

100% Money Back
Guarantee

Vendor:NAHQ

Exam Code:CPHQ

Exam Name:Certified Professional in Healthcare
Quality Examination

Version:Demo

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

When counting 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 3

The cockpit of an airplane is a more complex example of a collection of instruments that reports information critical to successful air travel. The driver of a car or the pilot of an airplane monitors multiple indicators of performance simultaneously to arrive at the intended destination successfully. At any given point in the journey, the driver or pilot may focus on one indicator, but overall success depends on the collective performance of the systems represented by the indicators.

This example depicts that dashboard tools that report on the ongoing performance of the critical processes that lead to:

- A. Organizational success
- B. Its own success
- C. Organization success rather than on the success itself
- D. Past performance rather than real time performance

Correct Answer: C

QUESTION 4

Administrative data are information collected, processed and stored in automated information system. Which of the following is NOT included in that data?

- A. Enrollment or eligibility information
- B. Claims information
- C. Manage care encounters
- D. Timely administration of therapies

Correct Answer: D

QUESTION 5

A social service department regularly monitors the number of inappropriate referrals, the timeliness of discharge planning, and the number of days of discharge delays.

What additional monitor should be added to evaluate the appropriateness of social service interventions?

- A. Inadequacy of documentation in progress notes
- B. Attainment of social service goals
- C. Timeliness of referrals to social services
- D. Number of social service referrals from nursing

Correct Answer: B

QUESTION 6

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

QUESTION 7

Feedback from patients and their families will provide rich information for quality improvement work. For these efforts to be successful, you should consider some questions.

Which of the following is NOT out of those questions?

- A. What is your aim for improvement?
- B. Who will review the data?
- C. What was your last year budget?
- D. How frequently do you need to measure your performance to achieve your name?

Correct Answer: C

QUESTION 8

The comparison chart interpretation will result in one of the following scenarios, regardless of the type of measure EXCEPT:

- A. No outlier: Actual performance is within the expected range
- B. Favorable outlier: Actual performance is better than the expected performance
- C. Unfavorable outlier: Actual performance is worse than the expected performance
- D. Incomplete data: Data cannot be analyzed because of complexity

Correct Answer: D

QUESTION 9

All patients who have been selected to provide feedback should have an equal opportunity to respond. Any situation that makes certain patients less likely to be included in a sample leads to bias.

Survey vendors also can minimize sampling bias through:

- A. Judgment
- B. Experience
- C. Probability sampling
- D. Cluster sampling

Correct Answer: C

QUESTION 10

Measures of central tendency describe the:

- A. Typical or middle data point
- B. Extent to which the data points are scattered
- C. Type and number of classes for dividing the data
- D. Average distance of any point in the data set from the mean

Correct Answer: A

QUESTION 11

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 12

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