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CPHQ (Certified Professional in Healthcare Quality) Exam Prep

Which of the following action plans is the first step in correcting inappropriate blood usage in an emergency department?

- A. in-service on ordering blood usage for the physicians
- B. elimination of wasted blood
- C. improvements in documentation
- D. development of a new procurement procedure ✓✓ ANSWER
- A. in-service on ordering blood usage for the physicians

Which of the following is most appropriate in preparation for an external survey of a healthcare facility?

- A. Assign key staff to answer all questions.
- B. Ask department heads to prepare a presentation for the survey team.
- C. Educate staff about the types of questions they may be asked.
- D. Set up teams to make a good showing for the survey. ✓✓ ANSWER
- C. Educate staff about the types of questions they may be asked.

The following table shows the percentage of hospital-acquired pressure ulcers: Which of the following should the healthcare quality professional do next?

- A. Implement a new pressure ulcer protocol.
- B. Re-educate staff.
- C. Continue to track and trend the data.
- D. Conduct a focused analysis of pressure ulcer cases. ✓✓ ANSWER
- D. Conduct a focused analysis of pressure ulcer cases

Leadership can best integrate performance improvement within an organization through:

- A. multidisciplinary teams.
- B. newsletters.
- C. focus groups.
- D. seminars. ✓✓ ANSWER
- A. multidisciplinary teams
(best integrate performance improvement by promoting an interdisciplinary approach to the process and including multiple subject matter experts.)

A medication error occurred and resulted in a severe adverse outcome. In addition to informing the patient and/or family, a healthcare quality professional should:

- A. perform a regression analysis.
- B. implement new technology.

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The CPHQ Exam is designed for healthcare professionals who are involved in quality improvement initiatives, including healthcare quality directors, managers, coordinators, and analysts. It is also suitable for healthcare consultants, auditors, and researchers who specialize in healthcare quality. CPHQ exam is open to individuals with a minimum of two years of experience in healthcare quality or a related field.

The Certified Professional in Healthcare Quality (CPHQ) examination is a globally recognized certification program in the healthcare industry. The CPHQ certification exam is administered by the National Association for Healthcare Quality (NAHQ), the largest organization dedicated to healthcare quality in the United States. The CPHQ Certification is a comprehensive exam that assesses a candidate's competency in healthcare quality management and improvement.

NAHQ CPHQ (Certified Professional in Healthcare Quality) examination is a globally recognized certification for healthcare quality professionals. Certified Professional in Healthcare Quality Examination certification is offered by the National Association for Healthcare Quality (NAHQ), which is a professional organization dedicated to advancing healthcare quality and patient safety

practices.

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NAHQ Certified Professional in Healthcare Quality Examination Sample Questions (Q473-Q478):

NEW QUESTION # 473

To gauge community perceptions regarding a hospital's response to a pandemic, the healthcare quality professional uses a random number generator to select 1,000 phone numbers and collect survey responses from the first 300 of those phone numbers where the call is answered. All calls are made between 9:00 am and 5:00 pm. This data collection approach is limited because:

- A. Clinical questions could not be addressed because the survey was not provided by a clinician.
- B. The professional did not conduct follow-up calls after the initial survey.
- C. The data will not include respondents who were only available outside business hours.
- D. Telephone surveys are not as reliable as mailed questionnaires.

Answer: C

Explanation:

The data collection method described introduces sampling bias because calls are only made during standard business hours (9:00 am to 5:00 pm). This time frame excludes individuals who are unavailable during those hours, such as people who work during the day, potentially skewing results and reducing representativeness (Groves et al., Survey Methodology, 2011; The Joint Commission, Data Collection Standards, 2024). Without including respondents outside business hours, the data may underrepresent certain demographic groups, such as working adults or shift workers, leading to biased perceptions of community views. The survey's validity depends on representative sampling; limitations in timing affect generalizability. While follow-ups (D) and clinical expertise (A) are important considerations, the key limitation here is temporal sampling bias.

Telephone surveys (B) can be reliable if designed and executed well.

References:

Groves, R.M., et al., Survey Methodology, 2011

The Joint Commission, Data Collection Standards, 2024

NEW QUESTION # 474

Case-mix adjustment accounts for the different types of patients in institutions. Adjustment should be considered when hospital survey results are being released to the public. The characteristics commonly associated with the patient reports on quality of care are all of the following EXCEPT:

- A. Patient satisfaction
- B. Number of visits to the hospitals
- C. Discharge service (e.g., childbirth patients evaluate their experiences more favourably than do medical or surgical patients; medical patients report the most problems with care)
- D. Patient age (i.e., older patients tend to report fewer problems with care)

Answer: A

NEW QUESTION # 475

A health system in an underserved area seeks to improve medication adherence in patients with hypertension. One of the barriers identified is patients with limited English proficiency.

Which of the

following solutions will best improve medication adherence?

- A. Implement an automatic refill program for hypertension medications.
- **B. Provide written medication instructions in patients' preferred language.**
- C. Use clinicians with shared language as interpreters.
- D. Use a telephonic interpreter service to communicate instructions.

Answer: B

Explanation:

Providing written medication instructions in patients' preferred language is the most effective solution to improve medication adherence among patients with limited English proficiency. Clear, comprehensible instructions are critical for patients to understand how to take their medications correctly, especially for managing chronic conditions like hypertension. Written instructions in the patient's language ensure that they have a reference they can review as needed, reducing the risk of misunderstanding and improving adherence.

Use clinicians with shared language as interpreters (A): While beneficial, this may not always be feasible, and it does not provide patients with lasting reference material.

Use a telephonic interpreter service to communicate instructions (B): This is helpful for immediate communication but does not offer a permanent resource that patients can refer to later.

Implement an automatic refill program for hypertension medications (D): While this can help with adherence, it does not address the language barrier that prevents patients from understanding how to use their medications properly.

Reference

NAHQ Body of Knowledge: Addressing Barriers to Medication Adherence

NAHQ CPHQ Exam Preparation Materials: Strategies for Improving Medication Adherence in Diverse Populations

NEW QUESTION # 476

Which of the following is the role a healthcare quality professional should play in strategic planning?

- A. Develop the vision, mission, and goals.
- B. Identify causes of lost revenue.
- **C. Provide data on performance indicators.**
- D. Review and redefine annual objectives.

Answer: C

Explanation:

In strategic planning, healthcare quality professionals play a key role by providing data on performance indicators (Answer A).

These indicators include metrics such as patient outcomes, process efficiency, patient satisfaction, and adherence to clinical guidelines. By offering data-driven insights, healthcare quality professionals help the organization make informed decisions, prioritize initiatives, and align resources with strategic goals.

The other options, while important, are not the primary role of a healthcare quality professional in strategic planning:

Reviewing and redefining annual objectives (B) is typically a responsibility of leadership or management teams who use the performance data provided by quality professionals to adjust goals. Developing the vision, mission, and goals (C) is generally the task of the organization's leadership, although quality professionals may provide input based on data.

Identifying causes of lost revenue (D) is often part of financial management and not the direct responsibility of a healthcare quality professional, though their data may support this analysis.

Reference: National Association for Healthcare Quality (NAHQ) - Certified Professional in Healthcare Quality (CPHQ) Study Materials.

Role of Quality Professionals in Strategic Planning, NAHQ Documentation.

NEW QUESTION # 477

A study was performed to compare quality outcomes between case/care managed groups and non-case/care managed groups for elective coronary artery bypass. The results are as follows:

□ What is the median length of stay (or non-case/care managed patients)?

- A. 0
- B. 1
- **C. 2**
- D. 3

Answer: C

Explanation:

The median is the middle value in a data set when the values are arranged in ascending or descending order.

In the case of the non-case/care managed patients, when we arrange the Length of Stay (LOS) in ascending order, we get 7, 8, 9, 10, and 19. Since there are 5 data points, the median is the third value, which is 9.

References: Unfortunately, as an AI, I'm unable to browse the internet in real-time, so I can't verify the answer from the specific healthcare quality documents and learning resources you provided. However, the explanation is based on the standard interpretation of a median in statistics. For more detailed information, please refer to the provided resources.

NEW QUESTION # 478

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