

2026 Authoritative Training CPHQ Material | 100% Free New Certified Professional in Healthcare Quality Examination Test Online

Q&A **หลักสูตรฝึกอบรมสำหรับทำแผนอบรมประจำปี 2026**



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A Quality Management System

1. ข้อกำหนด ISO9001:2026
2. การตรวจประเมินภายในตามระบบคุณภาพ Internal Audit (ISO19011:2018)
3. จัดสำนึกด้านคุณภาพ
4. การประเมินความเสี่ยงและโอกาส
5. การกำหนดดัชนีชี้วัดความสำเร็จ KPI
6. การกำหนดบริบทองค์กรด้านคุณภาพและความต้องการความคาดหวังผู้มีส่วนได้ส่วนเสีย
7. การควบคุมเอกสารและบันทึกคุณภาพ

C Environmental Management System

1. ข้อกำหนด ISO14001:2026
2. การตรวจประเมินภายในตามระบบสิ่งแวดล้อม Internal Audit (ISO19011:2018)
3. จัดสำนึกด้านสิ่งแวดล้อม
4. การประเมินลักษณะปัญหาสิ่งแวดล้อม

D Occupational Health and Safety Management System

1. ข้อกำหนด ISO45001:2018 แบบเร่งรัด 1 วัน
2. การตรวจประเมินภายในตามระบบความปลอดภัย Internal Audit (ISO19011:2018)
3. จัดสำนึกด้านความปลอดภัย
4. การประเมินอันตราย Hazard Identify + Risk Assessment
5. การประเมินความเสี่ยงด้านอาชีวอนามัยและความปลอดภัย

E Energy Management System

1. ข้อกำหนด ISO50001:2018
2. Internal Audit ISO50001:2018 (ISO19011:2018)
3. ความเสี่ยงและโอกาส ISO50001:2018
4. กฎหมายพลังงานและการจัดทำรายงานการจัดการพลังงาน
5. จัดสำนึกด้านพลังงาน

F Integrate Management System

1. ข้อกำหนด ISO9001 vs ISO14001
2. ข้อกำหนด ISO9001 vs ISO45001
3. ข้อกำหนด ISO9001 - ISO14001 - ISO45001
4. ข้อกำหนด IATF16949 - ISO9001
5. ข้อกำหนด ISO14001 - ISO45001
6. การประเมินความเสี่ยง 3 ระบบ Quality, Environment, Safety
7. การตรวจประเมินภายใน Internal audit 3 ระบบ Quality, Environment, Safety

Climate Change

1. การจัดทำรายงาน CFO (Carbon footprint organization)
2. ISO14064 Green House gases(GHG)

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The Certified Professional in Healthcare Quality (CPHQ) Examination is the premier certification exam for healthcare quality professionals. CPHQ exam is administered by the National Association for Healthcare Quality (NAHQ) and is designed to assess the knowledge and skills necessary to excel in the field of healthcare quality. The CPHQ exam is widely recognized as the gold standard in healthcare quality certification, and passing it is a significant achievement for professionals in the healthcare industry.

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NAHQ Certified Professional in Healthcare Quality Examination Sample Questions (Q649-Q654):

NEW QUESTION # 649

Leadership has decided to use John Kotter's Change Management Model to improve how practitioners perceive the importance of maintaining the electronic medical record problem list. What is the initial step?

- A. Demonstrate to stakeholders the impact poorly maintained problem lists have on patient safety
- B. Educate stakeholders on regulatory requirements
- C. Assess stakeholders' knowledge of the origins of the problem list
- D. Explain that leadership wants to improve the documentation process

Answer: A

Explanation:

The NAHQ CPHQ exam blueprint references Kotter's Change Model, which begins with creating a sense of urgency. Stakeholders must understand why change is necessary before they will engage.

Option A is correct because demonstrating patient safety risks creates urgency and emotional buy-in, which is essential for successful change.

Options B, C, and D provide information but do not create urgency. The CPHQ framework emphasizes that effective change begins by connecting improvement efforts to patient harm and organizational risk.

NEW QUESTION # 650

Stratification is the separation and classification of data into reasonably homogenous categories, within the data, that are mutually exclusive and facilitate:

- A. Skills that are based more experience than knowledge
- B. frustrated measurement process
- C. Data collection efforts
- D. Discovery of patterns that would not be observed if data were aggregated

Answer: D

NEW QUESTION # 651

Which of the following is most important to include in a project to reduce post-operative infections?

- A. evidence-based literature
- B. staff education
- C. a multidisciplinary team
- D. data collection tools

Answer: C

Explanation:

Reducing post-operative infections requires a comprehensive approach that addresses multiple facets of care delivery. According to NAHQ CPHQ study materials, a multidisciplinary team is critical for successful performance improvement projects, particularly for complex issues like healthcare-acquired infections. This team should include representatives from surgery, nursing, infection control, quality management, and other relevant departments to ensure diverse perspectives, shared accountability, and coordinated

interventions.

While evidence-based literature (A), staff education (C), and data collection tools (D) are important, the multidisciplinary team drives the project's success.

NAHQ CPHQ Study Guide, Performance and Process Improvement Section, "Multidisciplinary Team Collaboration"; NAHQ CPHQ Practice Exam, Infection Prevention Strategies.

NEW QUESTION # 652

A team wants to select a group of patients to measure satisfaction with care. Which of the following is an example of probability sampling?

- A. Quota sampling
- B. Focus group sampling
- C. Convenience sampling
- **D. Random sampling**

Answer: D

Explanation:

Probability sampling ensures every individual in a population has a known, non-zero chance of being selected, providing a representative sample for statistical analysis.

Option A (Random sampling): This is the correct answer. Random sampling, where each patient has an equal chance of selection (e.g., using a random number generator), is a probability sampling method. NAHQ CPHQ study materials highlight random sampling as a rigorous approach for surveys to ensure unbiased results.

Option B (Convenience sampling): Convenience sampling (e.g., surveying available patients) is non- probability sampling, as it does not ensure representativeness and is prone to bias.

Option C (Focus group sampling): Focus group sampling is typically purposive (non-probability), selecting participants based on specific criteria, not random chance.

Option D (Quota sampling): Quota sampling is non-probability, as it involves selecting a fixed number of participants from predefined groups, not ensuring equal selection probability.

Reference: NAHQ CPHQ Study Guide, Domain 2: Health Data Analytics, defines probability sampling, including random sampling, as a method for representative data collection in quality studies.

NEW QUESTION # 653

A quality professional has been asked to assist with prioritizing quality performance Initiatives In the surgery department.

Given the Information In the matrix below, which of the following performance Initiatives should take priority?

□

- A. Reduce unplanned readmissions.
- **B. Reduce surgical site Infections.**
- C. Reduce urinary tract Infections.
- D. Reduce blood transfusion reactions.

Answer: B

Explanation:

According to the provided matrix, surgical site infections have high relative weight in both risk and volume, and also score the highest in terms of cost, indicating that they are frequent, carry significant risk, and are costly. While customer satisfaction is lower for urinary tract infections (UTIs), the higher relative weight and cost associated with surgical site infections suggest they have a more significant impact on overall quality and resource use. Therefore, focusing on reducing surgical site infections aligns with prioritizing initiatives that have the potential for the greatest impact on patient safety and resource utilization.

Reference: This recommendation is consistent with the NAHQ's emphasis on using data to prioritize quality initiatives, focusing on areas that have the highest impact on patient outcomes and healthcare costs. The NAHQ Healthcare Quality Competency Framework also discusses the importance of data analysis in the Performance and Process Improvement domain to prioritize improvements in healthcare quality and safety.

NEW QUESTION # 654

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