

# NAHQ CPHQ Dumps—Try Free CPHQ Exam Questions Demo



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NAHQ CPHQ Certification Exam is designed to assess the knowledge and skills of healthcare professionals who are responsible for ensuring the quality of healthcare services. CPHQ exam covers a wide range of topics including healthcare delivery systems, performance measurement and improvement, patient safety, risk management, and healthcare regulations and standards.

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## CPHQ Exam Details - CPHQ Answers Free

Each format specializes in a specific study style and offers unique benefits, each of which is crucial to good Certified Professional in Healthcare Quality Examination (CPHQ) exam preparation. The specs of each NAHQ CPHQ Exam Questions format are listed below, you may select any of them as per your requirements.

The Certified Professional in Healthcare Quality (CPHQ) examination is a globally recognized certification program in the healthcare industry. The CPHQ Certification Exam is administered by the National Association for Healthcare Quality (NAHQ), the largest organization dedicated to healthcare quality in the United States. The CPHQ certification is a comprehensive exam that assesses a

candidate's competency in healthcare quality management and improvement.

The CPHQ certification is a mark of distinction for healthcare professionals who want to demonstrate their commitment to improving healthcare quality. It is a valuable credential for healthcare professionals who want to advance their careers in quality improvement or risk management. Certified Professional in Healthcare Quality Examination certification also provides a tangible way for healthcare organizations to evaluate the skills and expertise of their quality improvement team members.

## **NAHQ Certified Professional in Healthcare Quality Examination Sample Questions (Q264-Q269):**

### **NEW QUESTION # 264**

Which of the following is the role a healthcare quality professional should play in strategic planning?

- A. Review and redefine annual objectives.
- **B. Provide data on performance indicators.**
- C. Develop the vision, mission, and goals.
- D. Identify causes of lost revenue.

### **Answer: B**

Explanation:

In strategic planning, healthcare quality professionals play a key role by providing data on performance indicators (Answer A). These indicators include metrics such as patient outcomes, process efficiency, patient satisfaction, and adherence to clinical guidelines. By offering data-driven insights, healthcare quality professionals help the organization make informed decisions, prioritize initiatives, and align resources with strategic goals.

The other options, while important, are not the primary role of a healthcare quality professional in strategic planning:

Reviewing and redefining annual objectives (B) is typically a responsibility of leadership or management teams who use the performance data provided by quality professionals to adjust goals. Developing the vision, mission, and goals (C) is generally the task of the organization's leadership, although quality professionals may provide input based on data.

Identifying causes of lost revenue (D) is often part of financial management and not the direct responsibility of a healthcare quality professional, though their data may support this analysis.

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

Role of Quality Professionals in Strategic Planning, NAHQ Documentation.

### **NEW QUESTION # 265**

The following diagram shows:



- A. Baldrige criteria for improvement
- B. Quality improvement
- C. API Improvement model
- D. None of these

**Answer: C**

#### NEW QUESTION # 266

Which Is a source of data tor analyzing staff flu vaccination trends for an accountable care organization?

- A. insurance claims data
- B. electronic health records
- C. vaccine manufacturer statistics
- D. pharmacy procurement records

**Answer: B**

Explanation:

- \* An accountable care organization (ACO) is a network of health care providers that agrees to be accountable for the quality, cost, and overall care of a defined population of patients<sup>1</sup>.
- \* ACOs aim to improve population health outcomes by coordinating care across different settings and providers, and by implementing quality improvement initiatives<sup>1</sup>.
- \* One of the quality improvement initiatives that ACOs may adopt is to increase the influenza vaccination rate among their staff, especially those who have direct contact with patients<sup>2</sup>.
- \* Influenza vaccination can prevent flu-related morbidity and mortality, reduce absenteeism and presenteeism, and protect vulnerable patients from infection<sup>3</sup>.
- \* To analyze staff flu vaccination trends for an ACO, a source of data that can be used is electronic health records (EHRs)<sup>4</sup>.
- \* EHRs are digital versions of patients' medical histories, diagnoses, treatments, medications, immunizations, and other health information that are maintained by health care providers<sup>5</sup>.
- \* EHRs can provide data on staff flu vaccination trends for an ACO by:
  - \* Identifying the staff members who belong to the ACO and their roles, locations, and contact information<sup>6</sup>.
  - \* Tracking the dates and types of flu vaccines that staff members received, as well as any adverse reactions or contraindications<sup>7</sup>.

- \* Comparing the vaccination rates of staff members across different departments, facilities, and time periods<sup>8</sup>.
- \* Evaluating the impact of flu vaccination on staff health outcomes, such as flu-like illness, hospitalization, and mortality.
- \* Generating reports and feedback for staff members and managers on their flu vaccination status and performance.
- \* Therefore, the correct answer is A. electronic health records, as this is a source of data that can be used to analyze staff flu vaccination trends for an ACO. References:
- \* 1: Accountable Care Organizations (ACOs): General Information | CMS
- \* 2: Increasing Health and Social Care Worker Flu Vaccinations: Five Components
- \* 3: P141 FluCare: Improving flu vaccination rates in care home staff: A cluster randomised controlled trial | Journal of Epidemiology & Community Health
- \* 4: Frontiers | Influenza vaccination rates among healthcare workers: a systematic review and meta- analysis | Public Health
- \* 5: What is an electronic health record (EHR)? | HealthIT.gov
- \* 6: The National Association for Healthcare Quality
- \* 7: Flu vaccination guidance for social care workers and carers
- \* 8: CDC: COVID-19, flu vaccination rates for health care workers low last season
- \* : Utilization of Improvement Methodologies by Healthcare Quality Professionals During the COVID-19 Pandemic | Journal for Healthcare Quality
- \* : Healthcare Quality and Safety Workforce Report: New Imperatives for Quality and Safety Mean New Imperatives for Workforce Development

### NEW QUESTION # 267

An internal customer of the admission process in a skilled nursing facility is the

- A. nurse completing the initial assessment.
- B. patient being admitted.
- C. insurance company.
- D. patient's spouse and family.

**Answer: A**

Explanation:

An internal customer is someone within the organization who relies on the output of a process or service to perform their duties. In the context of a skilled nursing facility, the nurse completing the initial assessment is considered an internal customer of the admission process. The nurse depends on the accurate and timely completion of the admission process to assess the patient's condition and plan care accordingly.

- \* Patient's spouse and family (A): They are external customers who interact with the facility but are not part of its internal processes.
- \* Insurance company (C): This is an external entity involved in the payment process, not an internal customer.
- \* Patient being admitted (D): The patient is the end-user of the services provided but is considered an external customer.

References

- \* NAHQ Body of Knowledge: Customer Identification and Management
- \* NAHQ CPHQ Exam Preparation Materials: Internal and External Customers in Healthcare

### NEW QUESTION # 268

A health system in an underserved area seeks to improve medication adherence in patients with hypertension. One of the barriers identified is patients with limited English proficiency.

Which of the following solutions will best improve medication adherence?

- A. Implement an automatic refill program for hypertension medications.
- B. Use clinicians with shared language as interpreters.
- C. Use a telephonic interpreter service to communicate instructions.
- D. Provide written medication instructions in patients' preferred language.

**Answer: D**

Explanation:

Providing written medication instructions in patients' preferred language is the most effective solution to improve medication adherence among patients with limited English proficiency. Clear, comprehensible instructions are critical for patients to understand how to take their medications correctly, especially for managing chronic conditions like hypertension. Written instructions in the

