

# CPHIMS Reliable Test Forum & CPHIMS Well Prep

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## CPHIMS EXAM TEST

Discuss the major factors that are currently affecting necessary changes to information technology systems. - answer HIPAA, or the Health Insurance Portability and Accountability Act require changes to not only new information technology systems, but require immediate changes to computer security systems. The guidelines set forth by HIPAA require healthcare providers to better protect the private information of individual patients. Clinical information systems are databases with patient diagnoses and information about how each patient's case is being handled by the provider. These systems need to be upgraded and streamlined. The usage of the internet to advertise and recruit employees will continue to grow for healthcare practices. Information technology that can be used wirelessly is in greater demand and wireless technology will continue to be in demand. The internet is currently a management (CRM) system. CRM systems, that provide information to patients based on their diagnosis and problems are being developed. A well-developed CRM system will provide access to patient's medical information, to the patient and anyone involved in the patient's healthcare management.

Discuss future issues that must be considered when creating information technology systems in the healthcare environment. - answer The increasing price of medical supplies needed to provide adequate healthcare services are being passed on to the patients and companies who provide healthcare to their employees. The result is that fewer people can afford coverage and an increasing number of employers are discontinuing their healthcare coverage. The widespread use of the internet has provided an avenue for people to research and get information about healthcare issues. Because there is accurate and inaccurate information available online, the healthcare industry should create strategies so patients can get correct information from the internet. Information technology should be used to help reduce or eliminate healthcare-related mistakes. Evidence-based medicine, or EBM, can be provided with the use of the computer. EBM is a collaborative database of conclusions based on patient cases that can be used as a source for healthcare providers. Protecting a patient's personal information has to be a priority in order for healthcare providers to follow guidelines set forth by the health insurance portability and accountability act, or HIPAA.

Explain the 7 concepts that define a system. - answer 1. A system is something that has oneness and can be described based on its unique characteristics. A system will be its own entity and elicit a precise description. 2. A system contains interwoven parts that are numerous and rely on each other for the system to function. A healthcare system will have many levels and each level can be broken down into smaller levels. 3. A system will change when necessary and resist deterioration when system upgrades are necessary. 4. A system must be able to react to define situations and to situations that

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## HIMSS Certified Professional in Healthcare Information and Management

## Systems Sample Questions (Q65-Q70):

### NEW QUESTION # 65

How are clinicians positively impacted by integration and interoperability?

- A. Decreases ambiguity of concepts and documentation, increases accuracy of clinical concepts, and increases collaboration with multidisciplinary team.
- **B. Reduces redundant effort, improves validity of clinical decision support, and allows for tracking clinical outcomes.**
- C. Promotes use of standardized terminologies such as SNOMED-CT, LOINC, and NANDA.
- D. Automates audit trails, improves data accuracy, and highlights risk management strategies.

**Answer: B**

Explanation:

Integration and interoperability most positively impact clinicians by reducing redundant work, strengthening clinical decision support (CDS), and enabling outcomes tracking across settings-making D the best answer. When systems interoperate, clinicians can access relevant patient information (problems, medications, allergies, labs, imaging summaries, discharge plans) without re-entering or re-requesting the same data. This reduces duplicate documentation, repeated tests, and time-consuming reconciliation tasks, freeing clinician time for direct patient care and improving workflow efficiency.

Interoperability also improves the validity and usefulness of CDS because decision support depends on complete, timely, and accurate data. If key data are missing-outside medications, recent lab results, or diagnoses from another facility-alerts and recommendations may be inappropriate, leading to alert fatigue or unsafe decisions. Better data integration increases CDS reliability and relevance.

Finally, interoperable data supports tracking clinical outcomes over time and across care transitions (inpatient, outpatient, specialty, community services). This helps clinicians monitor disease control, follow-up completion, readmissions, and adherence to evidence-based care, which supports quality improvement and value-based care goals. While standardized terminologies (A) and clearer documentation (C) contribute, the most direct clinician-facing benefits are captured in option D.

### NEW QUESTION # 66

Leaders often say that they do not get enough credit for the IT initiatives their team has delivered successfully for the organization. A possible solution would include enhanced effort on which of the following?

- **A. Project communication.**
- B. CRM enhancement.
- C. Sales promotion.
- D. Brand marketing.

**Answer: A**

Explanation:

In healthcare IT leadership, "not getting enough credit" is most often a visibility and stakeholder-alignment problem, not a lack of achievement. The most direct, sustainable solution is stronger project communication

-a structured approach to ensuring the right audiences understand what was delivered, why it matters, how it supports clinical and organizational goals, and what outcomes were achieved. Effective project communication includes stakeholder mapping, regular executive updates, clear status reporting, benefit realization summaries, and storytelling that connects technical work to patient safety, workflow improvement, clinician experience, compliance, and financial stewardship. It also involves proactive change-management messaging: what is changing, who is impacted, what training/support exists, and how success will be measured.

Brand marketing and sales promotion are external-facing and do not directly address internal governance, adoption, and executive perception of IT value. CRM enhancement focuses on customer relationship technology and may be part of a specific initiative, but it is not the core remedy for recognition of IT contributions across a portfolio. By formalizing communication-before, during, and after delivery-leaders create transparency, build trust, improve adoption, and make outcomes visible, which naturally increases organizational recognition of IT success.

### NEW QUESTION # 67

Which of the following is a benefit of Telehealth?

- A. Improves decision making.
- B. Fosters collaboration.
- C. Increases reimbursement.

- **D. Removes geographic barriers.**

**Answer: D**

Explanation:

A primary, well-established benefit of telehealth is that it removes geographic barriers by enabling patients and clinicians to connect without needing to be in the same physical location. This expands access to care for people in rural or underserved areas, those with limited transportation, mobility challenges, or time constraints, and patients who need specialty services not available locally. Telehealth supports care delivery across distance for activities such as follow-up visits, chronic disease check-ins, behavioral health sessions, medication management, and post-discharge monitoring, helping patients receive timely care and reducing missed appointments.

While telehealth can also support collaboration (for example, specialist consults with local teams) and may contribute to better clinical decisions when it increases access to expertise or patient data, those outcomes are not as universally direct as the core access advantage. "Increases reimbursement" is not an inherent benefit of telehealth because reimbursement depends on payer policies, regulations, service type, and documentation requirements; in some contexts reimbursement may be equal, lower, or subject to restrictions. Therefore, the most consistently correct benefit among the options is the reduction of geographic barriers to healthcare access.

### NEW QUESTION # 68

To improve patient safety and reduce the rate of medication administration errors, implementation of which of the following types of clinical systems or modules should have the GREATEST immediate impact?

- **A. BCMA.**
- B. CPOE.
- C. EMR.
- D. CDSS.

**Answer: A**

Explanation:

Bar coded medication administration (BCMA) has the greatest immediate impact on reducing medication administration errors because it places an electronic safety check directly at the point where the medication is given to the patient. BCMA requires scanning the patient identifier (e.g., wristband) and the medication barcode, then automatically verifying the match against the active medication order and the scheduled administration time. This creates a real-time "stop-and-check" mechanism that prevents or interrupts common administration errors such as wrong patient, wrong drug, wrong dose, wrong time, and in many implementations, wrong route. Because the control is applied at bedside (or point of administration), improvements are often seen quickly once workflows and scanning compliance stabilize.

An EMR is a broad record platform that can contain many tools, but by itself it does not guarantee bedside verification. CPOE primarily reduces prescribing and transcription errors earlier in the medication-use process; its benefits are substantial but are not as directly tied to administration errors as BCMA. CDSS can reduce errors via alerts and guidance, yet its effectiveness depends heavily on rule design and can be limited by alert fatigue; it also does not inherently verify the medication in-hand at the bedside. Therefore, BCMA is the best choice for the greatest immediate reduction in medication administration errors.

### NEW QUESTION # 69

A healthcare organization's Chief Information Officer (CIO) can ensure that computer systems adhere to regulatory standards by

- A. requesting that the compliance officer review regulatory upgrades.
- B. modifying vendor-supplied software with standards-based program changes.
- C. relying on end-user departments to inform the CIO of regulatory changes.
- **D. auditing systems against industry compliance standards.**

**Answer: D**

Explanation:

The most effective way for a CIO to ensure computer systems adhere to regulatory standards is auditing systems against industry compliance standards. Auditing provides a formal, repeatable mechanism to confirm that required controls are not only designed but also implemented and operating effectively. In healthcare IT, this includes assessing access controls, authentication practices, audit logging, data retention, encryption, backup/recovery, change management, and incident response-controls that map to regulatory obligations and accepted frameworks. Regular audits also produce documentation and evidence (policies, configurations, logs, test

results) needed for governance and external scrutiny, and they reveal gaps early so corrective actions can be prioritized and tracked. Option A is weak governance because it depends on informal communication from departments rather than a structured compliance monitoring program. Option B helps, but delegating review to a compliance officer alone does not ensure technical controls are actually configured and functioning across systems-CIO accountability requires verification. Option D is risky because modifying vendor-supplied software can violate support agreements, complicate validation, and introduce new defects; compliance is typically achieved through configuration, controls, and vendor-managed updates, not custom code changes. Therefore, systematic auditing is the strongest CIO-led method to ensure adherence.

## NEW QUESTION # 70

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