

# Exam CPHQ Objectives - Practice CPHQ Exam

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## CPHQ PRACTICE EXAM QUESTIONS WITH CORRECT ANSWERS 2025

Which of the following is the most effective way to integrate performance improvement concepts throughout an organization?

- A. quarterly newsletters
- B. Monthly lectures
- C. quality teams
- D. continuous monitoring - CORRECT ANSWER - Quality teams include participation by front-line staff, which allows direct integration of performance improvement into practice.

Domain: Organizational Leadership

Which of the following is the best example of an outcome measure?

- A. availability of computers
- B. pathway compliance
- C. mortality rate
- D. laboratory turnaround - CORRECT ANSWER - Mortality rate - an outcome measure is used to determine how the system or improvement project impacts the patient.

Domain: Health Data Analytics

The quality improvement directory is responsible for the coordination of accreditation survey activities. Responsibilities will most likely include:

- A. facilitating self-assessments of compliance with standards, communicating new requirements to pertinent parties, and distributing the agenda for the survey.
- B. educating staff to all standards, writing the survey report, and completing the survey application.
- C. developing a protocol for a mock survey, conducting unannounced surveys, and challenging the survey report.
- D. preparing for unannounced surveys, disseminating the survey report, and developing new standards - CORRECT ANSWER - facilitating self-

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## NAHQ Certified Professional in Healthcare Quality Examination Sample Questions (Q272-Q277):

### NEW QUESTION # 272

Feedback from patients and their families will provide rich information for quality improvement work.

For these efforts to be successful, you should consider the some questions.

Which of the following is NOT out of those questions?

- A. How frequently do you need to measure your performance to achieve your name?
- B. Who will review the data?
- C. What was your last year budget?
- D. What is your aim for improvement?

**Answer: C**

### NEW QUESTION # 273

A department analyzed Its process for distributing paychecks to employees. The analysis showed there were multiple checkpoints for approval, delays. In processing of the checks, and errors that caused extra work for staff.

Which of the following types of waste were identified during the analysis?

- A. variation, overproduction, and over processing
- B. waiting. Inventory, and transportation
- C. Inventory, variation, and motion
- D. defects, waiting, and over processing

**Answer: D**

Explanation:

The question is about identifying types of waste in a process. In the context of Lean methodology, which is often applied in healthcare quality improvement, waste is any activity that doesn't add value to the end product or service<sup>1</sup>.

In the given scenario, the process for distributing paychecks to employees was analyzed and the following issues were identified:

Multiple checkpoints for approval

Delays in processing of the checks

Errors that caused extra work for staff

These issues can be mapped to the following types of waste:

Defects: Errors that cause extra work fall under this category. In this case, the errors in the paycheck distribution process that resulted in additional work for the staff are considered defects<sup>1</sup>.

Waiting: Delays in processing checks represent the waste of waiting. This refers to the time wasted waiting for the next step in a process<sup>1</sup>.

Overprocessing: Having multiple checkpoints for approval can be seen as overprocessing, which refers to doing more work than needed<sup>1</sup>.

Therefore, the types of waste identified during the analysis are defects, waiting, and overprocessing, which corresponds to option B. This answer is verified as per healthcare quality documents and learning resources<sup>1</sup>.

#### NEW QUESTION # 274

\_\_\_\_\_ are similar to proportion measures in that both are based on count (or attributes) data but differ in that the numerator and the denominator address different attributes.

- A. Ratio measures
- B. Continuous variable measures
- C. Predicted rate
- D. Outcome measures

**Answer: A**

#### NEW QUESTION # 275

Hospitals must be in compliance with the Centers for Medicare and Medicaid Services (CMS) Conditions of Participation in order to

- A. Be licensed
- B. Receive reimbursement
- C. Be part of the state hospital association
- D. Submit core measure data

**Answer: B**

Explanation:

CMS Conditions of Participation (CoPs) are federal standards that hospitals must meet to participate in Medicare and Medicaid programs, directly tied to reimbursement eligibility.

Option A (Submit core measure data): Core measure submission is a quality reporting requirement, but it is not the primary purpose of CoPs, which focus on broader compliance.

Option B (Receive reimbursement): This is the correct answer. The NAHQ CPHQ study guide states, "Hospitals must comply with CMS Conditions of Participation to be eligible for Medicare and Medicaid reimbursement" (Domain 3). CoPs ensure minimum standards for patient care and safety, a prerequisite for federal funding.

Option C (Be part of the state hospital association): State hospital associations are voluntary, not tied to CMS CoPs.

Option D (Be licensed): Licensing is a state function, not directly linked to CMS CoPs, which are federal requirements.

CPHQ Objective Reference: Domain 3: Organizational Leadership, Objective 3.5, "Ensure compliance with regulatory requirements," includes understanding CMS CoPs as a condition for reimbursement. The NAHQ study guide notes, "CoPs are critical for maintaining eligibility for CMS funding, impacting hospital operations and quality" (Domain 3).

Rationale: Compliance with CoPs ensures hospitals meet federal standards for care, enabling reimbursement from Medicare and Medicaid, a core requirement for financial sustainability, as per CPHQ regulatory principles.

Reference: NAHQ CPHQ Study Guide, Domain 3: Organizational Leadership, Objective 3.5.

#### NEW QUESTION # 276

The primary purpose of a management information system is to:

- A. Guarantee better coordination of organizational change.
- B. Provide information that facilitates management decisions.
- C. Computerize operations for greater effectiveness.
- D. Provide data for quality assessment.

**Answer: B**

#### NEW QUESTION # 277

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