

# NAHQ CPHQ Exam | Reliable CPHQ Braindumps Files - Latest updated of New CPHQ Dumps Free

## 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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## NAHQ Certified Professional in Healthcare Quality Examination Sample Questions (Q222-Q227):

### NEW QUESTION # 222

A healthcare quality professional wants to find out whether the community served is satisfied with the care provided. The organization serves patients who live within a 10-mile radius. The healthcare quality professional mails a survey to households within 3 miles of the organization.

What type of bias has been introduced?

- A. sampling
- B. confirmation
- C. response
- D. availability

**Answer: A**

Explanation:

The scenario described in the question is a classic example of sampling bias, also known as selection bias<sup>123</sup>. This type of bias occurs when the sample chosen for a study or survey is not representative of the entire population the study intends to investigate<sup>123</sup>.

In this case, the healthcare quality professional wants to assess the satisfaction of the community served by the organization, which includes patients living within a 10-mile radius. However, the professional only sends surveys to households within a 3-mile radius. This means that the sample (households within 3 miles) does not accurately represent the entire population (patients within a 10-mile radius). As a result, the findings from this survey may not accurately reflect the satisfaction levels of the entire community served by the organization<sup>123</sup>.

To avoid this type of bias, it's important to ensure that the sample chosen for a study or survey is as representative as possible of the population being studied<sup>123</sup>. This might involve using different sampling techniques or adjusting the scope of the survey to ensure a more diverse and representative sample is obtained<sup>123</sup>.

### NEW QUESTION # 223

One of the difficult things about quality is explaining how \_\_\_\_\_ is different from a process or system.

- A. Tools
- B. A and B are same
- C. Control
- D. Methods

**Answer: D**

### NEW QUESTION # 224

A quality professional is creating a training session for clinical leaders about quality improvement. Which of the following should be incorporated into the training?

- A. Limit discussion on case studies from external organizations.
- B. Introduce complex concepts first to allow time for understanding.
- C. Explain quality improvement roles for leaders at all levels of the organization.
- D. Give training participants the opportunity to practice what was taught.

**Answer: D**

Explanation:

In a quality improvement training session, it is essential to give participants the opportunity to practice what was taught. This hands-on approach helps reinforce learning, allows participants to apply concepts in a real or simulated environment, and ensures that they

are better prepared to implement quality improvement initiatives in their own work settings.

\* Limit discussion on case studies from external organizations (A): Case studies are valuable for illustrating concepts and should not be limited.

\* Introduce complex concepts first to allow time for understanding (C): It is generally better to start with basic concepts and gradually introduce more complex ideas.

\* Explain quality improvement roles for leaders at all levels (D): While important, this is a part of the training content but not the primary focus for effective learning compared to practice opportunities.

References

\* NAHQ Body of Knowledge: Education and Training in Quality Improvement

\* NAHQ CPHQ Exam Preparation Materials: Effective Training Methods

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### NEW QUESTION # 225

Which of the following is the primary benefit of the initial phase brainstorming?

- A. Focuses on identifying the best solutions
- B. Defines problem-solving roles and responsibilities
- C. Fosters discussion of ideas
- **D. Allows input from all team members**

**Answer: D**

Explanation:

Brainstorming in the initial phase of problem-solving encourages open idea generation to explore possibilities without judgment, setting the stage for collaborative solutions.

Option A (Fosters discussion of ideas): Discussion occurs during brainstorming, but it is a byproduct, not the primary benefit, which is inclusive input.

Option B (Defines problem-solving roles and responsibilities): Roles are defined in team formation, not brainstorming.

Option C (Allows input from all team members): This is the correct answer. The NAHQ CPHQ study guide states, "The primary benefit of initial brainstorming is to allow input from all team members, ensuring diverse perspectives and inclusive idea generation" (Domain 4). This promotes creativity and engagement.

Option D (Focuses on identifying the best solutions): Initial brainstorming generates ideas, not evaluates or selects solutions, which occurs later.

CPHQ Objective Reference: Domain 4: Performance and Process Improvement, Objective 4.2, "Use collaborative techniques for problem-solving," includes brainstorming for inclusive input. The NAHQ study guide notes, "Brainstorming ensures all team members contribute ideas, enhancing solution development" (Domain 4).

Rationale: Allowing all team members to contribute fosters inclusivity and creativity, the primary benefit of initial brainstorming, as per CPHQ's improvement principles.

Reference: NAHQ CPHQ Study Guide, Domain 4: Performance and Process Improvement, Objective 4.2.

### NEW QUESTION # 226

The primary objective of the project charter is to

- A. Document the project expenses
- B. Track progress of the improvement project
- **C. Establish the purpose of the project**
- D. Evaluate the productivity of the involved departments

**Answer: C**

Explanation:

A project charter is a foundational document for quality improvement projects, outlining the scope, objectives, and key details to align stakeholders and guide the project.

Option A (Track progress of the improvement project): Progress tracking occurs during project execution (e.g., via Gantt charts or dashboards), not the role of the charter, which defines the project's framework.

Option B (Evaluate the productivity of the involved departments): Productivity evaluation is a performance management function, not the purpose of a project charter, which focuses on project goals.

Option C (Establish the purpose of the project): This is the correct answer. NAHQ CPHQ study materials define the project charter as a document that articulates the project's purpose, scope, goals, team roles, and deliverables, ensuring clarity and alignment among

stakeholders.

Option D (Document the project expenses): While a charter may include a budget overview, its primary objective is to define the project's purpose and scope, not to track expenses.

Reference: NAHQ CPHQ Study Guide, Domain 4: Performance and Process Improvement, describes the project charter as a tool to establish the purpose and scope of quality improvement initiatives.

## NEW QUESTION # 227

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