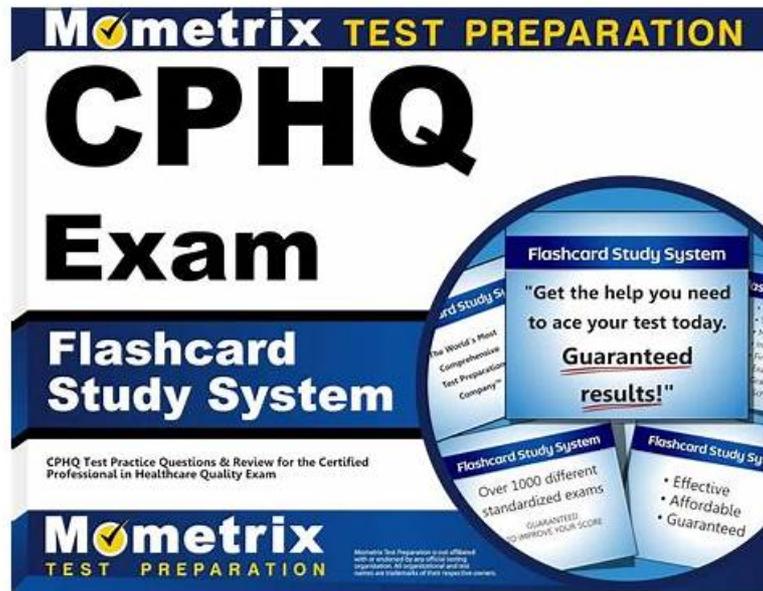


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The CPHQ Exam consists of 150 multiple-choice questions, which are administered over a four-hour period. CPHQ exam is computer-based and is available at testing centers across the United States and internationally. CPHQ exam is designed to assess a candidate's knowledge of healthcare quality management principles and practices, as well as their ability to apply these principles in real-world situations.

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NAHQ Certified Professional in Healthcare Quality Examination Sample Questions (Q165-Q170):

NEW QUESTION # 165

An effective meeting requires which of the following?

- A. planned agenda
- B. written minutes
- C. mission statement
- D. recorder's name

Answer: A

Explanation:

NEW QUESTION # 166

The best means of reducing sentinel events in a care delivery system is

- A. removing the human variables.
- B. using computerized decision-making tools.
- C. layering methods of mistake-proofing.
- D. incorporating the perspectives of patients.

Answer: C

Explanation:

Sentinel events are serious patient safety incidents that signal a need for immediate investigation or response¹. Reducing sentinel events in a care delivery system requires a comprehensive approach that includes various strategies². One of the most effective strategies is layering methods of mistake-proofing². This involves designing or redesigning systems to reduce and prevent errors². It also includes enhancing education and training, teamwork, self-assessment, and information management². These proactive efforts have been shown to reduce and prevent errors².

References:

<https://www.jointcommissionjournal.com/article/S1070-3241%2816%2930370-4/pdf>

NEW QUESTION # 167

An orthopedic surgery practice has been working on improving patient safety for the last 3 years. The following data table is available:

Which of the following is the most appropriate conclusion about patient safety outcomes?

- A. Patient safety outcomes have improved.
- B. The patient safety culture has remained consistent.
- C. The increase in "time-outs" has reduced patient harm.
- D. The safety event rate has remained stable.

Answer: D

NEW QUESTION # 168

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

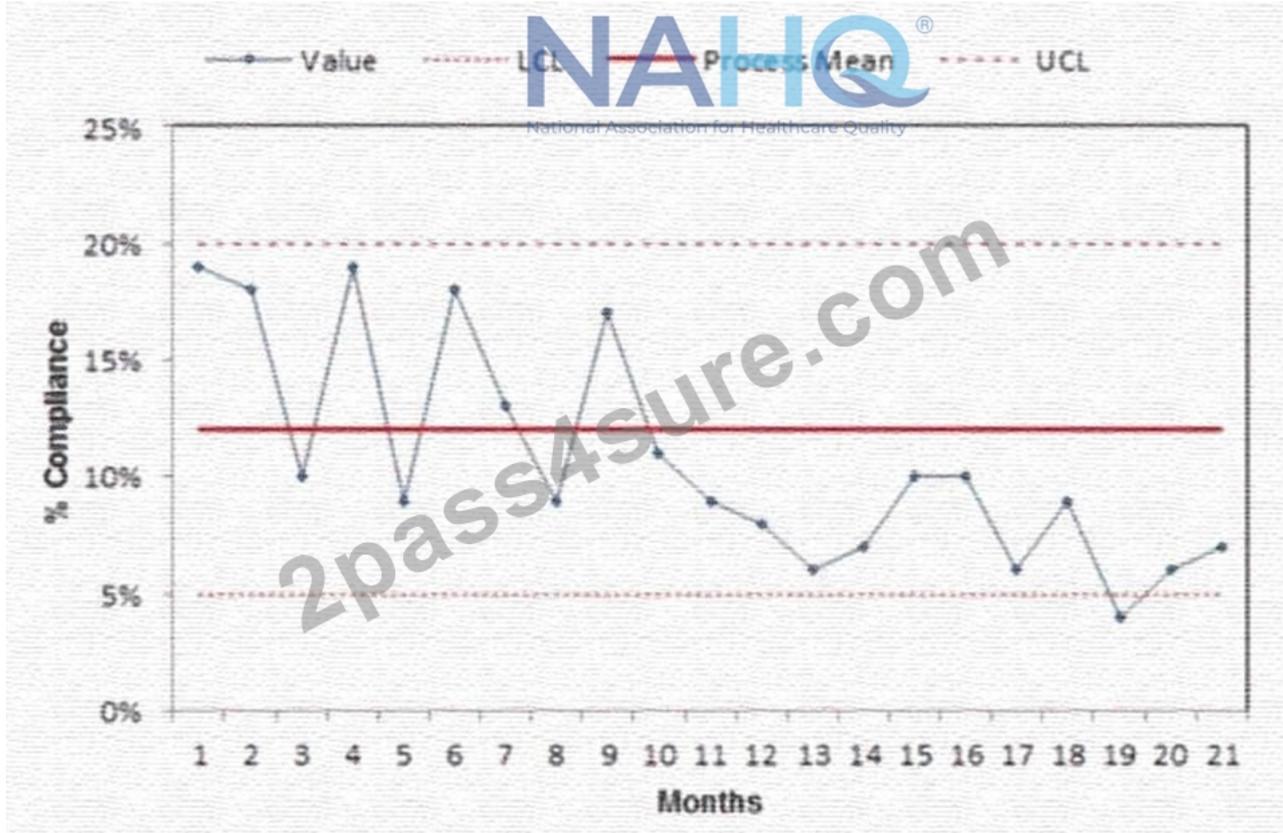
- A. Help staff cope better in a stressful atmosphere
- B. Hire service-savvy people. Aptitude is everything, people can be taught technical skills
- C. Maintain a focus on facilities
- D. Establish high standards of customer service

Answer: A,B,D

NEW QUESTION # 169

An organization implemented a revised medication reconciliation process 21 months ago. The results of compliance with the revised

process were recorded on a statistical process control chart:
(Use the scroll bar to the right to scroll down as needed.)



Which of the following should be concluded by a performance improvement coordinator after evaluation of the control chart?

- A. The number of compliant clinicians has increased.
- **B. There is an increasing trend toward compliance in recent months.**
- C. The data indicate compliance has decreased.
- D. The data are inconclusive, and additional monitoring is required.

Answer: B

Explanation:

A statistical process control (SPC) chart, such as a control chart, is used to monitor process performance over time, distinguishing between common-cause variation (inherent to the process) and special-cause variation (due to specific factors). In this scenario, the SPC chart tracks compliance with a revised medication reconciliation process over 21 months. According to NAHQ CPHQ study materials, interpreting an SPC chart involves analyzing trends, shifts, and patterns within the data points relative to the control limits and centerline (mean).

Since the chart is not provided, I'll consider a typical scenario for a performance improvement context. The question implies the performance improvement coordinator is evaluating long-term performance, and the options suggest looking for trends or changes in compliance. Option D, "There is an increasing trend toward compliance in recent months," aligns with a common SPC chart interpretation where a trend is identified by a consistent direction in data points over time. In SPC terms, an increasing trend is often defined as six or more consecutive points moving upward, indicating a positive shift in the process (e.g., improved compliance). This interpretation is reasonable for a 21-month period where recent months show improvement, suggesting the revised process is gaining traction.

Option A, "The data indicate compliance has decreased," would require a downward trend or a shift below the centerline with special-cause variation, which is less likely if the process has been in place for 21 months and improvements are expected. Option B, "The data are inconclusive, and additional monitoring is required," would apply if the chart shows random variation within control limits with no clear trend or shift, but this is less actionable for a performance improvement coordinator evaluating a mature process. Option C, "The number of compliant clinicians has increased," is too specific, as the chart likely measures overall compliance rates (e.g., percentage of compliant reconciliations), not individual clinician counts. NAHQ emphasizes identifying trends in SPC charts to guide improvement actions, making option D the most likely conclusion if recent months show an upward trend.

Reference: NAHQ CPHQ Study Guide, Performance and Process Improvement Section, "Statistical Process Control and Control Chart Interpretation"; NAHQ CPHQ Practice Exam, Quality Monitoring Tools.

