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CPHQ Exam Outline

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Time limit: 3 hours

Total questions: 140

Question format: Multiple-choice

Delivery format: Computer-delivered

Mometrix TEST PREPARATION

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The Certified Professional in Healthcare Quality Examination (CPHQ) is a certification exam offered by the National Association for Healthcare Quality (NAHQ). The CPHQ Exam is designed for healthcare professionals who are responsible for ensuring the quality of healthcare services and patient safety. Certified Professional in Healthcare Quality Examination certification is recognized internationally and is a valuable credential for healthcare quality professionals.

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NAHQ Certified Professional in Healthcare Quality Examination Sample Questions (Q200-Q205):

NEW QUESTION # 200

The goal of having a champion for process improvement is to:

- A. Enhance staff buy-in of changes.
- B. Gain trust of management.
- C. Facilitate group dynamics at team meetings.
- D. Promote timely completion of project milestones.

Answer: A

Explanation:

A process improvement champion is an individual who advocates for and leads quality improvement initiatives within an organization. Their primary role is to enhance staff buy-in by effectively communicating the benefits of proposed changes, addressing concerns, and motivating team members to engage in the improvement process. By fostering a culture of collaboration and shared purpose, champions help ensure the successful implementation of process improvements.

While facilitating group dynamics (Option B), promoting timely completion of project milestones (Option C), and gaining trust of management (Option D) are important aspects of process improvement, the central focus of a champion is to secure staff commitment and participation in change initiatives.

References:

* NAHQ's Healthcare Quality Competency Framework outlines the role of quality leadership in advancing organizational commitment to healthcare quality through collaboration and communication, aligning with the responsibilities of a process improvement champion.

nahq.org

NEW QUESTION # 201

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

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

Answer: B,C,D

NEW QUESTION # 202

Which team role is responsible for maintaining improvements after the implementation of a quality initiative?

- A. Sponsor
- B. Process Owner
- C. Champion
- D. Facilitator

Answer: B

Explanation:

Detailed Explanation:

The process owner is accountable for the long-term maintenance and sustainment of improvements post- implementation.

Option B: Process Owner

This role ensures continuous oversight and improvement adherence, critical for sustaining changes.

Option A: Champion

Champions advocate and promote the initiative but may not manage ongoing maintenance.

Options C and D:

Sponsors provide support, and facilitators assist in the project's implementation but do not hold responsibility for sustainment.

References:

Process ownership is emphasized in quality management literature, where continuous oversight is necessary for successful and sustainable improvements.

NEW QUESTION # 203

When developing objectives for an educational program, the quality professional should recommend

- A. tying the objectives to the organization's financial performance.
- **B. stating the end result or desired outcome.**
- C. using the Plan-Do-Study-Act cycle of continuous improvement.
- D. keeping the objectives specific to the short term.

Answer: B

Explanation:

According to NAHQ, one of the core competencies for healthcare quality professionals is education and training¹, which involves designing, developing, delivering, and evaluating educational programs that support quality improvement and patient safety².

When developing objectives for an educational program, the quality professional should follow the SMART criteria, which stands for specific, measurable, achievable, relevant, and time-bound³. These criteria help to ensure that the objectives are clear, realistic, and aligned with the desired outcomes of the program⁴.

Therefore, the quality professional should recommend stating the end result or desired outcome of the program, as this will help to define the purpose, scope, and direction of the program, as well as the criteria for measuring its success. For example, an objective for an educational program on infection prevention and control could be: "By the end of this program, participants will be able to identify and apply the best practices for preventing and managing healthcare-associated infections in their settings." The other options are not the best recommendations for developing objectives for an educational program, because:

A: using the Plan-Do-Study-Act cycle of continuous improvement is a method for implementing and evaluating quality improvement projects, not for developing objectives for an educational program

C: keeping the objectives specific to the short term may limit the scope and impact of the program, as well as the opportunities for learning and improvement.

D: tying the objectives to the organization's financial performance may not reflect the true value and outcomes of the program, as quality improvement and patient safety may have other benefits that are not easily quantified in monetary terms. References: 1:

Competency Framework | NAHQ 2: NAHQ Healthcare Quality Competency Framework 3: [HQ Principles | NAHQ] 4: How to Write SMART Learning Objectives - Convergence Training : Writing Measurable Learning Outcomes - Gavilan College : Infection Prevention and Control Education & Resources - APIC : Plan-Do-Study-Act (PDSA) Worksheet | IHI - Institute for Healthcare Improvement : Setting Goals and Objectives for Projects | Smartsheet : [The Financial Case for Quality as a Business Strategy | NAHQ]

NEW QUESTION # 204

Which of the following recommendations best supports effective transitions of care from hospital to home for patients?

- A. Round on patients daily with a multidisciplinary care team.
- B. Prioritize discharging patients to home over going to skilled nursing facilities.
- **C. Collaborate with patients and their families to identify ongoing care needs.**
- D. Monitor compliance with nursing-led discharge education.

Answer: C

Explanation:

Detailed Explanation:

Collaborating with patients and their families to identify ongoing care needs ensures a smooth transition by addressing specific requirements for care continuity, such as medication management, follow-up appointments, and home support.

Option A: Collaborate with patients and their families to identify ongoing care needs This option directly involves patients and their families in planning, which is essential for identifying and meeting post-discharge needs.

Options B, C, and D:

Discharge prioritization (B) and multidisciplinary rounds (C) improve internal processes but are less focused on preparing patients and families for home care.

Monitoring education compliance (D) is useful but does not replace direct collaboration.

References:

Effective transitions of care literature in CPHQ resources emphasize family collaboration to ensure continuity and prevent

readmissions.

NEW QUESTION # 205

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