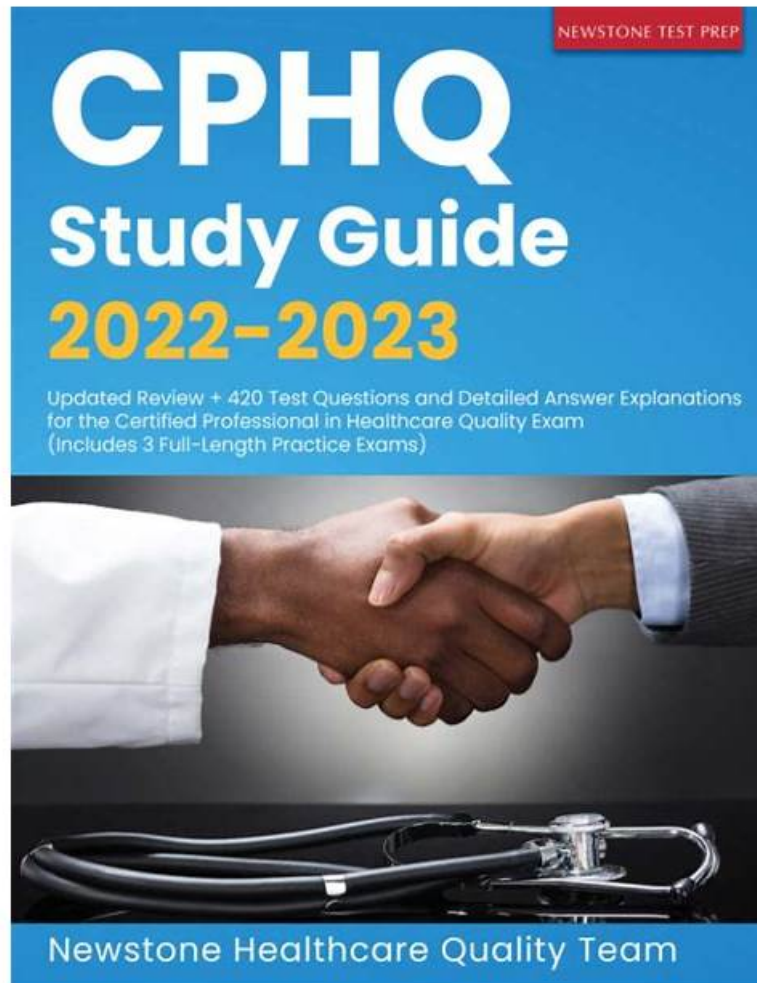


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## **NAHQ Certified Professional in Healthcare Quality Examination Sample Questions (Q191-Q196):**

### **NEW QUESTION # 191**

Which of the following is the best example of population health management?

- A. ensuring accurate medication reconciliation for people in hospice care
- B. reducing medication errors in a pharmacy
- **C. ensuring timely access to eye examinations for people with diabetes**
- D. reducing turn-around times in the emergency department

**Answer: C**

Explanation:

Population health management focuses on improving the health outcomes of a specific group by managing and coordinating care across the health continuum. Ensuring timely access to eye examinations for people with diabetes is a prime example of population health management because it targets a specific group (people with diabetes) and addresses a preventive measure (eye exams) to reduce the risk of complications, such as diabetic retinopathy.

Reducing medication errors in a pharmacy (B): While important, this is more related to patient safety and quality improvement in a specific setting rather than population health management.

Reducing turn-around times in the emergency department (C): This improves efficiency but is not directly related to managing the health of a specific population.

Ensuring accurate medication reconciliation for people in hospice care (D): This is critical for patient care but focuses on a specific care process rather than broad population health management.

Reference

NAHQ Body of Knowledge: Population Health Management and Preventive Care NAHQ CPHQ Exam Preparation Materials: Examples of Population Health Strategies

### **NEW QUESTION # 192**

Stratification is the separation and classification of data into reasonably homogenous categories, within the data, that are mutually exclusive and facilitate:

- A. Data collection efforts
- B. Skills that are based more experience than knowledge
- **C. Discovery of patterns that would not be observed if data were aggregated**
- D. frustrated measurement process

**Answer: C**

### **NEW QUESTION # 193**

Six months after implementing a new cardiac rehabilitation program, an organization notes many patients that meet criteria are not enrolled. Which of the following is the most effective strategy to increase the enrollment rate?

- A. Encourage caregiver involvement in the program.
- **B. Standardize the program referral process.**
- C. Train staff on providing optimal care following a cardiac event.
- D. Launch a marketing campaign to promote the program.

**Answer: B**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In the Performance and Process Improvement domain, low enrollment in an eligible population typically reflects a process failure, not lack of awareness.

Standardizing the referral process ensures consistent identification and referral of eligible patients, reducing variability and improving enrollment.

Marketing and education are secondary actions, but process standardization directly addresses the root cause

- inconsistent workflow or referral steps.

References:

NAHQ CPHQ Content Outline - Performance and Process Improvement: Process Standardization and Workflow Redesign

NAHQ Healthcare Quality Competency Framework - Performance Improvement: Reducing Variation and Ensuring Consistency

#### NEW QUESTION # 194

An organization notices an Increase In medication errors In three patient care areas.

Which of the following concepts will be most effective when Improving medication administration workflows?

- A. delivery of medications in batches each shift
- B. elimination of wait time from the pharmacy
- C. Improvement of staff training on safe medication practices
- **D. design of mistake-proof systems**

**Answer: D**

Explanation:

The most effective concept when improving medication administration workflows in the context of increased medication errors would be the design of mistake-proof systems<sup>1,2,3,4</sup>.

Understanding the Problem: The first step is to understand the problem, which in this case is an increase in medication errors in three patient care areas<sup>1</sup>.

Standardizing and Safeguarding Medication Administration: Standardizing and safeguarding medication administration is a key strategy in reducing medication errors<sup>1</sup>. This involves confirming medication details using tools like the rights of medication administration or "read back" strategies<sup>1</sup>. Designing Mistake-Proof Systems: Mistake-proofing the system involves the use of technology such as bar-coding systems and electronic medication administration records<sup>2</sup>. These technologies have been shown to improve medication administration safety<sup>4</sup>. However, it's important to implement these technologies carefully to avoid unintended consequences<sup>2</sup>.

Continuous Improvement: After implementing the changes, it's important to evaluate the effectiveness of the solutions. This can be done using Plan-Do-Study-Act (PDSA) cycles<sup>3</sup>. In these cycles, small tests of change are planned, implemented on a small scale, performance-measured compared to the current state, and changed to adjust the process<sup>3</sup>.

By designing mistake-proof systems, the organization can significantly reduce the risk of medication errors, thereby improving patient safety and care quality.

#### NEW QUESTION # 195

Six sigma (3.4 defects per million) is a system for improvement developed over time by Hewlett- Paard, Motorola, General Electric, and others in the 1980s and 1990s.

The aim of six sigma is:

- A. To control and analyze the related and unrelated activities
- B. To counter the wastage of activities
- **C. To reduce variations (eliminate defects) in processes**
- D. To remove bloages in process

**Answer: C**

#### NEW QUESTION # 196

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