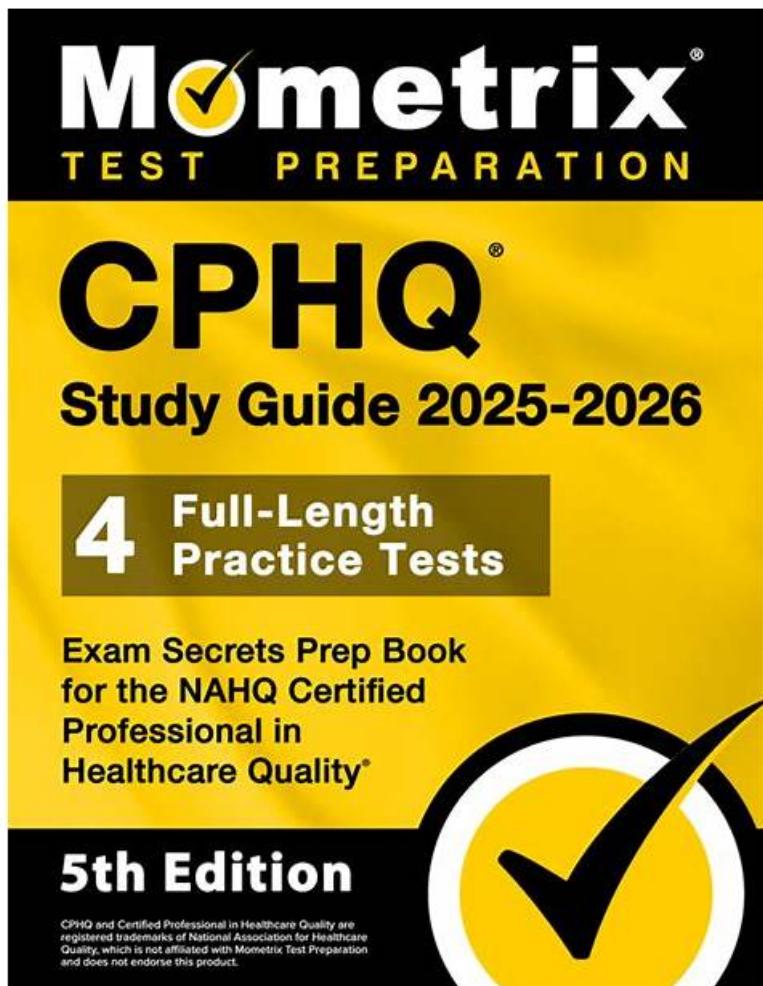


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## NAHQ Certified Professional in Healthcare Quality Examination Sample Questions (Q162-Q167):

### NEW QUESTION # 162

A strategic plan is developed by making decisions about the future of the organization. Which of the following is true about the strategic plan?

- A. It is developed by the healthcare quality professional.
- B. It is developed by a corporate planner.
- C. It should be shared with everyone in the organization.
- D. It ensures achievement of the objectives outlined in the plan.

**Answer: C**

Explanation:

A strategic plan is a tool that helps organizations prioritize their goals, anticipate potential roadblocks, and quickly adapt to seize new opportunities<sup>12</sup>. It involves looking at the organization's internal and external environments using established strategic tools<sup>2</sup>. This ensures the organization is moving towards its long-term goals and objectives, even when making short-term decisions<sup>2</sup>. Sharing the strategic plan with everyone in the organization is crucial as it ensures alignment across different levels and functions, fosters a sense of ownership and commitment among employees, and facilitates effective execution of the plan<sup>12</sup>.

References:

<https://www.cascade.app/blog/strategic-planning-in-healthcare>

### NEW QUESTION # 163

A positive correlation is seen in a scatter diagram when

- A. there is a scattering of points in a triangular pattern.
- B. increases on the x-axis relate to decreases on the y-axis.
- C. there is a scattering of points in a circular pattern.
- D. increases on the x-axis relate to increases on the y-axis.

**Answer: B**

Explanation:

An important responsibility of each team member working on a team project is to complete assignments between meetings. This ensures that progress is made continuously, and that meetings can be focused on discussing completed work, making decisions, and planning the next steps. Regular completion of assignments is crucial for maintaining momentum and ensuring that the project stays on track.

\* Investigate the existing data on the project (B): This may be a task for some team members, but not the primary responsibility of all.

\* Review team progress periodically (C): This is typically the responsibility of the team leader or facilitator, not every team member.

\* Teach skills to the team during meetings (D): While sharing knowledge is valuable, it is not the primary responsibility of every team member.

References

\* NAHQ Body of Knowledge: Effective Teamwork and Project Management

\* NAHQ CPHQ Exam Preparation Materials: Team Roles and Responsibilities in Project Work A positive correlation in a scatter diagram occurs when increases on the x-axis relate to increases on the y-axis. This means that as one variable increases, the other variable also increases, indicating a direct relationship between the two. In a scatter plot, this relationship would be visualized as an upward-sloping trend of data points.

\* Increases on the x-axis relate to decreases on the y-axis (A): This describes a negative correlation.

\* Scattering of points in a triangular pattern (B): This does not describe a correlation.

\* Scattering of points in a circular pattern (D): This indicates no correlation or relationship between the variables.

References

\* NAHQ Body of Knowledge: Data Analysis and Interpretation in Quality Improvement

\* NAHQ CPHQ Exam Preparation Materials: Understanding Correlation and Scatter Plots

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### NEW QUESTION # 164

During analysis of patient falls, a quality professional notes that there has been an increase in the fall rate over the last 3 months. What other data should be analyzed first to determine potential causes?

- A. average daily patient census
- B. fall assessment protocol compliance
- C. nurse to staff ratio
- D. utilization of chemical restraints

**Answer: B**

Explanation:

Analyzing fall assessment protocol compliance (C) is the first step to determine causes of increased fall rates, as it evaluates whether risk assessments and interventions are implemented correctly. Census (A), chemical restraints (B), and staffing ratios (D) are secondary factors. NAHQ emphasizes process-related data for safety analysis.

NAHQ CPHQ Study Guide, Patient Safety Section, "Fall Prevention and Data Analysis"; NAHQ CPHQ Practice Questions, Patient Safety Metrics.

#### **NEW QUESTION # 165**

The quality professional has been asked to perform chart audits on a population to assess how often hypertension is being addressed by clinicians when hypertensive patients presented to the clinic in the last year. The clinic has over 8,000 patients diagnosed with hypertension. Which of the following would be most appropriate for the quality professional to consider when selecting a sampling methodology?

- A. Selection of the entire population as a sample to make sure the results are accurate
- B. Selection of 400 charts using a simple random sampling method
- C. Selection of 800 patients using a snowball sampling method
- D. Selection of patients who had a visit during the last month of the year

**Answer: B**

Explanation:

Detailed Explanation:

For a large population, a simple random sample of 400 charts would be sufficient to obtain representative data for statistical analysis: Option B: Selection of 400 charts using a simple random sampling method Simple random sampling ensures each patient has an equal chance of selection, providing unbiased and representative results while being more manageable than reviewing all 8,000 records.

Option A: Selection of patients who had a visit during the last month of the year This could lead to biased results, as it would not be representative of visits throughout the year.

Option C: Selection of 800 patients using a snowball sampling method

Snowball sampling is typically used for hard-to-reach populations and is not appropriate for this scenario.

Option D: Selection of the entire population

Auditing all records would be time-consuming and unnecessary when a statistically valid sample can provide reliable results.

References:

CPHQ guidelines and quality improvement literature support the use of simple random sampling for representative data collection in large populations.

#### **NEW QUESTION # 166**

A hospital has just implemented a physician order entry system. Three days into implementation, the users begin having major technical issues with the system. The nurse manager instructs staff to submit troubleshooting requests to the help desk. This is an example of which high-reliability principle?

- A. deference to expertise
- B. preoccupation with failure
- C. sensitivity to operations
- D. commitment to resilience

**Answer: A**

Explanation:

Directing staff to the help desk for technical issues exemplifies deference to expertise (D), relying on specialized knowledge. Resilience (A), operations sensitivity (B), and failure preoccupation (C) are less relevant. NAHQ highlights expertise deference in HROs.

NAHQ CPHQ Study Guide, Patient Safety Section, "High-Reliability Organization Principles"; NAHQ CPHQ Practice Exam, Safety Culture and Expertise.

## NEW QUESTION # 167

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