

CPHQ Latest Exam Questions - CPHQ High Quality

CPHQ Exam Outline

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Time limit: 3 hours

Total questions: 140

Question format: Multiple-choice

Delivery format: Computer-delivered

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NAHQ Certified Professional in Healthcare Quality Examination Sample Questions (Q755-Q760):

NEW QUESTION # 755

This example shows the relationship between:

Concept: Patient safety

What aspect of patient safety do we want to measure? *Medication errors*

What specific measures could we track?

- Number of medication orders that had an error
- Total number of errors caught each day
- Percentage of orders with an error
- Medication error rate
- Number of wasted IVs
- Percentage of administration errors

Which specific indicator will you select?

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- A. Effectiveness and concept
- B. Specific measures and specific indicators
- C. Specific indicator and milestone
- D. A concept and specific measures

Answer: D

NEW QUESTION # 756

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

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

Answer: B

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.

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

NEW QUESTION # 757

Experts on delivering superior customer service suggest that healthcare organizations adopt the following set principles EXCEPT:

- A. Help staff focus on service
- B. Establish high standards of customer service
- C. Hire service-savvy people. Aptitude is everything; people can be taught technical skills
- D. Evaluate processes of care to reduce patients and family anxiety and thus increase satisfaction

Answer: D

NEW QUESTION # 758

Rapid cycle testing is designed to reduce the cycle time of new process implementation from months to days.

To prevent unnecessary delays in testing or implementation, teams or units using rapid cycle testing must remain focused on the testing of solutions and avoid:

- A. Over-analysis
- B. Focused testing
- C. Buy-in
- D. Multiple PDSA cycles

Answer: A

NEW QUESTION # 759

The CAHPS (Consumer Assessment of Healthcare Providers and Systems) program is a multiyear public-private initiative to develop standardized surveys of patients' experiences with ambulatory and facility-level care. Healthcare organizations, public and private purchasers, consumers, and researchers use CAHPS results to:

- A. All of the above
- B. Access the patients-centeredness of care
- C. Compare and report on performance
- D. Improve quality of care

Answer: A

NEW QUESTION # 760

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