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CPHQ Certification Exam Test With Complete Solution 2024 Latest Update

Triple Aim - ANSWER 1. Ensure quality of care for individual

2. Improve health of the population

3. Control costs

Critical components of a leadership team - ANSWER Understand the concepts of organizations as complex systems, culture, strategic planning, change, innovation and creativity

IOM definition of healthcare quality - ANSWER The degree to which health services for individuals and populations increase the likelihood of desired health outcomes and are consistent with current professional knowledge

Quality Management definition - ANSWER A strategic, integrated management system, which involves all managers and employees and uses quantitative methods to continuously improve an organization's processes to meet and exceed customer needs, wants and expectations

IOMs 6 aims for healthcare improvement - ANSWER Safety

Effectiveness (avoid overuse and underuse)

Patient-centeredness - ensure patient values guide all clinical decisions

Timeliness - reduce waits and sometimes harmful delays

Efficiency - avoiding waste

Equity - providing care that does not vary in quality with respect to personal

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NAHQ Certified Professional in Healthcare Quality Examination Sample Questions (Q72-Q77):

NEW QUESTION # 72

The most effective method of communicating compliance with clinical practice guidelines is to disseminate results to

- A. The governing board
- **B. Individual providers**
- C. Clinical committees
- D. The site managers

Answer: B

Explanation:

Clinical practice guidelines (CPGs) are evidence-based recommendations to standardize care. Effective communication of compliance ensures that those directly responsible for applying CPGs receive actionable feedback.

Option A (The site managers): Site managers oversee operations but are not typically responsible for implementing CPGs in clinical practice, making them a less effective target for communication.

Option B (Clinical committees): Clinical committees may review CPG compliance, but they are not the primary users of the guidelines, and broad dissemination to committees may delay action.

Option C (The governing board): The governing board oversees strategic direction, not day-to-day clinical practice, so they are not the primary audience for CPG compliance data.

Option D (Individual providers): This is the correct answer. NAHQ CPHQ study materials emphasize that disseminating compliance data directly to providers (e.g., physicians, nurses) who apply CPGs in patient care is most effective, as it enables immediate feedback, accountability, and behavior change.

Reference: NAHQ CPHQ Study Guide, Domain 3: Organizational Leadership, stresses the importance of targeted communication to individual providers to ensure adherence to clinical practice guidelines.

NEW QUESTION # 73

Which tool is used to identify resources needed to complete a project?

- A. value stream map
- **B. SIPOC diagram**
- C. control chart
- D. cause-and-effect diagram

Answer: B

Explanation:

A SIPOC diagram is a tool used in the Six Sigma methodology. SIPOC stands for Suppliers, Inputs, Process, Outputs, and Customers. During the Define phase of DMAIC, a SIPOC diagram is often used to identify relevant elements of a process improvement project. It helps to understand the process, identify the resources needed, and establish a clear starting and ending point for the process. It's particularly useful in the planning stage of a project to define the scope.

Reference: <https://www.appvizer.com/magazine/operations/project-management/project-resources>

NEW QUESTION # 74

A performance improvement council has been directed to set up a communication plan for spreading an innovative telehealth program throughout the healthcare system. Which of the following groups must the council include in the communication plan?

- **A. adopter audiences**
- B. market competitors
- C. local media
- D. state legislators

Answer: A

Explanation:

When a performance improvement council sets up a communication plan for spreading an innovative telehealth program throughout a healthcare system, the plan must include adopter audiences. Adopter audiences are the various groups within the healthcare system that will need to adopt the new program, including clinicians, administrators, and other staff members who will be directly involved in or affected by the implementation.

Importance of Adopter Audiences: Engaging adopter audiences is crucial because their buy-in, understanding, and participation are essential for the successful adoption and integration of the telehealth program.

Communication should be tailored to address their concerns, provide training, and outline the benefits of the innovation.

Comparison to Other Options:

A: market competitors: Involving market competitors in the communication plan is not appropriate, as they are external entities and could have conflicting interests.

C: state legislators: While state legislators may play a role in regulatory or policy support, they are not the primary focus of a communication plan aimed at internal adoption within the healthcare system.

D: local media: Local media can be useful for public relations and informing the broader community, but they are not directly involved in the adoption and implementation of the program within the healthcare system.

References: NAHQ resources highlight the importance of focusing on adopter audiences when communicating and implementing new healthcare initiatives, ensuring that the relevant stakeholders are informed, engaged, and prepared to support the change.

NEW QUESTION # 75

Which of the following is an example of addressing a social determinant of health to improve outcomes in patients with type 2 diabetes?

- A. Working with local food pantries to improve access to healthy foods
- B. Targeting interventions to age groups with poor diabetes control
- C. Educating patients on blood sugar monitoring
- D. Addressing clinical risk factors for type 2 diabetes

Answer: A

Explanation:

Social determinants of health (SDOH) refer to non-medical factors that influence health outcomes, such as socioeconomic status, food security, and access to resources (WHO, Social Determinants of Health, 2023).

Working with local food pantries to improve access to healthy foods directly addresses food insecurity, a critical SDOH affecting diabetes management. This approach tackles root causes beyond clinical care and supports better glycemic control and overall health outcomes. Educating patients (A) and addressing clinical risks (B) are important clinical interventions but do not address social determinants. Targeting age groups (C) addresses epidemiologic risk factors but not underlying social needs. Integrating community resources exemplifies holistic, population health management endorsed by the CDC and AHRQ.

References:

World Health Organization, Social Determinants of Health, 2023

CDC, Addressing Social Determinants of Health, 2023

AHRQ, Community Health Integration, 2023

NEW QUESTION # 76

In a data set, the difference between the highest and lowest observed values is known as the

- A. quartile deviation.
- B. standard deviation.
- C. percentile.
- D. range.

Answer: D

Explanation:

In a data set, the difference between the highest and lowest observed values is known as the range. The range is a measure of dispersion that indicates the spread of the data. It is calculated by subtracting the smallest value in the data set from the largest value. The range gives a quick sense of the variability in the data but does not provide information about the distribution of values between the extremes.

* Percentile (A): A percentile indicates the value below which a given percentage of observations in a data set falls.

* Standard deviation (B): Standard deviation measures the average amount by which each data point differs from the mean, indicating the spread of the data around the mean.

* Quartile deviation (D): Quartile deviation, or semi-interquartile range, measures the spread of the middle 50% of data, providing an understanding of variability around the median.

References

* NAHQ Body of Knowledge: Data Measurement and Analysis

* NAHQ CPHQ Exam Preparation Materials: Understanding Measures of Dispersion

NEW QUESTION # 77

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