

CPHQ Valid Exam Question - Valid CPHQ Exam Tips

CPHQ Practice Exam Questions with Correct Answers.

When considering the use of an external subject matter expert (SME), which of the following is most critical?

- A. leadership's personal preference
- B. geographic location of the SME
- C. cost of the SME's services
- D. references of the SME - **Correct answer** D. references of the SME

The positive clinical reputation provides credibility support to the project.

To avoid misinterpreting variances, which of the following statistical tools should be used?

- A. control chart
- B. fishbone diagram
- C. force field analysis
- D. Pareto chart analysis - **Correct answer** A. control chart

Control charts exhibit points between control limits, therefore displaying the variation.

An operating room circulating nurse reported that the instrument count indicated a missing clamp. X-ray findings were negative, and the patient showed no adverse effects. This occurrence is an example of which of the following?

- A. claims management
- B. malpractice
- C. clinical incompetency
- D. potentially compensable event - **Correct answer** D. potentially compensable event

Although the clamp was not found, this has potential to become a compensable event. A potentially compensable event is an event for which there is risk of future claim or settlement.

Training is being determined based on treatment record review results. The following weighted results are available: Based on these results, which of the following areas should take priority for training? (Image missing)

- A. assessment

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Quiz 2026 Marvelous NAHQ CPHQ: Certified Professional in Healthcare Quality Examination Valid Exam Question

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NAHQ Certified Professional in Healthcare Quality Examination Sample Questions (Q506-Q511):

NEW QUESTION # 506

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. Patients recognize that they do not possess the wherewithal to evaluate all technical elements of care
- B. Their likelihood of desires outcomes
- C. Their reactions to interpersonal and amenity aspect of care
- D. Every patient has definite preference in every clinical situation

Answer: C

NEW QUESTION # 507

A performance Improvement team has been meeting to examine delays in getting admissions from the emergency room to the nursing units. After six months of collecting data, the upper control limit was 150 minutes, and the lower control limit was 60 minutes. The next month's data shows a time of 155 minutes. The team should understand that this represents what type of variation?

- A. random
- B. special cause
- C. standard
- D. common cause

Answer: B

Explanation:

In the context of performance improvement and quality control, variations in a process are typically categorized as either common cause or special cause¹²³⁴⁵.

* Common cause variation is the kind of variation that is part of a stable process. These are variations that are natural to a system and are quantifiable and expected¹. They are predictable, ongoing, and consistent¹. Major changes would typically have to be made in order to change the common cause variations¹. You can identify common cause variation points on the control chart of a process measure by its random pattern of variation and its adherence to the control limits¹.

* Special cause variation, on the other hand, is unexpected variation in the process¹⁴. There is a specific cause that can be assigned to the variation⁴. These variations are unusual, unquantifiable, and are variations that have not been observed previously, so they cannot be planned for and accounted for¹. These causes are typically the result of a specific change that has occurred in the process, with the result being a chaotic problem¹. You can identify special cause variation on a control chart by their non-random patterns and out-of-control points¹⁵.

In the given scenario, the performance improvement team has been examining delays in getting admissions from the emergency room to the nursing units. After six months of collecting data, the upper control limit was 150 minutes, and the lower control limit was 60 minutes. The next month's data shows a time of 155 minutes.

This time of 155 minutes is beyond the established upper control limit of 150 minutes. Therefore, this represents a special cause variation¹⁵, as it is an unexpected variation that significantly deviates from the established control limits.

References: 12345

NEW QUESTION # 508

Using the same operational definition becomes even more critical if you are trying to compare several hospitals or clinics in a system. When national hospitals are made, the operational definition challenge becomes extremely complex. All good measurements begin and end with _____.

- A. A milestone
- B. An objective and an outcome respectively
- C. A vision
- D. An operational definition

Answer: D

NEW QUESTION # 509

How can a quality professional best engage stakeholders in the organization's quality efforts?

- A. Report key performance indicators to board members.
- **B. Include frontline staff on quality and safety committees.**
- C. Share process indicator dashboard with midlevel leaders.
- D. Initiate physician-related quality projects.

Answer: B

Explanation:

Involving frontline staff in quality and safety committees ensures that those directly involved in patient care have a voice in quality initiatives. Their insights can lead to more practical and effective improvements, fostering a culture of continuous quality enhancement.

References:

NAHQ Body of Knowledge: Quality Leadership and Integration

NAHQ CPHQ Exam Preparation Materials: Stakeholder Engagement Strategies

NEW QUESTION # 510

A healthcare quality professional identifies a statistically significant difference in uncontrolled hypertension between its African American and Caucasian populations. What is the next best step?

- A. Partner with local community leaders to develop a community garden to improve nutrition.
- B. Evaluate data for an additional quarter to determine if the disparity persists.
- **C. Invite patients with uncontrolled blood pressure to attend a focus group to discuss barriers.**
- D. Host a community health fair that provides free blood pressure monitors.

Answer: C

Explanation:

Explanation: Inviting patients to a focus group (D) gathers qualitative data on barriers to hypertension control, informing targeted interventions. Community gardens (A) and health fairs (C) assume specific causes, while additional data collection (B) delays action. NAHQ emphasizes patient engagement for disparity reduction.

NAHQ CPHQ Study Guide, Population Health and Care Transitions Section, "Health Disparities and Patient Engagement"; NAHQ CPHQ Practice Exam, Population Health Interventions.

NEW QUESTION # 511

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