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## NAHQ Certified Professional in Healthcare Quality Examination Sample Questions (Q14-Q19):

### NEW QUESTION # 14

How can a quality professional best engage stakeholders in the organization's quality efforts?

- A. Share process indicator dashboard with midlevel leaders.
- B. Report key performance indicators to board members.
- **C. Include frontline staff on quality and safety committees.**
- D. Initiate physician-related quality projects.

**Answer: C**

**Explanation:**

Involving frontline staff in quality and safety committees ensures that those directly involved in patient care have a voice in quality initiatives. Their insights can lead to more practical and effective improvements, fostering a culture of continuous quality enhancement.

References:

NAHQ Body of Knowledge: Quality Leadership and Integration

NAHQ CPHQ Exam Preparation Materials: Stakeholder Engagement Strategies

**NEW QUESTION # 15**

A number of attributes can characterize the quality of healthcare services. As, there are different groups involved in healthcare, such as physicians, patients and health insurers, tend to attach different levels of importance to particular attributes and as a result define quality care differently. Which of the following is/are NOT out of those attributes?

- A. Technical performance
- B. Amenities
- C. Responsiveness to patient preferences
- D. Excess staff

**Answer: D**

**NEW QUESTION # 16**

A Japanese tool called 5S (each step starts with letter "S") is a systematic program that helps workers take control of their workspace so that it actually works for them (and their customers) instead of being a neutral or, as is quite common, competing factor.

Which of the following is/are NOT out of these five 5S? (Choose two.)

- A. Seiku
- B. Seiso
- C. Seiton
- D. Shitsake

**Answer: A,D**

**NEW QUESTION # 17**

Which of the following are the three primary quality management activities?

- A. review trends, assessment, and stakeholder accountability
- B. assessment, improvement, and strategic planning
- C. measurement, assessment, and Improvement of outcomes
- D. define goals, assessment, and review results

**Answer: C**

Explanation:

Quality management is a critical aspect of healthcare, and it involves various activities to ensure that healthcare services meet the desired standards.

The three primary quality management activities are:

Measurement: This is the first step in quality management. It involves defining and collecting data on various aspects of healthcare service delivery. This could include patient outcomes, process efficiency, or other relevant metrics. The goal is to establish a baseline for understanding the current state of quality.

Assessment: Once data has been collected, it needs to be analyzed to assess the quality of healthcare services. This could involve comparing actual outcomes against desired outcomes, identifying gaps in service delivery, or looking for trends and patterns in the data.

Improvement of outcomes: Based on the assessment, targeted interventions are designed and implemented to improve outcomes. This could involve changes to processes, training for staff, or other interventions. The effectiveness of these interventions is then measured and assessed, creating a continuous cycle of quality improvement.

Reference: The information is based on standard quality management principles and practices, which are widely recognized and utilized in the healthcare industry<sup>123</sup>.

**NEW QUESTION # 18**

The primary purpose of a management information system is to:

- A. Computerize operations for greater effectiveness.
- **B. Provide information that facilitates management decisions.**
- C. Guarantee better coordination of organizational change.
- D. Provide data for quality assessment.

**Answer: B**

## NEW QUESTION # 19

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