

NAHQ CPHQ Exam | CPHQ最新知識 - 試すCPHQ対応 問題集無料で簡単に購入



🔥 Quán Việt cạnh Ga
shinbashi (Tokyo) tuyển
baito lương thẻ 1300/h, quá
28 tiếng nhận lương tay
1100/h.

🔥 Tàu 500y/ngày
🔥 H làm 10h~5h sáng hôm
sau, lịch tự chọn.

🔥 Tăng lương theo năng
lực
🔥 Y/c giao tiếp ~ N3, Ưu
tiên có kinh nghiệm

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>> CPHQ最新知識 <<

CPHQ対応問題集、CPHQ日本語講座

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NAHQ Certified Professional in Healthcare Quality Examination 認定 CPHQ 試験問題 (Q556-Q561):

質問 # 556

A healthcare quality professional has been hired to assist a quality improvement team with data analysis. In an attempt to enhance the team's analysis of the data, the quality professional should

- A. Publish and disseminate raw data in tables
- **B. Use visual, graphical methods to present the data**
- C. Direct the team to collect as much data as possible
- D. Collect and present all the completed data collection tools

正解: B

解説:

Effective data analysis in quality improvement requires presenting data in a way that is clear, actionable, and easily understood by the team.

Option A (Use visual, graphical methods to present the data): This is the correct answer. The NAHQ CPHQ study guide states, "Visual, graphical methods (e.g., charts, graphs) enhance data analysis by making trends and patterns clear to quality improvement teams" (Domain 2). Tools like run charts or Pareto charts aid decision-making.

Option B (Collect and present all the completed data collection tools): Presenting raw tools (e.g., surveys) is cumbersome and less effective than summarizing data visually.

Option C (Publish and disseminate raw data in tables): Raw data tables are difficult to interpret and less actionable than graphical displays.

Option D (Direct the team to collect as much data as possible): Collecting excessive data without analysis is inefficient and may overwhelm the team.

CPHQ Objective Reference: Domain 2: Health Data Analytics, Objective 2.3, "Select appropriate data display tools," emphasizes visual methods for effective analysis. The NAHQ study guide notes, "Graphical displays improve team understanding and engagement with data" (Domain 2).

Rationale: Visual methods make data accessible and actionable, aligning with CPHQ's focus on data-driven quality improvement.

Reference: NAHQ CPHQ Study Guide, Domain 2: Health Data Analytics, Objective 2.3.

質問 # 557

By using a set of statistical tools to understand the fluctuation of a process, management can predict the expected outcome of that process. If the outcome is not satisfactory, management can use associated tools to further understand the elements influencing that process.

Six sigma includes process steps which are commonly known as _____.

- A. PDCA
- **B. DAMIC**
- C. PDSA
- D. DAMIE

正解: B

質問 # 558

During a risk assessment, It is noted that a unit manager and staff feel there is a high risk of aggressive patient behavior toward unit staff.

Which of the following steps should a healthcare quality professional take first?

- A. Review the facility's restraint policy.
- B. Discuss with administration the need for increased staff.
- C. Continue to survey staff to assess perceptions of risk.
- **D. Organize a staff focus group to explore perceptions.**

正解: D

解説:

The question is about the first step a healthcare quality professional should take when there is a perceived high risk of aggressive patient behavior towards unit staff.

Identify the Risk: The first step in any risk assessment process is to identify the risk¹. In this case, the risk identified is the high risk of aggressive patient behavior towards unit staff.

Analyze the Risk: Once the risk has been identified, the next step is to analyze the risk¹. This involves understanding the nature of the risk, its potential impact, and the factors contributing to its occurrence.

Organize a Staff Focus Group: Given the options provided, the best first step would be to organize a staff focus group to explore perceptions (Option A)¹. This allows for a deeper understanding of the staff's perception of the risk, which is crucial in formulating an effective response strategy.

Discuss with Administration: While discussing with administration the need for increased staff (Option B) could be a potential step, it would not be the first step. It's important to fully understand the risk and its implications before making staffing decisions.

Continue to Survey Staff: Continuing to survey staff to assess perceptions of risk (Option C) could be a part of the ongoing risk management process¹, but it would not be the first step after the risk has been identified.

Review the Facility's Restraint Policy: Reviewing the facility's restraint policy (Option D) could be a step taken later in the process, especially if the focus group or surveys indicate that the current policy is inadequate or not being properly implemented.

In conclusion, organizing a staff focus group to explore perceptions is the most appropriate first step after identifying a high risk of aggressive patient behavior towards unit staff. This aligns with the principles of risk assessment which involve identifying, analyzing, and controlling hazards and risks present in a situation¹.

質問 # 559

An organization has identified an increase in safety events related to the treatment of patients who are unable to give consent. At the beginning of the improvement process, which of the following tools should the healthcare quality professional use to assist the team?

- A. flow chart
- B. PERT chart
- C. force field analysis
- **D. stakeholder analysis**

正解: D

解説:

Explanation: Stakeholder analysis (B) identifies and assesses stakeholders' interests and influence at the start of an improvement process, ensuring buy-in. Flow charts (A), PERT charts (C), and force field analysis (D) are less critical initially. NAHQ prioritizes stakeholder engagement for initiating improvement projects.

NAHQ CPHQ Study Guide, Performance and Process Improvement Section, "Stakeholder Engagement in Quality Improvement"; NAHQ CPHQ Practice Questions, Improvement Process Tools.

質問 # 560

Experts on delivering superior customer service suggest that healthcare organizations adopt the following principle/s:

- **A. Help staff cope better in a stressful atmosphere**
- B. Maintain a focus on facilities
- **C. Establish high standards of customer service**
- **D. Hire service-savvy people. Aptitude is everything, people can be taught technical skills**

正解: A、C、D

質問 # 561

