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NAHQ Practice CPHQ Questions with Verified Answers

1- In evaluating "long waiting times," a healthcare quality professional best demonstrates components related to staffing, methods, measures, materials, and equipment utilizing

- A.a run chart.
- B.a histogram.
- C.a pie chart.
- D.an Ishikawa diagram.

- EXPLANATIONS:

- A. Run charts are used to track data over time.
- B. Histograms and bar charts are used to show distribution.
- C. Pie charts are used to compare parts of a whole.
- D. An Ishikawa (cause and effect) diagram helps to analyze potential causes.

2- Which of the following are the primary reasons for developing drug formularies?

- A.manage pharmacy costs, promote patient safety
- B.reduce medication errors, educate physicians
- C.encourage the appropriate use of medications, educate physicians
- D.decrease food and drug interactions, promote patient safety

- EXPLANATIONS:

- A. A drug formulary is an approved list of medications, clinical indications, and doses that helps manage pharmacy costs and patient safety.
- B. Reduced medication errors may result from having a drug formulary, but is not the primary reason for having one. It is also not intended to educate physicians.
- C. A formulary may encourage the appropriate use of medications, but it is not intended to educate physicians.
- D. A formulary is intended to promote patient safety, but the primary purpose is not intended to decrease food and drug interactions.

3- Management using quality improvement principles should emphasize the importance of

- A.staff orientation.
- B.customers' expectations.
- C.quarterly statistical reports.
- D.team selection.

- EXPLANATIONS:

- A. Staff orientation is only one component of quality improvement principles.
- B. The basis of quality improvement is knowing what the customer needs and wants.
- C. Quarterly statistical reports are only one component of quality improvement principles.
- D. Team selection is only one component of quality improvement principles.

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The CPHQ exam covers topics such as healthcare quality improvement, patient safety, healthcare regulations, healthcare data analysis, and performance measurement. CPHQ exam consists of 150 multiple-choice questions that are designed to test the candidate's knowledge and understanding of these topics. CPHQ Exam is computer-based and can be taken at testing centers located throughout the United States and Canada. Candidates have three hours to complete the exam, and a passing score of 400 out of 800 is required to receive the CPHQ certification.

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NAHQ Certified Professional in Healthcare Quality Examination Sample Questions (Q598-Q603):

NEW QUESTION # 598

Which of the following is an effective method to motivate employees to participate in performance Improvement?

- A. Display a success storyboard in the employee break room
- B. Host regular town hall meetings.
- C. **Highlight successes real time in huddles.**
- D. Provide mandatory training on an annual basis.

Answer: C

Explanation:

Highlighting successes in real-time during huddles is an effective method to motivate employees to participate in performance improvement¹². This approach allows for immediate recognition of employees' efforts and achievements, which can boost morale and motivation¹. It also provides an opportunity for employees to learn from each other's successes and to understand what actions and behaviors lead to positive outcomes². This can encourage employees to replicate these actions and behaviors in their own work, thereby improving their performance².

Reference: <https://www.indeed.com/career-advice/career-development/improve-employee-performance>

NEW QUESTION # 599

Which of the following tools would be used to outline factors leading to a problem or desired outcome?

- A. **fishbone diagram**
- B. control chart
- C. scatter diagram
- D. Pareto chart

Answer: A

Explanation:

The Fishbone Diagram, also known as the Ishikawa Diagram or Cause and Effect Diagram, is a tool used to outline factors leading to a problem or desired outcome¹. It helps in identifying, sorting, and displaying possible causes of a specific problem or quality characteristic. It visually displays the relationship of the causes to the problem, hence providing a structured and systematic way to understand how different factors contribute to the problem¹.

References: 1

NEW QUESTION # 600

Interpersonal relationships are the fundamental part of a management system. They basically coordinate activities of different departments in a unit.

What is the role of Interpersonal relationships in Healthcare delivery systems?

- A. **Clinicians who relate well to their patients are more likely to elicit a more complete and accurate history from their patients**
- B. None of the above
- C. It relates to Medical Ethics
- D. Promotion of cordial relationships

Answer: A

NEW QUESTION # 601

An optimal response rate is necessary to have a representative sample; therefore, boosting response rates should be a priority. Methods to improve response rates include all of the following EXCEPT:

- A. Making telephone reminder calls for certain types of surveys
- B. Ensuring that telephone numbers or addresses are drawn from as accurate a source as possible
- C. Using the Dillman method, a three wave mailing protocol designed to boost response rates
- D. Offering incentives appropriate for the focus group population

Answer: D

NEW QUESTION # 602

Statistical analysis conducted with control charts is different from what some consider "traditional research" (e.g. hypothesis testing, development of p-values, design of randomized clinic trials). Traditional research is designed to compare the results at time one (e.g. the cholesterol levels of a group of middle-aged men) with the results at time two (typically months after the initial measure). Research conducted in this manner is referred to as _____.

- A. Continuous distribution
- B. None of these
- C. SPC
- D. Static group comparison

Answer: D

NEW QUESTION # 603

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