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Which of the following action plans is the first step in correcting inappropriate blood usage in an emergency department?

- A. in-service on ordering blood usage for the physicians
- B. elimination of wasted blood
- C. improvements in documentation
- D. development of a new procurement procedure - answer ANSWER
- A. in-service on ordering blood usage for the physicians

Which of the following is most appropriate in preparation for an external survey of a healthcare facility?

- A. Assign key staff to answer all questions.
- B. Ask department heads to prepare a presentation for the survey team.
- C. Educate staff about the types of questions they may be asked.
- D. Set up teams to make a good showing for the survey. - answer ANSWER
- C. Educate staff about the types of questions they may be asked.

The following table shows the percentage of hospital-acquired pressure ulcers: Which of the following should the healthcare quality professional do next?

- A. Implement a new pressure ulcer protocol.
- B. Re-educate staff.
- C. Continue to track and trend the data.
- D. Conduct a focused analysis of pressure ulcer cases - answer ANSWER
- D. Conduct a focused analysis of pressure ulcer cases

Leadership can best integrate performance improvement within an organization through:

- A. multidisciplinary teams.
- B. newsletters.
- C. focus groups.
- D. seminars. - answer ANSWER
- A. multidisciplinary teams (best integrate performance improvement by promoting an interdisciplinary approach to the process and including multiple subject matter experts.)

A medication error occurred and resulted in a severe adverse outcome. In addition to informing the

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Section	Weight	Objectives
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Organizational Leadership	33-37%	- Leadership and Strategic Management • 1. Resource allocation and management • 2. Change management • 3. Strategic planning and goal setting - Care Coordination and Transitions • 1. Transition of care planning • 2. Chronic disease management • 3. Care continuity and integration
Population Health and Care Transitions	13-17%	- Population Health • 1. Community health assessment • 2. Wellness and prevention programs • 3. Social determinants of health - Patient and Stakeholder Engagement • 1. Community health needs assessment • 2. Patient experience and satisfaction • 3. Patient-centered care initiatives - Patient Safety • 1. Safety culture assessment • 2. Event reporting and analysis • 3. High reliability principles
Performance and Process Improvement	23-27%	- Process Improvement and Patient Safety • 1. Risk management and mitigation • 2. Root cause analysis • 3. Quality improvement methodologies

		- Measurement and Analysis • 1. Performance measurement • 2. Statistical analysis methods • 3. Benchmarking - Design and Data Management • 1. Database management • 2. Data integrity and security • 3. Data collection and validation - Analytics and Reporting • 1. Predictive modeling • 2. Data visualization and reporting • 3. Trend analysis and forecasting
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NAHQ Certified Professional in Healthcare Quality Examination Sample Questions (Q682-Q687):

NEW QUESTION # 682

Which of the following strategies promotes timely completion of a quality improvement project?

- A. assigning the team leader to document overall project progress
- B. focusing routine senior leader updates on project successes
- C. requiring team members to devote a majority of their time to project work
- D. allowing the project sponsor to direct the project team's work

Answer: C

Explanation:

To promote the timely completion of a quality improvement project, it is crucial to ensure that there is effective management of the project's progress and that team members are dedicated and focused on the tasks at hand.

Requiring team members to devote a majority of their time to project work: This approach ensures that sufficient time is allocated to the project, minimizing distractions from other duties and speeding up project completion. It highlights commitment and prioritizes the project among other responsibilities.

Among these, Option C is the most direct and effective strategy to promote timely completion, as it prioritizes the project within the team members' workload, ensuring dedicated efforts towards project tasks.

NEW QUESTION # 683

The percentage of patients with congestive heart failure who are receiving an ACE inhibitor is an example of retrospective measure. The use of ACE inhibitors in the population is indicated for all patients with an ejection fraction of less than 40 percent. The ejection fraction is not part of the typical administrative database.

Sometimes the information is contained:

- A. In a separate computer record
- B. In a worksheet

- C. In an ERP system
- D. In a stand-alone database in cardiology department and is generated in accessible

Answer: D

NEW QUESTION # 684

During improvement in healthcare system, because of a combination of technical complexity, system fragmentation, a tradition of autonomy, and hierarchical authority structures, overcoming the "daunting barrier to creating the habits and beliefs of common purpose, teamwork and individual accountability" necessary for spread and sustainability will require (Choose two):

- A. Focus to maintain benchmark levels
- B. Right time
- C. Commitment
- D. Continual focus

Answer: C,D

NEW QUESTION # 685

Once listing posts system is in place, root-cause analyses can be performed to identify particular problems, such as a staff member or medical group that contributes to problems, or problems that are systemic to the delivery of care, such as an antiquated manual appointment system. Listing post strategies include:

- A. Focus group
- B. Surveys
- C. Patient and family advisory services
- D. Suggestion boxes

Answer: B

NEW QUESTION # 686

The collection, analysis, and Interpretation of data for planning, Implementing, and evaluating health programs is

- A. prevalence.
- B. sampling.
- C. surveillance.
- D. Incidence.

Answer: C

Explanation:

The term "surveillance" in public health is defined as the ongoing, systematic collection, analysis, and interpretation of health-related data. This process is essential to the planning, implementation, and evaluation of public health practice¹. Therefore, the collection, analysis, and interpretation of data for planning, implementing, and evaluating health programs is referred to as "surveillance".

References: 1

NEW QUESTION # 687

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