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Salesforce Health Cloud Accredited Professional Sample Questions (Q60-Q65):

NEW QUESTION # 60

A payer is looking to optimize the workflow for its call center, which focuses primarily on members calling to check on the status of their prior authorization requests.

How should a consultant conduct discovery to define a workflow for these call center users?

- A. Use work from another project to inform the discovery, then review it with the IT department.
- **B. Identify personas and ask them to walk through a day in their life, taking notes and identifying opportunities for optimization.**
- C. Build a proof of concept to present to the client and ask them for feedback.
- D. Research industry trends and develop a point of view, then present it to the customer for validation.

Answer: B

Explanation:

Step 1: Requirement

Define workflow for call center users focused on prior authorization status checks.

Step 2: Best Practice for Workflow Discovery

* Discovery should be user-centered, involving direct engagement with actual users (personas).

* Observing and documenting their daily processes identifies real pain points and optimization opportunities.

Extract:

"Best practice for workflow discovery is to interview and observe key personas, document their processes, and map opportunities for automation and optimization." Salesforce Architect - Business Process Discovery

* Other options (industry research, previous projects, or proof of concept) do not provide the necessary user insight for workflow design.

NEW QUESTION # 61

A pharmaceutical company is looking to support patients throughout their clinical journey. One of the factors the company needs to track is the socioeconomic and cultural barriers that could hinder a patient's process.

Which Health Cloud capability should a consultant implement to fulfill this requirement?

- A. Care Blockers
- B. Utilization Management
- **C. Social Determinants of health**
- D. Clinical Barriers

Answer: C

Explanation:

Tracking socioeconomic and cultural barriers that could hinder a patient's progress requires Salesforce Health Cloud's Social Determinants of Health (SDoH) capability.

* Comprehensive Patient View:

* Captures data on factors like income, education, housing, and transportation that influence health outcomes.

* Risk Identification:

* Identifies potential barriers and integrates them into care plans, enabling proactive intervention.

* Care Coordination:

- * Helps care teams design support services and interventions tailored to individual patient needs.
- * B. Clinical Barriers: While useful, this focuses on clinical obstacles rather than broader socioeconomic factors.
- * C. Utilization Management: Centers on managing care authorizations, not patient barriers.
- * D. Care Blockers: Not a formal Health Cloud capability; overlaps conceptually with SDoH.

References:

Salesforce Social Determinants of Health Overview

NEW QUESTION # 62

A payer needs to connect an electronic health record (EHR) to Health Cloud to display key clinical data to Health Cloud users. The data in the source system is aligned to FHIR R4 standards, but some transformation is anticipated.

Which approach should a consultant use to set up this integration?

- A. A scheduled batch job that retrieves a file from an SFTP
- B. A "swivel-chair" standard operating procedure document that will be distributed to users
- **C. A middleware integration solution that can handle data transformation if necessary**
- D. A point-to-point API connection from the EHR to Health Cloud

Answer: C

Explanation:

To integrate an electronic health record (EHR) with Salesforce Health Cloud and display key clinical data, leveraging a middleware integration solution is the most appropriate approach. This setup ensures compatibility with FHIR R4 standards and handles any required data transformation effectively.

Why Middleware Integration is the Best Approach:

FHIR R4 Standards Alignment:

The middleware can interpret and process data formatted to FHIR R4 standards, enabling seamless integration with Salesforce Health Cloud's FHIR-aligned data model.

Data Transformation Capability:

Middleware solutions like MuleSoft (a Salesforce product) provide tools to transform data structures, ensuring compatibility between the EHR system and Health Cloud.

Scalability and Maintainability:

Middleware solutions simplify complex integrations by abstracting point-to-point connections, allowing for easier scalability as additional systems are integrated.

Error Handling and Monitoring:

Middleware platforms include error-handling capabilities, ensuring data integrity during the transformation and transfer processes.

Why Other Options are Less Suitable:

A . Scheduled Batch Job: While useful for static data transfers, batch jobs are not ideal for real-time or near-real-time clinical data exchange required for EHR integrations.

B . "Swivel-Chair" Procedure Document: This refers to manual data entry or cross-referencing workflows, which are inefficient, error-prone, and not scalable.

C . Point-to-Point API Connection: Though feasible, this approach lacks the flexibility and transformation capabilities provided by middleware solutions. Point-to-point integrations are difficult to maintain as systems evolve.

Implementation Steps:

Use a middleware solution like MuleSoft to connect the EHR system and Health Cloud.

Set up FHIR R4-compliant data mappings between the EHR and Salesforce.

Configure and test the data transformations required for specific Health Cloud objects (e.g., medication, encounter, and condition data).

Reference:

Salesforce Health Cloud FHIR Integration

MuleSoft for Healthcare Integration

NEW QUESTION # 63

Which three type of basic Patient or Member information is displayed on the Patient info component? (Choose three.)

- A. Thumbnail of Chatter Photo
- **B. List of Patient/Member Conditions**
- **C. Date of Birth and Age**
- D. Primary Care Coordinator

- E. Gender

Answer: B,C,E

Explanation:

List of Patient/Member Conditions (B), Gender , and Date of Birth and Age (E) are three types of basic Patient or Member information that are displayed on the Patient info component. Primary Care Coordinator (A) and Thumbnail of Chatter Photo (D) are not displayed on the Patient info component.

NEW QUESTION # 64

A pharma company is implementing Health Cloud and trying to track insurance details related to its patients. The company wants to track:

- * A list of all payer organizations
- * The plans offered by a given payer
- * The standard benefits available under a plan
- * Which plan a given patient is enrolled in and their specific insurance details Which set of objects should a consultant implement to meet these requirements?

- A. Account, Purchaser Plan, Plan Benefit, Member Plan
- B. Account, Purchaser Plan, Member Benefit, Insurance Plan
- C. Purchaser, Insurance Plan, Insurance Benefit, Plan Detail
- D. Payer, Plan Offering, Coverage Benefit, Member Plan

Answer: A

Explanation:

The set of objects that the consultant should implement to meet the pharma company's requirements are Account, Purchaser Plan, Plan Benefit, and Member Plan. These objects are part of the Health Cloud data model and allow the company to track payer organizations, plans, benefits, and patient enrollments.

NEW QUESTION # 65

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