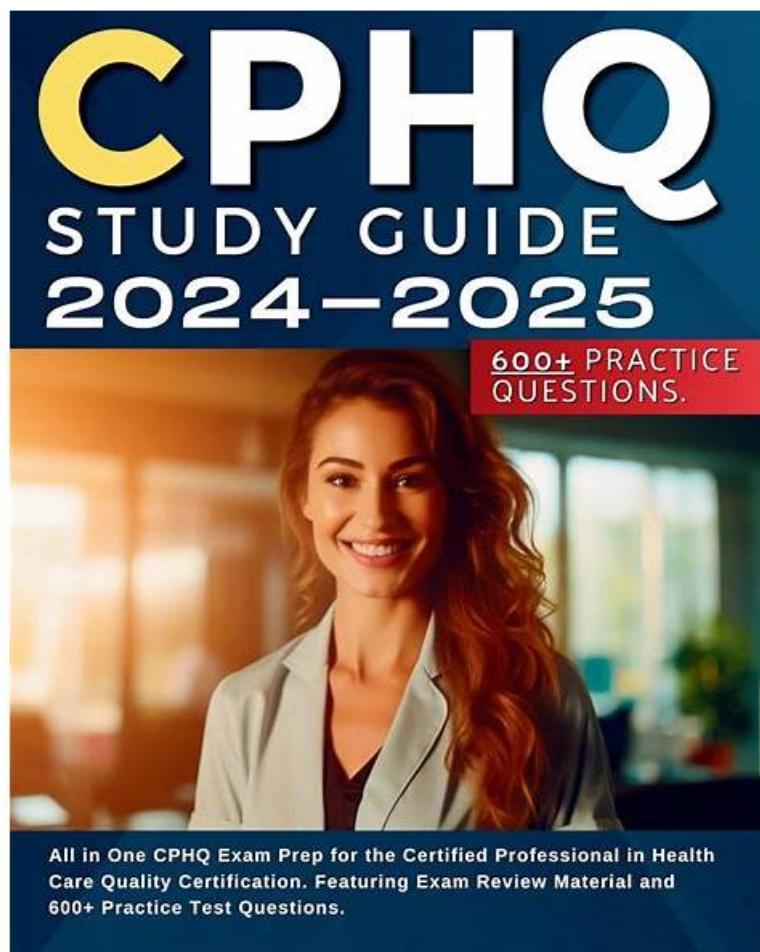


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NAHQ Certified Professional in Healthcare Quality Examination Sample

Questions (Q616-Q621):

NEW QUESTION # 616

In fact, because patients' satisfaction is so influenced by _____ rather than to the more indiscernible technical ones-health maintenance organizations, hospitals and other health care delivery organizations have come to view the quality of nontechnical aspects of care as crucial to attractions and retaining patients.

- A. Their likelihood of desires outcomes
- B. **Their reactions to interpersonal and amenity aspect of care**
- C. Patients recognize that they do not possess the wherewithal to evaluate all technical elements of care
- D. Every patient has definite preference in every clinical situation

Answer: B

NEW QUESTION # 617

The purpose of sentinel event review of never events is to

- A. monitor staff and leadership involvement in the systematic analysis.
- B. identify individual performance gaps that resulted in the sentinel event.
- C. engage leadership in identifying barriers to effective communication.
- D. **specify sustainable systems-based improvements.**

Answer: D

Explanation:

The primary purpose of a sentinel event review, particularly in the context of never events, is to identify and implement sustainable systems-based improvements.

Here's why:

Focus on Systemic Issues: Sentinel event reviews aim to uncover underlying system flaws that contributed to the event. By focusing on systems-based improvements, the organization can prevent recurrence and enhance overall safety.

Long-term Impact:

Sustainable improvements ensure that changes made as a result of the review have a lasting impact on patient safety, rather than just addressing the immediate issue.

Holistic Approach:

Addressing system-wide issues, rather than just individual performance gaps, promotes a culture of safety and continuous improvement across the organization. Compliance and Accreditation:

Regulatory bodies and accreditation organizations emphasize the importance of systems-based improvements following sentinel event reviews, aligning with best practices in patient safety.

While engaging leadership, identifying performance gaps, and monitoring involvement are important aspects of a sentinel event review, the ultimate goal is to implement changes that improve the safety of the system as a whole.

Reference: NAHQ Guide to Sentinel Event Management and Never Event Prevention NAHQ Healthcare Quality Competency Framework: Patient Safety and Risk Management

NEW QUESTION # 618

"A quality improvement team is interested in determining the percentage of medication orders that are delivered to nurses' stations within one hour of the order's receipt in the pharmacy. Before collecting data on this question, the team should determine whether it believes that this percentage could differ by floor, time of day, day of week, type of medication ordered, pharmacist on duty, or volume of orders received. If the team believes that one or more of these factors will influence the outcome, it should take steps to ensure that it collects the data relevant to these factors each time the pharmacy receives an order." This example explains:

- A. Targets and goals of measurement
- B. Confidentiality issues in measurement
- C. **How stratification could be applied to pharmacy**
- D. Is there any need to sample the data

Answer: C

NEW QUESTION # 619

Once listing posts system is in place, root-cause analyses can be performed to identify particular problems, such as a staff member or medical group that contributes to problems, or problems that are systemic to the delivery of care, such as an antiquated manual appointment system.

Listing post strategies include (Choose two):

- A. Focus group
- B. Surveys
- C. Patient and family advisory services
- D. Suggestion boxes

Answer: A,B

NEW QUESTION # 620

For example, a bathroom scale that always reads 185 pounds is reliable. Although the scale may be reliable and consistent, it is not valid if the person does not weigh 185 pounds. So in conventional use, the term validity refers to:

- A. The degree to which the measurement made by a survey corresponds to some true or real value
- B. The degree to which the measurement made by a focus group corresponds to some true or real value
- C. The extent to which an empirical measure accurately reflects the meaning of the concept under consideration
- D. The degree to which the measurement made by an interview corresponds to some fair value

Answer: C

NEW QUESTION # 621

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