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NAHQ Certified Professional in Healthcare Quality Examination Sample Questions (Q139-Q144):

NEW QUESTION # 139

An organization wants to promote Six Sigma across its enterprise with all staff members having general exposure to Six Sigma methods. Which of the following best differentiates the role of the various belts?

- A. White belts mentor staff.
- B. Yellow belts allocate resources for projects.
- C. Green belts provide executive coaching.
- **D. Black belts report to project sponsors.**

Answer: D

Explanation:

In Six Sigma methodology, different belt levels signify varying degrees of expertise and responsibility within process improvement projects. Understanding these roles is crucial for effective implementation across an organization.

White Belt: Individuals at this level have a basic understanding of Six Sigma concepts and may participate in local problem-solving teams but do not lead projects or mentor others.

Yellow Belt: Yellow Belts possess a foundational knowledge of Six Sigma and assist with project tasks and data collection. They do not typically allocate resources for projects.

Green Belt: Green Belts work on Six Sigma projects part-time, often under the guidance of Black Belts. They analyze and solve quality problems within their specific areas but do not provide executive coaching.

Black Belt: Black Belts are full-time professionals who lead problem-solving projects and report to project sponsors or Champions. They are responsible for project execution and achieving measurable results.

Therefore, among the options provided, the statement "Black belts report to project sponsors" (Option A) best differentiates the role of the various belts.

References:

American Society for Quality (ASQ) - "Six Sigma Belts, Levels & Roles"

Six Sigma Institute - "Six Sigma Roles and Responsibilities"

NEW QUESTION # 140

Which of the following is a privacy breach according to HIPAA?

- A. A legal guardian is provided with discharge instructions.
- **B. A caregiver accessed her spouse's lab results.**
- C. A peer review committee reviews a case in question.
- D. A risk manager enters the electronic health record (EHR) to investigate a complaint.

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Under Patient Safety and Compliance with Privacy Regulations, HIPAA (Health Insurance Portability and Accountability Act) strictly prohibits unauthorized access to protected health information (PHI).

A caregiver accessing her spouse's medical record without authorization constitutes a privacy breach because it violates patient confidentiality and lacks a legitimate treatment, payment, or operational purpose.

The other activities listed are permitted under healthcare operations or authorized representation exceptions.

References:

NAHQ CPHQ Content Outline - Patient Safety: Privacy, Security, and Confidentiality of Health Information NAHQ Healthcare

Quality Competency Framework - Compliance and Patient Safety: Information Security and Privacy Standards

NEW QUESTION # 141

He used his understanding of statistics to design tools to respond to variation. Following his arrival at Western Electric Co. in 1924, Shewhart introduced the concepts of common cause, special cause variation and statistical control. He designed these concepts to assist Bell Telephone of repairs within its transmission systems.

Who is he?

- **A. Walter Shewhart**
- B. Armand Shewhart
- C. W. Edwards Deming
- D. Joseph M. Juran

Answer: A

NEW QUESTION # 142

A healthcare quality professional identifies a need to improve compliance with colon cancer screening among primary care patients. Which of the following interventions should be used?

- A. Improve documentation of patient education on cancer risk factors.
- **B. Send reminders to patients six months before required screening.**
- C. Measure the number of patients who complete an annual screening.
- D. Develop a clinical pathway for managing high-risk patients.

Answer: B

Explanation:

Detailed Explanation:

Sending reminders to patients is an effective intervention to improve compliance with scheduled screenings.

Option B: Send reminders to patients six months before required screening. Reminder systems are proven to increase adherence to screening schedules.

References:

Patient reminders are recommended in CPHQ resources as an evidence-based approach to improve preventive screening compliance.

NEW QUESTION # 143

Which of the following is an example of using human factors engineering to improve patient safety?

- A. performing a root cause analysis on events of harm
- B. providing simulation training for high-risk patient care tasks
- C. using checklists to complete complicated tasks
- D. having a second person check medication calculations

Answer: C

Explanation:

Human factors engineering focuses on designing systems and processes that account for human capabilities and limitations to improve safety and performance. Using checklists to complete complicated tasks (Answer D) is a prime example of applying human factors engineering to enhance patient safety.

Checklists help ensure that critical steps in a process are not overlooked, reducing the likelihood of errors, especially in high-risk, complex tasks such as surgical procedures or medication administration.

The other options, while important for patient safety, do not specifically represent human factors engineering:

Performing a root cause analysis on events of harm (A) is an investigative process for identifying underlying causes of errors, not a human factors engineering intervention.

Providing simulation training for high-risk patient care tasks (B) is an educational approach to improving skills and preparedness, not directly related to system design.

Having a second person check medication calculations (C) is a safety double-check but is more of a verification process than a systemic design change.

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

Human Factors Engineering in Healthcare, NAHQ Documentation.

NEW QUESTION # 144

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