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QUESTION 1

For example, if you are using a survey to gather patient satisfaction feedback by email, you would not send a survey to every patient. You would start by sending surveys to roughly 50 percent of the patients and see how many are returned.

This limited survey allows you to determine the response rate. Assume that 25 percent of these patients return the surveys.

The next task is to determine how representative of the total population these respondents are. To test this question, you need to develop a profile of the total population. Typically, this profile is based on standard demographics such as gender, age, type of visit, payer class, and whether the respondent is a new or returning patient. If the distribution of these characteristics in the sample is similar (within 5 percent) to that found in the total population, you can be comfortable that your sample is reasonably representative of the population. If the characteristics of the sample and the population show considerable variation, however, you should adjust your sampling plan.

This example clarifies that:

- A. A well-drawn sample, therefore, should be representative of the larger population
- B. The basic purpose of sampling is to be able to draw a limited number of observations
- C. Sampling is probably the most important thing you can do to reduce the amount of time and resources spent on data collection
- D. Sampling consists of series of compromises and tradeoffs

Correct Answer: A

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

QUESTION 3

Face validity is based on the logical relationship among variables (or questions) and refers to the extent to which a scale measures the structure, or theoretical framework, it is designed to measure (e.g., satisfaction).

- A. True
- B. False
- C. True in a situation where external factors are not affecting
- D. True in a situation where internal factors are not affecting

Correct Answer: B

QUESTION 4

In the 1970s, Deming developed his 14 points for western Management in response to requests from U.S. managers for the secret to the radical improvement that Japanese companies were achieving in a number of industries. As part of his "system of profound knowledge," Deming promoted that "around 15% of poor quality was because of workers, and the rest of 85% was due to bad management, improper systems and processes." The "system" is based on parts.

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

- A. Appreciation for a system
- B. Knowledge about variation
- C. Theory of knowledge
- D. Sociology

Correct Answer: D

QUESTION 5

_____ 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 6

Two key data collection skills satisfaction and sampling enhance any data collection effort.

These skills are based more on _____ and _____ than on statistics, yet many healthcare professionals have received limited training in both concepts.

- A. Logic and reliability
- B. Relatedness and latest happenings
- C. Ethics and reliability
- D. Logic and clear thinking

Correct Answer: D

QUESTION 7

Which of the following is most likely to be a benefit of concurrent ambulatory surgical case review?

- A. Decreased medical record review at discharge
- B. An increase in the number of cases failing screening criteria
- C. An increase in reviewer competence
- D. Decreased employee turnover

Correct Answer: A

QUESTION 8

The weight of scoring system is based on an emphasis Baldrige places on _____ and an organization's ability to demonstrate performance and improvement in the following areas:

Product and service outcomes Customer-focused outcomes Financial and market outcomes Workforce-focused outcomes Process effectiveness outcomes Leadership outcomes

- A. Results
- B. Output
- C. System perspective
- D. Values

Correct Answer: A

QUESTION 9

This example shows the relationship between:

Concept: *Patient safety*

What **aspect** of patient safety do we want to measure? *Medication errors*

What **specific measures** could we track?

- *Number of medication orders that had an error*
- *Total number of errors caught each day*
- *Percentage of orders with an error*
- *Medication error rate*
- *Number of wasted IVs*
- *Percentage of administration errors*

Which **specific indicator** will you select?

- A. A concept and specific measures
- B. Specific indicator and milestone
- C. Specific measures and specific indicators
- D. Effectiveness and concept

Correct Answer: A

QUESTION 10

When formulating medical standards, a critical decision that must be made is the _____ at which the standard should be set.

- A. Depth
- B. Clarity
- C. Level
- D. utility of measurement

Correct Answer: C

QUESTION 11

Efficiency refers how well resources are used in achieving a given result. Efficiency _____ whenever the resources used to produce a given output are _____.

- A. Reduces, reduced

- B. Increases, increased
- C. Improves, reduced
- D. It is truly situation dependent

Correct Answer: C

QUESTION 12

Overproduction, Inventory, Repairs/rejects, Motion, Processing, Waiting, Transport. These are the types of _____ identified by Taiichi Ohno.

- A. Waste (activities that do not add value to the process)
- B. Continuous improvement
- C. Quality controls
- D. Areas to be focused during production

Correct Answer: A

QUESTION 13

Patients hospitalized for congestive heart failure should be able to walk farther, have more energy, and experience less shortness of breath following hospital treatment. Patients who undergo total knee replacements should have less knee pain when they talk; have a good range of joint motion; and be able to perform activities of daily living such as walking, doing yard work, and performing normal household chores.

This example shows that:

- A. Treatment is a very sensitive process
- B. The purpose of medical treatment and hospital procedures is to improve patients\' functional status or quality of life
- C. There should be full engagement at the management and staff level
- D. Patient treatment results are regularly reviewed

Correct Answer: B

QUESTION 14

Rapid cycle testing is designed to reduce the cycle time of new process implementation from months to days.

To prevent unnecessary delays in testing or implementation, teams or units using rapid cycle testing must remain focused on the testing of solutions and avoid:

- A. Over-analysis

- B. Multiple PDSA cycles
- C. Buy-in
- D. Focused testing

Correct Answer: A

QUESTION 15

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

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