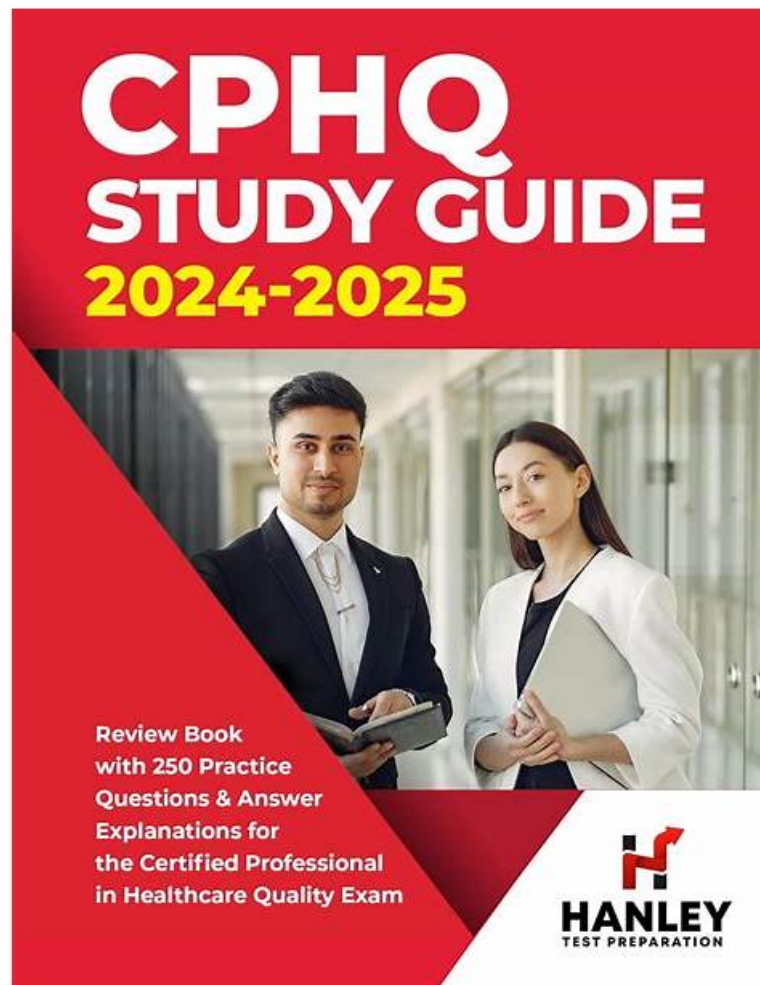


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### NAHQ Certified Professional in Healthcare Quality Examination Sample Questions (Q108-Q113):

#### NEW QUESTION # 108

A patient safety manager is asked to recommend the best action to reduce medication errors at a hospital. Which of the following is the most appropriate next step?

- A. Conduct research on implementation of a bar code medication administration system.
- B. Re-educate the nursing staff on correct medication administration procedures.
- C. Ask the unit managers to counsel staff following medication errors.
- **D. Drill down on the data to identify trends before making recommendations.**

**Answer: D**

Explanation:

The most appropriate next step for the patient safety manager in reducing medication errors is to drill down on the data to identify trends before making recommendations. Understanding the underlying causes and patterns of medication errors through data analysis is essential for developing targeted and effective interventions. By identifying trends, the safety manager can focus on the specific areas that need improvement, ensuring that any actions taken are evidence-based.

\* Re-educate the nursing staff on correct medication administration procedures (A): Education may be necessary but should be informed by an understanding of the root causes of errors.

\* Conduct research on implementation of a bar code medication administration system (B): This could be a potential solution, but it should follow a thorough analysis of error trends.

\* Ask the unit managers to counsel staff following medication errors (C): This addresses individual errors but does not tackle systemic issues that may be identified through data analysis.

References

\* NAHQ Body of Knowledge: Data Analysis in Patient Safety

\* NAHQ CPHQ Exam Preparation Materials: Medication Error Reduction Strategies

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#### NEW QUESTION # 109

In successful implementation of performance improvement programs, use of a single improvement methodology across all improvement initiatives is critical to facilitating a cohesive and consistent approach to improvement within the organization. An organization can develop improvement methodologies internally or can adopt them from external sources. Which of the following components is related to this strategy?

- A. Establishment of a performance improvement oversight entity
- B. Establishment of partnership with key stakeholder
- C. Staff understanding
- **D. Selection and use of a performance improvement methodology**

**Answer: D**

#### NEW QUESTION # 110

Continuous variable measures and rate-based measures are the further categories of:

- **A. Process measures**
- B. All of these
- C. Structure measures
- D. Outcome measures

**Answer: A**

#### NEW QUESTION # 111

There is an art to constructing patient satisfaction surveys that produce valid, reliable, and relevant information. Likewise, survey validation itself is a time-consuming and complex undertaking.

A quality improvement team can:

- A. Design with the help of outside experts to design the survey
- B. Purchase an existing survey
- C. Design the survey itself
- D. Any one of these can be the case

**Answer: D**

#### NEW QUESTION # 112

Advantages of prospective data collection are all of the following EXCEPT:

- A. Before time administration of certain therapies
- B. Physiologic parameters can be captured, such as the range of blood pressures for a patient on vasoactive infusions or 24-hour intake and output for patients with heart failure
- C. Data requiring a time stamp also can be captured
- D. Detailed information not routinely available in administrative databases can be gathered

**Answer: A**

#### NEW QUESTION # 113

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