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Which of the following is the most effective way to integrate performance improvement concepts throughout an organization?

- A. quarterly newsletters
- B. Monthly lectures
- C. quality teams
- D. continuous monitoring - ✓✓ Quality teams include participation by front-line staff, which allows direct integration of performance improvement into practice.

Domain: Organizational Leadership

Which of the following is the best example of an outcome measure?

- A. availability of computers
- B. pathway compliance
- C. mortality rate
- D. laboratory turnaround - ✓✓ Mortality rate - an outcome measure is used to determine how the system or improvement project impacts the patient.

Domain: Health Data Analytics

The quality improvement directory is responsible for the coordination of accreditation survey activities. Responsibilities will most likely include:

- A. facilitating self-assessments of compliance with standards, communicating new requirements to pertinent parties, and distributing the agenda for the survey.
- B. educating staff to all standards, writing the survey report, and completing the survey application.
- C. developing a protocol for a mock survey, conducting unannounced surveys, and challenging the survey report.

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NAHQ Certified Professional in Healthcare Quality Examination Sample Questions (Q278-Q283):

NEW QUESTION # 278

Advantages of prospective data collection are all of the following EXCEPT:

- A. Data requiring a time stamp also can be captured
- B. Physiologic parameters can be captured, such as the range of blood pressures for a patient on vasoactive infusions or 24-hour intake and output for patients with heart failure
- C. Before time administration of certain therapies
- D. Detailed information not routinely available in administrative databases can be gathered

Answer: C

NEW QUESTION # 279

A healthcare organization has recently launched a diabetes center of excellence to address the needs of its patients with advanced diabetes. The implementation of this program would fall into which of the following types of prevention?

- A. Primary
- B. Quaternary
- C. Secondary
- D. Tertiary

Answer: D

Explanation:

A center of excellence addressing advanced diabetes focuses on reducing complications and improving management in patients with established disease, which is tertiary prevention (CDC, Types of Prevention, 2023; The Joint Commission, Chronic Disease Management, 2024).

* Primary prevention aims to prevent disease onset.

* Secondary targets early detection.

* Quaternary focuses on avoiding unnecessary interventions.

References:

Centers for Disease Control and Prevention (CDC), Types of Prevention, 2023 The Joint Commission, Chronic Disease Management, 2024

NEW QUESTION # 280

Using the same operational definition becomes even more critical if you are trying to compare several hospitals or clinics in a system. When national hospitals are made, the operational definition challenge becomes extremely complex.

All good measurements begin and end with _____.

- A. A milestone
- B. An operational definition
- C. A vision
- D. An objective and an outcome respectively

Answer: B

NEW QUESTION # 281

Familiarity with terms describing the psychometric properties of survey instruments and methods for data collection can help an organization choose a survey that will provide it with credible information for quality improvement. There are two different and complementary approaches to assessing the reliability and validity of a questionnaire. Which of the following are out of those approaches?

- A. Technical excellence testing
- B. Cognitive testing
- C. Psychometric testing

- D. Both A and C

Answer: D

NEW QUESTION # 282

Which of the following presents a set of high-level measures grouped into learning and growth, customer, internal business, and financial?

- A. Gantt chart
- B. balanced scorecard
- C. matrix diagram
- D. histogram

Answer: B

Explanation:

The balanced scorecard presents a set of high-level measures grouped into four perspectives: learning and growth, customer, internal business, and financial. This management tool is used to align business activities with the organization's vision and strategy, improve internal and external communications, and monitor organizational performance against strategic goals. By balancing these four perspectives, the balanced scorecard helps organizations focus not just on financial outcomes but also on the drivers of future performance, such as employee knowledge, customer satisfaction, and efficient internal processes.

* Histogram (B): A histogram is a graphical representation of the distribution of numerical data, not a tool for grouping strategic measures.

* Matrix diagram (C): A matrix diagram shows relationships between different sets of data but does not group measures into strategic categories.

* Gantt chart (D): A Gantt chart is a type of bar chart that illustrates a project schedule, not a strategic measurement tool.

References

* NAHQ Body of Knowledge: Strategic Planning and Balanced Scorecard

* NAHQ CPHQ Exam Preparation Materials: Using Balanced Scorecard for Performance Measurement

NEW QUESTION # 283

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