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## Free PDF NAHQ - CPHQ - Useful Certified Professional in Healthcare Quality Examination Passguide

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## NAHQ Certified Professional in Healthcare Quality Examination Sample Questions (Q190-Q195):

### NEW QUESTION # 190

Which of the following is the best example of a patient-centered approach in healthcare?

- A. implementing patient portals
- B. providing pre-printed discharge instructions
- C. checking two patient identifiers
- D. using age-based medication dosing

**Answer: A**

Explanation:

Implementing patient portals is the best example of a patient-centered approach in healthcare. Patient portals empower patients by giving them access to their health information, enabling them to communicate with their providers, schedule appointments, and manage their health more effectively.

This approach aligns with the principles of patient-centered care, which emphasize respect for patients' preferences, needs, and values, and encourage active patient participation in their own care.

Providing pre-printed discharge instructions (A): While useful, this is more of a standard practice and not as interactive or empowering as a patient portal.

Checking two patient identifiers (C): This is a safety procedure focused on preventing errors rather than patient-centered care.

Using age-based medication dosing (D): This is a clinical best practice but does not directly engage the patient in their care.

Reference

NAHQ Body of Knowledge: Patient-Centered Care and Engagement

NAHQ CPHQ Exam Preparation Materials: Implementing Patient-Centered Approaches

### NEW QUESTION # 191

During the course of a root cause analysis, the team found the following items contributed to the error:

- \* Fatigue and stress leading to inattention
- \* Pressure to accomplish more tasks in the same amount of time
- \* The equipment was designed for right-handed staff

Which of the following best describe these types of causes?

- A. errors of omission
- B. normalized deviance
- C. human factors
- D. production pressure

**Answer: C**

Explanation:

Human factors in healthcare refer to the study of how humans interact with elements in a system, such as equipment, tasks, and environment, and how these interactions affect their behavior and performance<sup>1,2</sup>. The goal of human factors engineering is to optimize human performance, health, and safety<sup>2</sup>.

In the context of the question, the causes of the error identified during the root cause analysis are all related to human factors:

Fatigue and stress leading to inattention: This is a psychological factor that can significantly affect a person's ability to perform tasks effectively and safely. Fatigue and stress can impair cognitive functions such as attention, decision-making, and reaction time<sup>1</sup>.

Pressure to accomplish more tasks in the same amount of time: This is an organizational factor that can create a stressful work environment, leading to rushed work, shortcuts, and mistakes<sup>1</sup>.

The equipment was designed for right-handed staff: This is a design factor that can affect the usability and safety of equipment. If equipment is not designed to accommodate the needs of all users, it can lead to errors and accidents<sup>1</sup>.

These factors are all part of the human factors framework, which emphasizes the importance of designing systems and processes that take into account human capabilities and limitations<sup>2</sup>.

Reference:

1: Human Factors in Healthcare - NHS England

2: Human Factors in Healthcare | SpringerLink

4: Certified Professional in Healthcare Quality Detailed Content ... - NAHQ

### NEW QUESTION # 192

Based on the chart below, which of the following should be addressed first?

- A. pain, constipation, and PCP unavailable
- B. pain, constipation, PCP unavailable, nausea, and vomiting
- C. pain and constipation
- D. pain, constipation, PCP unavailable, and nausea

**Answer: A**

Explanation:

Based on the provided Pareto chart of general surgery readmission causes, the most significant causes should be addressed first to have the greatest impact on reducing readmissions.

\* Pareto Principle (80/20 Rule): The chart illustrates that a small number of causes contribute to the majority of the readmissions. The top three causes-pain, constipation, and PCP (Primary Care Provider) unavailable-account for the most significant portion of the readmissions.

\* Prioritization of Interventions: By addressing these top three causes first, the healthcare team can potentially prevent the majority of readmissions, making the intervention more efficient and effective.

\* Strategic Focus: Focusing on pain, constipation, and the unavailability of PCPs aligns with the principle of focusing on the "vital few" causes rather than spreading resources thinly across many less significant issues.

References: (Based on Healthcare Quality NAHQ documents and resources)

\* NAHQ Quality Improvement and Data Analysis Modules.

\* CPHQ Study Guide, Section on Pareto Analysis in Quality Improvement.

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### NEW QUESTION # 193

A more proactive posture would be to develop an organization-wide approach to quality measurement that meets both internal and external demands.

This approach is:

- A. Not a task that can be completed once, rather a journey that has many potential pitfalls and detours
- B. A task that should be completed through a series of related activities
- C. A task that should be completed at once
- D. A task that should be done in chunks of improvement process

**Answer: A**

### NEW QUESTION # 194

Which of the following is true regarding critical values?

- A. defined by law
- B. provided by accrediting agencies
- C. specific to nursing units
- D. determined by the organization

**Answer: D**

Explanation:

Critical values are specific test results that fall significantly outside the normal range and may indicate a life-threatening situation.

These values are determined by the organization based on clinical judgment and the specific context of the healthcare setting. Each organization is responsible for defining what constitutes a critical value for various tests, ensuring that these values are communicated promptly to the responsible clinician.

Defined by law (A): Critical values are not universally defined by law; they are established by individual organizations based on their clinical needs and practices.

Provided by accrediting agencies (C): While accrediting agencies may provide guidelines on how to manage critical values, they do not define the specific values.

Specific to nursing units (D): Critical values are not specific to nursing units but are applicable across the organization and require prompt communication.

Reference

NAHQ Body of Knowledge: Critical Values in Laboratory Management

NAHQ CPHQ Exam Preparation Materials: Managing Critical Values in Healthcare

### NEW QUESTION # 195

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