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NAHQ Certified Professional in Healthcare Quality Examination Sample Questions (Q577-Q582):

NEW QUESTION # 577

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

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

Answer: D

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 # 578

Which of the following would be the best methodology to reduce referral wait time?

- A. Six Sigma
- B. Plan-Do-Study-Act
- **C. Lean**
- D. Rapid cycle improvement

Answer: C

Explanation:

Detailed Explanation:

Lean methodology focuses on identifying and eliminating waste in processes, such as delays in referral wait times. It streamlines workflows to increase efficiency and reduce wait times.

Option A: Lean

Lean is specifically designed to eliminate inefficiencies and streamline processes, making it ideal for reducing wait times.

Other Options:

Six Sigma focuses on reducing defects rather than waste.

Rapid cycle improvement and PDSA are effective for testing small changes but may not directly target waste reduction in the same way as Lean.

References:

Lean methodology, as covered in CPHQ resources, is effective for reducing inefficiencies and delays, especially in healthcare referral processes.

NEW QUESTION # 579

A nursing unit has collected the following data:

| Personnel | Timely Initial Assessment | Incomplete Documentation |
|-----------|---------------------------|--------------------------|
| Nurse A | 45 | 0 |
| Nurse B | 40 | 12 |
| Doctor A | 10 | 26 |
| Doctor B | 25 | 20 |

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

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

Answer: C

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 # 580

Limitations of health plan databases are all of the following EXCEPT:

- A. None of these
- B. Database also must keep in mind that changes in reimbursement rules (and the provider's response to those changes) may affect the integrity of data over time
- C. Recording may make some historical data inaccurate, especially as they relate to tracking and trending of compilation rates and the categorization of certain types of compilations
- D. They do not contain detailed information on the outcomes of care or the results of tests (e.g. lab tests, radiology examinations, and biopsies)

Answer: A

NEW QUESTION # 581

An effective method to increase an organization's board of directors engagement in patient safety is to

- A. structure the board agenda so that quality and safety are given the same amount of attention as financial issues.
- B. foster teamwork and good communication at all levels of the organization and conduct training for both of these skill sets.
- C. focus on improvement projects that are important to the medical staff in the organization.
- D. guide them through a recent failure mode and effects analysis (FMEA) that was conducted prior to the launch of a new technology.

Answer: A

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