

Certification CPHQ Sample Questions - CPHQ Test Prep

CPHQ Practice Test 2024/25 Practice questions for the CPHQ (Certified Professional in Healthcare Quality)

Which of the following action plans is the first step in correcting inappropriate blood usage in an emergency department?

- A. in-service on ordering blood usage for the physicians
- B. elimination of wasted blood
- C. improvements in documentation
- D. development of a new procurement procedure ANSWER
- A. in-service on ordering blood usage for the physicians

Which of the following is most appropriate in preparation for an external survey of a healthcare facility?

- A. Assign key staff to answer all questions.
- B. Ask department heads to prepare a presentation for the survey team.
- C. Educate staff about the types of questions they may be asked.
- D. Set up teams to make a good showing for the survey. ANSWER
- C. Educate staff about the types of questions they may be asked.

The following table shows the percentage of hospital-acquired pressure ulcers. Which of the following should the healthcare quality professional do next?

- A. Implement a new pressure ulcer protocol.
- B. Re-educate staff.
- C. Continue to track and trend the data.
- D. Conduct a focused analysis of pressure ulcer cases ANSWER
- D. Conduct a focused analysis of pressure ulcer cases

Leadership can best integrate performance improvement within an organization through:

- A. multidisciplinary teams.
- B. newsletters.
- C. focus groups.
- D. seminars. ANSWER
- A. multidisciplinary teams
(best integrate performance improvement by promoting an interdisciplinary approach to the process and including multiple subject matter experts.)

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Preparing for the NAHQ CPHQ Certification Exam requires a significant amount of study and preparation. NAHQ offers a variety of resources to help candidates prepare for the exam, including study materials, online courses, and practice exams. Candidates may also choose to participate in study groups or attend educational seminars to enhance their knowledge and skills.

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The benefits of becoming a CPHQ-certified professional are numerous. The credential is recognized by healthcare organizations worldwide as a mark of excellence in healthcare quality management. It can lead to increased career opportunities, higher salaries, and greater job security. CPHQ-certified professionals are also better equipped to deliver high-quality, patient-centered care and to drive improvements in healthcare outcomes.

NAHQ Certified Professional in Healthcare Quality Examination Sample Questions (Q601-Q606):

NEW QUESTION # 601

- Health care provider accountability
- Decision making public reporting
- Organizational evaluation
- National performance improvement goals and activities

These are the performance measures identified by health organizations in order to meet:

- A. External needs specifically
- B. Organizational vision
- C. Organizational objective
- D. Internal needs specifically

Answer: A

NEW QUESTION # 602

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

Answer: A

NEW QUESTION # 603

To evaluate outcomes, an ambulatory/outpatient care unit should analyze:

- A. Canceled surgeries
- B. Time of surgeries
- C. Admissions to the hospital
- D. Delays in obtaining laboratory results

Answer: C

Explanation:

Detailed Explanation:

In an outpatient setting, analyzing admissions to the hospital can help evaluate patient outcomes, as hospital admissions indicate complications or issues that required escalation beyond outpatient care.

Option C: Admissions to the hospital

Hospital admissions from outpatient care are an indicator of care quality and patient outcomes in the ambulatory setting.

Option A:

Canceled surgeries do not directly relate to patient outcomes but rather scheduling and logistical issues.

Option B:

The time of surgeries is operational and doesn't directly reflect patient outcomes.

Option D:

Delays in lab results may impact processes but are not directly tied to patient outcomes.

References:

Hospital admission rates are a commonly used metric in quality improvement literature to evaluate outcomes for outpatient settings, as noted in CPHQ resources.

NEW QUESTION # 604

_____ is based on a simple principle-statistical probability. In other words, within a known population of size n, there will be a fixed probability of selecting any single element.

- A. Non-probability sampling
- B. Systematic sampling
- C. Probability sampling
- D. Random sampling

Answer: D

NEW QUESTION # 605

Another organization has requested data and outcomes related to a specific medical staff provider. What is the most appropriate action?

- A. Contact the provider and ask permission to release the data
- B. Review the organization's policies and procedures for release of competency information
- C. Read the state statute concerning medical staff peer review activities and follow that guidance
- D. Implement the chain of command within the department

Answer: B

Explanation:

According to the NAHQ CPHQ competency framework, requests for provider-specific performance or competency data must be handled in accordance with the organization's approved policies and procedures.

These policies are designed to ensure compliance with confidentiality, peer review protections, and legal requirements.

Option C is correct because organizational policies operationalize applicable laws and regulations and provide clear guidance on what information may be shared, with whom, and under what circumstances.

Option A may be relevant but is not the first operational step. Option B is inappropriate because peer review and competency information are typically protected and not released based solely on provider consent. Option D delays appropriate action without ensuring compliance.

The CPHQ exam emphasizes policy-driven decision-making in sensitive leadership situations.

NEW QUESTION # 606

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