

# Quiz 2026 NAHQ Pass-Sure CPHQ Free Exam Questions

## NAHQ Practice CPHQ Questions with Verified Answers

1- In evaluating "long waiting times," a healthcare quality professional best demonstrates components related to staffing, methods, measures, materials, and equipment utilizing

- A. a run chart.
- B. a histogram.
- C. a pie chart.
- D. an Ishikawa diagram.

**- EXPLANATIONS:**

- A. Run charts are used to track data over time.
- B. Histograms and bar charts are used to show distribution.
- C. Pie charts are used to compare parts of a whole.
- D. An Ishikawa (cause and effect) diagram helps to analyze potential causes.

2- Which of the following are the primary reasons for developing drug formularies?

- A. manage pharmacy costs, promote patient safety
- B. reduce medication errors, educate physicians
- C. encourage the appropriate use of medications, educate physicians
- D. decrease food and drug interactions, promote patient safety

**- EXPLANATIONS:**

- A. A drug formulary is an approved list of medications, clinical indications, and doses that helps manage pharmacy costs and patient safety.
- B. Reduced medication errors may result from having a drug formulary, but is not the primary reason for having one. It is also not intended to educate physicians.
- C. A formulary may encourage the appropriate use of medications, but it is not intended to educate physicians.
- D. A formulary is intended to promote patient safety, but the primary purpose is not intended to decrease food and drug interactions.

3- Management using quality improvement principles should emphasize the importance of

- A. staff orientation.
- B. customers' expectations.
- C. quarterly statistical reports.
- D. team selection.

**- EXPLANATIONS:**

- A. Staff orientation is only one component of quality improvement principles.
- B. The basis of quality improvement is knowing what the customer needs and wants.
- C. Quarterly statistical reports are only one component of quality improvement principles.
- D. Team selection is only one component of quality improvement principles.

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To be eligible for the CPHQ exam, candidates must have a minimum of two years of healthcare experience and a bachelor's degree or higher. They must also have experience in healthcare quality management, patient safety, or performance improvement. CPHQ Exam consists of 140 multiple-choice questions that cover topics such as healthcare regulations, risk management, data analysis, and leadership.

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efficiently and pass the CPHQ easily.

## **NAHQ Certified Professional in Healthcare Quality Examination Sample Questions (Q411-Q416):**

### **NEW QUESTION # 411**

As part of survey preparation, a healthcare quality professional evaluates infection control processes, including the coordination and communication among departments involved in the processes. This is an example of what type of tracer?

- A. focused
- **B. system**
- C. individual
- D. program-specific

**Answer: B**

Explanation:

Explanation: Evaluating infection control processes across departments is a system tracer, assessing organization-wide coordination and compliance. Program-specific tracers (B) focus on defined programs, individual tracers (C) track patient journeys, and focused tracers (D) target specific issues. NAHQ specifies system tracers for organization-wide processes.

NAHQ CPHQ Study Guide, Performance and Process Improvement Section, "Tracer Methodology for Accreditation"; NAHQ CPHQ Practice Questions, Survey Readiness.

### **NEW QUESTION # 412**

Which of the following should the team do next?

□

- A. Refer this issue to the safety committee.
- **B. Collect frequency data on the causes of the falls.**
- C. Conduct an in-service for housekeeping staff.
- D. Evaluate patient risk factors.

**Answer: B**

Explanation:

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### **NEW QUESTION # 413**

A team has completed several tests of change and has arrived at a recommendation. In order to facilitate change, which of the following should occur first?

- A. Conduct a cost analysis.
- B. Initiate the Shewhart cycle.
- **C. Verify data for accuracy.**
- D. Present action plan to leadership.

**Answer: C**

Explanation:

Detailed Explanation:

Verifying data for accuracy ensures that the results and recommendations are reliable, which is essential before presenting to leadership or proceeding further.

Option B: Verify data for accuracy

Accurate data provides a credible basis for making informed decisions.

References:

Data verification is a critical step in quality improvement to ensure recommendations are based on reliable results, as emphasized in CPHQ resources.

#### NEW QUESTION # 414

An organization notices an increase in medication errors in three patient care areas.

Which of the following concepts will be most effective when improving medication administration workflows?

- A. delivery of medications in batches each shift
- B. Improvement of staff training on safe medication practices
- C. elimination of wait time from the pharmacy
- D. **design of mistake-proof systems**

**Answer: D**

Explanation:

The most effective concept when improving medication administration workflows in the context of increased medication errors would be the design of mistake-proof systems<sup>1,2,3,4</sup>.

Understanding the Problem: The first step is to understand the problem, which in this case is an increase in medication errors in three patient care areas<sup>1</sup>.

Standardizing and Safeguarding Medication Administration: Standardizing and safeguarding medication administration is a key strategy in reducing medication errors<sup>1</sup>. This involves confirming medication details using tools like the rights of medication administration or "read back" strategies<sup>1</sup>. Designing Mistake-Proof Systems: Mistake-proofing the system involves the use of technology such as bar-coding systems and electronic medication administration records<sup>2</sup>. These technologies have been shown to improve medication administration safety<sup>4</sup>. However, it's important to implement these technologies carefully to avoid unintended consequences<sup>2</sup>.

Continuous Improvement: After implementing the changes, it's important to evaluate the effectiveness of the solutions. This can be done using Plan-Do-Study-Act (PDSA) cycles<sup>3</sup>. In these cycles, small tests of change are planned, implemented on a small scale, performance-measured compared to the current state, and changed to adjust the process<sup>3</sup>.

By designing mistake-proof systems, the organization can significantly reduce the risk of medication errors, thereby improving patient safety and care quality.

#### NEW QUESTION # 415

A nursing unit has collected the following data:

□ Which of the following is the best method to display this data?

- A. Gantt Chart
- B. **Bar Chart**
- C. Pareto Chart
- D. Run Chart

**Answer: B**

Explanation:

Detailed Explanation:

A bar chart is ideal for comparing categorical data across groups, which makes it suitable for displaying assessments and documentation completeness by personnel.

Option A: Bar Chart

Bar charts display data for different categories, making it easy to compare the performance of each individual.

Option C:

A Pareto chart shows the frequency of issues but does not allow for individual comparisons as effectively as a bar chart.

References:

Bar charts are recommended in healthcare data visualization for comparing categorical data across different groups, as noted in quality improvement tools in CPHQ resources.

#### NEW QUESTION # 416

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