Percentage of patients who died



- B. Percentage of visits by every patient
- C. Percentage of scripts that had one or more medication errors
- D. Percentage of patients discharged

Correct Answer: AC

QUESTION 7

Which of the following is the relationship between clinical outcomes and patient satisfaction?

Besides measuring morbidity and mortality, this management takes into account the quality of healthcare received from the patient's perspective.

- A. Benchmarking
- B. Clinical pathways
- C. Outcome measures
- D. Outcome management

Correct Answer: A

QUESTION 8

_____ is the collection of data used to analyze physician practice pattern, utilization of services, and outcomes of care. Its goal is to improve physician performance through accounts through accountability feedback and to decrease practice variations through adherence to evidence-based standards of care.

- A. Physician profiling
- B. Value-based profiling
- C. Physicians portfolio management
- D. Physician record review

Correct Answer: A

QUESTION 9

Ordering the correct diagnostic procedure for a patient is a measure of _____. When evaluating the process of care, however, appropriateness is only half the story. The other half is in how well and how promptly (i.e. skill-fully) the procedure was carried out.

- A. Consciousness
- B. Appropriateness



C. Care assessment

D. Equity

Correct Answer: B

QUESTION 10

Quality and technical performance refers to how well current scientific medical knowledge and technology are applied in a given situation.

It is usually assessed in terms of:

A. Timeliness and accuracy of the diagnosis

B. Appropriateness of therapy and other medical interventions are performed

C. The quality of interpersonal relationships

D. Both A and B

Correct Answer: D

QUESTION 11

Organizational size affects the ability to disseminate best practices

A. True

B. False

C. Difficult to decide

D. It depends on situation

Correct Answer: A

QUESTION 12

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 13**

The downside to asking nursing staff to perform data collection is that can distract nurses from their direct patient care responsibilities.

A better approach would be:

A. To assign this work to them during holidays

B. To give this job work after their actual job timings C. To hire research assistants or full-data analysts who can only perform data collection

D. To hire research assistants or fulltime data analysts who can perform data collection and be responsible for data entry and analysis

Correct Answer: D

QUESTION 14

Which part of a job description should be used in a criteria-based performance evaluation?

A. Salary grade

B. Duties and responsibilities

C. Working conditions

D. Qualifications

Correct Answer: B

QUESTION 15

A number of attributes can characterize the quality of healthcare services. As, there are different groups involved in healthcare, such as physicians, patients and health insurers, tend to attach different levels of importance to particular attributes and as a result define quality care differently.

Which of the following is/are NOT out of those attributes?

A. Technical performance

B. Responsiveness to patient preferences

C. Excess staff

D. Amenities

Correct Answer: C



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