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NAHQ Certified Professional in Healthcare Quality Examination Sample Questions (Q328-Q333):

NEW QUESTION # 328

Interpersonal relationships are the fundamental part of a management system. They basically coordinate activities of different departments in a unit.

What is the role of Interpersonal relationships in Healthcare delivery systems?

- A. None of the above
- B. Promotion of cordial relationships
- C. Clinicians who relate well to their patients are more likely to elicit a more complete and accurate history from their patients
- D. It relates to Medical Ethics

Answer: C

NEW QUESTION # 329

A healthcare organization wishes to develop an education plan for quality and patient safety. Based on adult learning principles, the planned education is most likely to be effective when

- A. there is opportunity for active participation, staff members recognize a need to learn, and the material is presented in a logical progression.
- B. the content is designed to meet accreditation standards, the training is highly encouraged, and learners are allowed to obtain on-demand training.
- C. the program is designed for delivery at the department level, staff are recognized for attendance, and written competency tests are administered.
- D. training is provided by a subject matter expert, attendees have opportunities to ask questions, and written materials are provided.

Answer: A

Explanation:

Adult learning principles, also known as andragogy, emphasize the value of the process of learning. It includes techniques such as active participation, practical experiences, problem-solving, and the relevance of learning to real-life situations¹²³⁴⁵.

Active Participation: Adult learners are internally motivated and self-directed⁴. They prefer to be actively involved in their learning process¹²³⁴⁵. This can be achieved through discussions, practical exercises, and problem-solving activities¹.

Recognize a Need to Learn: Adults are goal-oriented and relevancy-oriented⁴. They are more likely to engage in learning if they recognize the need for it and see the relevance of the learning to their work or personal life¹²³⁴⁵.

Logical Progression: Adults bring life experiences and knowledge to learning experiences⁴. They prefer learning that is structured and presented in a logical progression¹²³⁴⁵. This helps them connect new learning with their existing knowledge and experiences, making the learning more meaningful and easier to retain.

In the context of developing an education plan for quality and patient safety in a healthcare organization, these principles translate into a program where staff members actively participate, recognize a need to learn, and the material is presented in a logical progression. This approach aligns with option D and is most likely to result in effective learning outcomes.

Adult learning principles emphasize that adults learn best when they are actively engaged in the learning process, see the relevance of the information to their own experience, and are able to apply the knowledge to solve problems. Therefore, educational programs that offer active participation, cater to recognized learning needs, and present material in a logical sequence that builds upon previous knowledge, are more likely to be effective. Such programs engage learners and foster a better understanding and retention of the material, which is vital for implementing quality and patient safety initiatives in healthcare settings.

Reference: The application of adult learning principles to education plans in healthcare is a recommendation supported by NAHQ. These principles are fundamental to designing effective education programs for healthcare professionals to improve quality and patient safety.

NEW QUESTION # 330

Crosby's quality improvement process is based on the Absolutes of Quality Management. Which of the following is/are out of those absolutes?

- A. All of the above
- B. The system for causing quality is prevention, not appraisal
- C. The performance standard must be zero defects, not "that's close enough"
- D. Quality is defined as conformance to requirements, not as goodness or elegance

Answer: A

NEW QUESTION # 331

Efficiency refers how well resources are used in achieving a given result. Efficiency whenever the resources used to produce a given output are _____.

- A. Improves, reduced
- B. Reduces, reduced
- C. Increases, increased
- D. It is truly situation dependent

Answer: A

NEW QUESTION # 332

What action should be taken to align an organization's safety culture with improvement activities?

- A. Focus root cause analysis on incidents involving staff competency
- **B. Debrief staff on safety culture survey results**
- C. Identify groups to survey on safety culture
- D. Measure the number of reported safety incidents per staff member

Answer: B

Explanation:

According to the NAHQ CPHQ exam blueprint, aligning safety culture with improvement requires transparent communication and staff engagement. Sharing and discussing safety culture survey results helps staff understand strengths, weaknesses, and priorities for improvement.

Option B is correct because debriefing staff promotes organizational learning, fosters trust, and encourages frontline involvement in safety initiatives. This supports a just culture and aligns improvement activities with identified cultural gaps.

Option A reinforces blame rather than learning. Option C addresses survey logistics rather than alignment.

Option D may discourage reporting and undermine safety culture.

The CPHQ framework consistently emphasizes feedback and dialogue as essential for strengthening safety culture and sustaining improvement.

NEW QUESTION # 333

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