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## NEW QUESTION: 1

Measurement of variation in health care and its application to quality improvement must begin with the identification and articulation of:

- A. Assignable variation
- B. What is to be measured?
- C. Understanding true variation versus artifact or statistical error
- D. The standard against which is to be compared a process based on extensive research, trial and error and collaborative discussion

**Answer: A,D ([LEAVE A REPLY](#))**

## NEW QUESTION: 2

Crossby's quality improvement process is based on the Absolutes of Quality Management. Which of the following is/are out of those absolutes?

- A. The performance standard must be zero defects, not "that's close enough"
- B. Quality is defined as conformance to requirements, not as goodness or elegance
- C. All of the above
- D. The system for causing quality is prevention, not appraisal

**Answer: C ([LEAVE A REPLY](#))**

## NEW QUESTION: 3

Experts on delivering superior customer service suggest that healthcare organizations adopt the following set

principles EXCEPT:

- A. Help staff focus on service
- B. Evaluate processes of care to reduce patients and family anxiety and thus increase satisfaction

C. Establish high standards of customer service

D. Hire service-savvy people. Aptitude is everything; people can be taught technical skills

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 4**

Quality improvement approaches are derivatives and models of the ideas and theories developed by thought leaders

and include all of the following EXCEPT:

A. Baldrige criteria

B. ISO 2001

C. Associate for process improvements

D. PDCA/PDSA

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 5**

The CAHPS (Consumer Assessment of Healthcare Providers and Systems) program is a multiyear public-private

initiative to develop standardized surveys of patients' experiences with ambulatory and facility-level care. Healthcare

organizations, public and private purchasers, consumers, and researchers use CAHPS results to:

A. Improve quality of care

B. All of the above

C. Compare and report on performance

D. Access the patients-centeredness of care

**Answer:** B ([LEAVE A REPLY](#))

**NEW QUESTION: 6**

When formulating medical standards, a critical decision that must be made is the \_\_\_\_\_ at which the standard should

be set.

A. utility of measurement

B. Depth

C. Level

D. Clarity

**Answer:** C ([LEAVE A REPLY](#))

**NEW QUESTION: 7**

The percentage of patients with congestive heart failure who are receiving an ACE inhibitor is an example of

retrospective measure. The use of ACE inhibitors in the population is indicated for all patients with an ejection

fraction of less than 40 percent. The ejection fraction is not part of the typical administrative database. Sometimes the information is contained:

- A. In a separate computer record
- B. In a worksheet
- C. In an ERP system
- D. In a stand-alone database in cardiology department and is generated in accessible

**Answer: D ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 8**

Licensing and accrediting bodies have relied heavily on structural measures of quality not only because the measures are relatively stable and thus easier to capture but:

- A. They reliably identify physicians
- B. They reliably identify providers who are cheap
- C. They can never be the means to deliver high quality care
- D. They reliably identify providers who demonstrably be the means to deliver high quality care

**Answer: D ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 9**

A social service department regularly monitors the number of inappropriate referrals, the timeliness of discharge planning, and the number of days of discharge delays.

What additional monitor should be added to evaluate the appropriateness of social service interventions?

- A. Inadequacy of documentation in progress notes
- B. Attainment of social service goals
- C. Timeliness of referrals to social services
- D. Number of social service referrals from nursing

**Answer: B ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 10**

The downside to asking nursing staff to perform data collection is that it can distract nurses from their direct patient care responsibilities.

A better approach would be:

- A. To assign this work to them during holidays
- B. To hire research assistants or fulltime data analysts who can perform data collection and be responsible for data entry and analysis
- C. To hire research assistants or full-time data analysts who can only perform data collection
- D. To give this job work after their actual job timings

**Answer: B ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 11**

Honest criticism is hard to take, particularly from a relative, a friend, an acquaintance, or a stranger.

Resistance to lower-than-expected results is common and reasonable. It is not necessarily a sign of complacency or lack of commitment to high-quality, patient entered care.

Most of the resistance comes in any two forms (Choose two):

- A. None of these
- B. Data resistance
- C. People resistance
- D. Arguments about patients

**Answer: ([SHOW ANSWER](#))**

### **NEW QUESTION: 12**

Prospective data collection also relies on medical record review, but it is completed during a patient's hospitalization

or visits rather than retrospectively. Obviously this method of data collection is expensive but:

- A. If staff can moderate the time required for data entry it can focus on accurate collection and the analysis/reporting function
- B. If staff can maximize the reliability required for data entry it can focus on accurate collection and the analysis/reporting function
- C. If staff can maximize the time required for data entry it can focus on accurate collection and the analysis/reporting function
- D. If staff can minimize the time required for data entry it can focus on accurate collection and the analysis/reporting function

**Answer: D ([LEAVE A REPLY](#))**

### **NEW QUESTION: 13**

Which of following objectives is/are NOT essential for successful quality improvement project and data collection initiative?

- A. Identify the purpose of the data measurement activity (for monitoring at regular intervals, investigation over a limited period, or one time study).
- B. Identify the most important measures for collection (the critical few).
- C. Identify the most appropriate data sources
- D. Commonsense all the data collected that will provide the actual information

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 14**

The focus of Lean methodology is a "ba to basics" approach that places the needs of customer first through five steps.

Which of the following is NOT out of those steps?

- A. Let the customer pull the product
- B. Make value identifying steps
- C. Define value as determined by the customer
- D. Identify the value stream

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 15**

Patients and their families have clearly articulated need respect to the care they receive. If the staff members they

encounter are nice but do not meet their needs, these staff members have delivered care inefficiently. It all means

that:

- A. Nice is not the only aspect of quality care
- B. No one comes here for a good time
- C. How can patients rate the skill of their doctors?
- D. The patient/family is very difficult or dysfunctional

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 16**

Many organizations establish condition-specific patient registries for their more sophisticated quality improvement projects because they do not have a reliable source of clinical information.

The use of patient registries is advantageous for the following reasons EXCEPT:

- A. They can be used for quality improvements and research purposes
- B. They are not subject to short comings of review records
- C. They can collect all the data that the physician or health system determines are most important
- D. They are rich source of information because they are customized

**Answer: (SHOW ANSWER)**

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**NEW QUESTION: 17**

"Likelihood of desired health outcomes" corresponds to clinicians' view that, with respect to outcomes, there are only probabilities, not certainties, owing to factors-such as patients' genetically determined physiological reliance-that influence:

- A. High cost interventions
- B. Outcomes of care and yet are beyond clinicians' control
- C. The primary concerns of patients
- D. Outcomes of care and now are within clinicians' control

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 18**

Efficiency refers how well resources are used in achieving a given result. Efficiency whenever the resources used to produce a given output are \_\_\_\_\_.

- A. Improves, reduced
- B. It is truly situation dependent
- C. Reduces, reduced
- D. Increases, increased

**Answer:** A ([LEAVE A REPLY](#))

**NEW QUESTION: 19**

In order to perform a task for which one is held accountable, there must be an equal balance between responsibility and:

- A. Specialization
- B. Authority
- C. Delegation
- D. Education

**Answer:** B ([LEAVE A REPLY](#))

**NEW QUESTION: 20**

Some database projects rely on medical record review because many of the data are not available in administrative database, e.g.

- A. Nursing record
- B. Measurement that require time stamp, such as administration of antibiotics within one hour before surgical incision
- C. Patient's entries and visits to the physician
- D. Patients of test and lab reports

**Answer:** B ([LEAVE A REPLY](#))

**NEW QUESTION: 21**

Stratification is the separation and classification of data into reasonably homogenous categories.

It allows understanding of differences in the data caused by all of the following EXCEPT:

- A. Type of order
- B. Area of facility
- C. Time of the day
- D. Day of the week

Answer: ([SHOW ANSWER](#))

**NEW QUESTION: 22**

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

- A. Before time administration of certain therapies
- B. Detailed information not routinely available in administrative databases can be gathered
- C. Data requiring a time stamp also can be captured
- D. 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

Answer: ([SHOW ANSWER](#))

**NEW QUESTION: 23**

The quality of amenities of care refers to the characteristics of the setting in which the encounter between patient and clinician takes place, such as:

- A. Comfort, care and access
- B. Comfort
- C. Responsive to patient preferences
- D. Comfort, convenience and privacy

Answer: D ([LEAVE A REPLY](#))

**NEW QUESTION: 24**

The comparative norm (e.g. expected rate) in the comparison analysis is the \_\_\_\_\_ if the measure is risk adjusted and the comparison group mean if the measure is not risk adjusted.

- A. Predicted rate
- B. Continues variable measure
- C. Proportion measure
- D. Risk free rate

Answer: ([SHOW ANSWER](#))

**NEW QUESTION: 25**

Organizational size affects the ability to disseminate best practices

- A. False
- B. It depends on situation
- C. True

D. Difficult to decide

**Answer: C ([LEAVE A REPLY](#))**

**NEW QUESTION: 26**

Case-mix adjustment accounts for the different types of patients in institutions. Adjustment should be considered when hospital survey results are being released to the public.

The characteristics commonly associated with the patient reports on quality of care are all of the following EXCEPT (Choose two):

A. Number of visits to the hospitals

B. Patient age (i.e., older patients tend to report fewer problems with care)

C. Discharge service (e.g., childbirth patients evaluate their experiences more favorably than do medical or surgical patients; medical patients report the most problems with care)

D. Patient satisfaction

**Answer: A,D ([LEAVE A REPLY](#))**

**NEW QUESTION: 27**

Knowledge about \_\_\_\_\_ is crucial to making valid judgments about quality of care using either process or outcome

measures. If we know that a given clinical intervention was undertaken in circumstances that match those, under

which the intervention has been shown to be efficacious, we can be confident, that the care was appropriate and, to

the extent of good quality.

A. Processes

B. Outcomes

C. Structure

D. Efficacy

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 28**

Within any unit, organization, or system, there will be barriers to spread and adoption (e.g., organizational culture, communication, leadership support).

However, failure to transfer knowledge effectively may result in (Choose two):

A. organizational persistence

B. Inconsistency

C. Benchmarks

D. Unnecessary waste

**Answer: B,D ([LEAVE A REPLY](#))**

**NEW QUESTION: 29**

By using a set of statistical tools to understand the fluctuation of a process, management can predict the expected outcome of that process. If the outcome is not satisfactory, management can use associated tools to further understand the elements influencing that process. Six sigma includes process steps which are commonly known as

- \_\_\_\_\_.
- A. DAMIC
  - B. PDCA
  - C. DAMIE
  - D. PDSA

**Answer: A ([LEAVE A REPLY](#))**

### **NEW QUESTION: 30**

Studies comparing self-reports with proxy reports do not consistently support the hypothesis that self-reports are more accurate than proxy reports. However, conclusions drawn from studies in which responses were verified using hospital and physician records show that, on average:

- A. Health events are reported in both populations
- B. Health events are underreported in both populations
- C. Self-reports tend to be more accurate than proxy reports
- D. Proxy reports tend to be more accurate than self-reports

**Answer: ([SHOW ANSWER](#))**

### **NEW QUESTION: 31**

Health plan databases are an excellent source of data for quality improvement projects particular projects that have

\_\_\_\_\_. For many years, health plans have used a variety of means to collect data on their performance, track the management of care received by their numbers and direct program in disease management and care management.

- A. Full engagement at nursing unit
- B. Baseline assessment
- C. A population health management focus
- D. Sophisticated data warehouses

**Answer: C ([LEAVE A REPLY](#))**

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**NEW QUESTION: 32**

TQC is excellence driven rather than defect driven-a system that integrates:

- A. Quality development, quality improvement and quality assessment
- B. Quality improvement and quality maintenance
- C. Quality development, quality improvement and quality maintenance
- D. Quality improvement and quality maintenance

**Answer: C (LEAVE A REPLY)**

**NEW QUESTION: 33**

\_\_\_\_\_ 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: C (LEAVE A REPLY)**

**NEW QUESTION: 34**

The following represents two samples of five hospitals' hysterectomy rates per 1,000 women aged 40-60 years of age:

Rates Mean Standard Deviation

Sample A 3, 5, 7, 8, 5 5.6 1.8

Sample B 4, 5, 6, 7, 5 5.4 1.1

In analyzing this information, it can be concluded that:

- A. Sample A has more variability than Sample B
- B. There are more cases in Sample B
- C. There is a data collection error in Sample B
- D. Sample A's performance is superior to Sample B's

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 35**

Because of their detail and straightforward design, patient registries are a powerful source of quality improvement

data. Registries usually are specialty or procedure specific. For instance:

- A. Enrollment in disease management program
- B. Patient's bile test
- C. Total joint replacement
- D. Acute myocardial infraction

**Answer: D ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 36**

\_\_\_\_\_ arises from a single or small set of causes that are not part of event or process and therefore can be traced, identified and implemented or eliminated. In general, researchers are interested in this variation

because they can link-or-assign variation to a single specific cause and act accordingly.

- A. Assignable variation
- B. Process variation
- C. Random variation
- D. Performance variation

**Answer: A ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 37**

Some database projects rely on medical record review because many of the data are not available in administrative database, e.g.

- A. Measurement that require time stamp, such as administration of antibiotics within one hour before surgical incision
- B. Patient's entries and visits to the physician
- C. Patient's of test and lab reports
- D. Nursing record

**Answer: A ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 38**

A data analyst, using a clinical decision support system (administrative database), discovered a higher-than-expected

incidence of renal failure (a serious complication) following coronary artery bypass surgery. The rate was well above

10 percent for the most recent 12 months increased over the last six quarters. However, the clinical decision support

system did not contain enough detail to explain whether this complication resulted from the coronary artery bypass graft procedures or was a chronic condition present on admission. To find the answer, the data analyst use different steps. This example illustrates:

- A. That data should be thorough
- B. How an administrative system's cost effectiveness can be combined with the detailed information in a medical record review?
- C. How data analyst use review chart to isolate cases
- D. Computer aided information systems are better to gather data

**Answer: B ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 39**

Today's patients' perception of the quality of our healthcare system is not favorable. In healthcare, quality is household word that evokes great emotion, including (Choose two):

- A. Anxiety over the ever-increasing costs and complexities of care
- B. Timely care that may be experienced in terms of performance of services
- C. Frustration and despair, exhibited by patients who experience healthcare services firsthand or family members who observe the care of their loved ones
- D. Patient centered measures

**Answer: A,C ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 40**

In successful implementation of performance improvement programs, use of a single improvement methodology across all improvement initiatives is critical to facilitating a cohesive and consistent approach to improvement within the organization. An organization can develop improvement methodologies internally or can adopt them from external sources.

Which of the following components is related to this strategy?

- A. Establishment of a performance improvement oversight entity
- B. Staff understanding
- C. Establishment of partnership with key stakeholder
- D. Selection and use of a performance improvement methodology

**Answer: D ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 41**

Physicians' actions have been noted be a major contributor to unexplained clinical variation in healthcare.

Unexplained clinical variation leads to increased healthcare costs, medical errors, patient frustration, and poor clinical outcomes. The increase in information being collected on physician practice patterns has begun to expose widespread variations in practice.

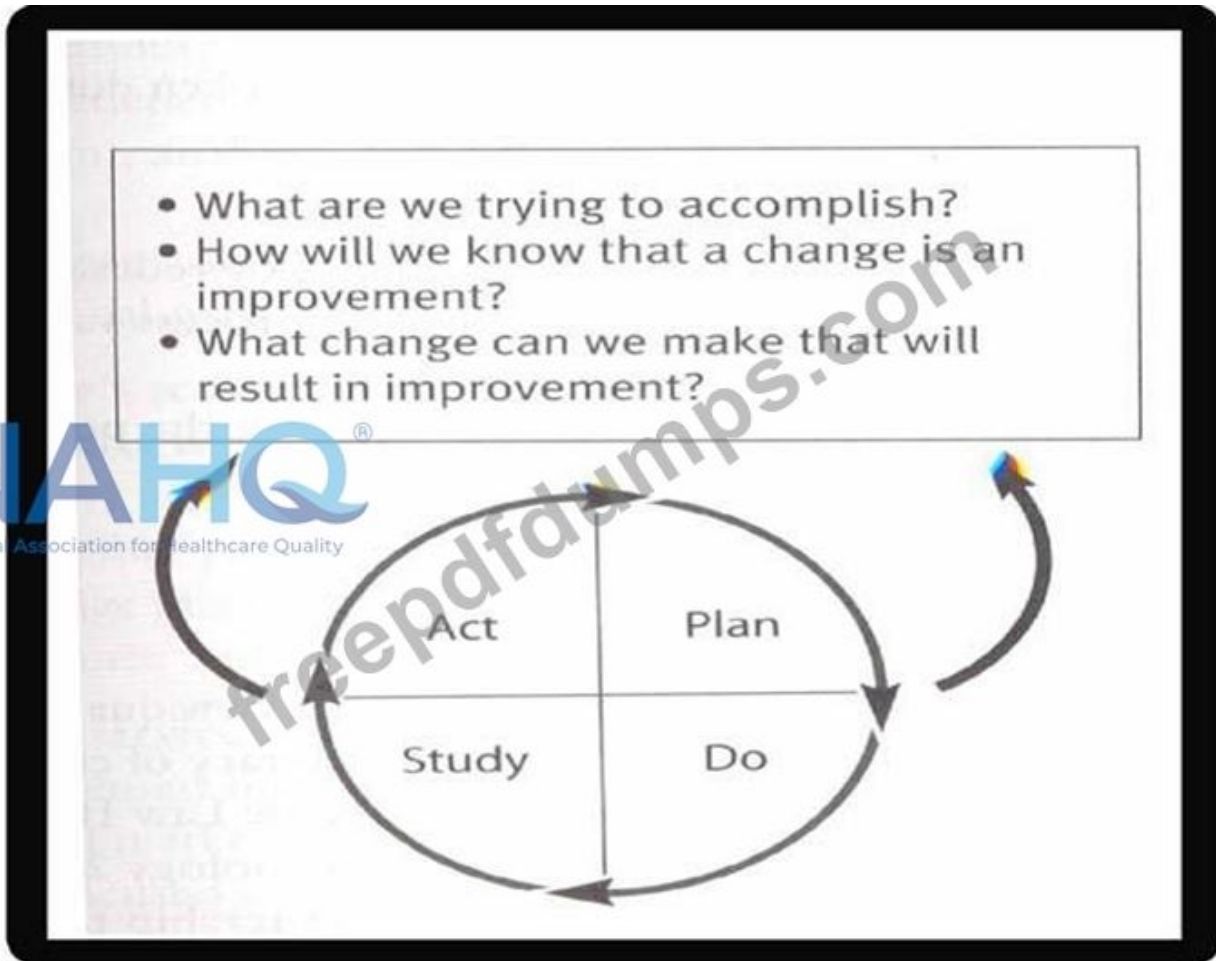
In healthcare, variation exists among providers by (Choose two):

- A. Specialty and practice setting
- B. Geographical region
- C. Staff performance
- D. Facilities

Answer: A,B ([LEAVE A REPLY](#))

**NEW QUESTION: 42**

The following diagram shows:



- A. Baldrige criteria for improvement
- B. API Improvement model
- C. Quality improvement
- D. None of these

Answer: B ([LEAVE A REPLY](#))

**NEW QUESTION: 43**

The best way a healthcare organization can measure whether it is meeting its goals and targets is to compare its performance:

- A. With other healthcare organizations of its status
- B. With the world's top healthcare organizations

- C. Benchmarking
- D. Against itself over time

**Answer: C ([LEAVE A REPLY](#))**

**NEW QUESTION: 44**

Patient satisfaction and patient experience-of-care surveys are the most common quantitative measures healthcare organizations use, but they can use other important \_\_\_\_\_ to obtain important information from patients and their families to guide improvement work. (Choose two.)

- A. Qualitative measures
- B. Listing posts
- C. Patient satisfaction surveys
- D. Focus group research

**Answer: A,B ([LEAVE A REPLY](#))**

**NEW QUESTION: 45**

When quality is measured in terms of structure the focus is on the relatively static characteristics of the individuals who provide care and of the settings where the care is delivered.

These characteristics include \_\_\_\_\_ of professionals who provide care and the adequacy of the facility's equipment, and overall organization.

- A. A, B and C
- B. Training
- C. Education
- D. Certification

**Answer: A ([LEAVE A REPLY](#))**

**NEW QUESTION: 46**

The problem with using readily available, convenient data is that the data usually do a poor job of answering the

questions necessary to assess performance. Ten years ago this "good enough" approach to data collection might have

been acceptable. Today, however, because of the increasing demand to demonstrate effectiveness of care and

efficiency of healthcare processes, this mind set is not acceptable. Performance quality and excellence do not occur

because organizations do what they have always done or what is convenient. Most healthcare observers agree that:

- A. Once you have resolved the issues, the data collection should go smoothly
- B. Industry does not need perpetuation of status quo
- C. Specific measures should not be used in data collection
- D. Quality improvement efforts definitely end up with a positive result

**Answer: B ([LEAVE A REPLY](#))**

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**NEW QUESTION: 47**

For example, if you are using a survey to gather patient satisfaction feedback by email, you would not send a survey to every patient. You would start by sending surveys to roughly 50 percent of the patients and see how many are returned. This limited survey allows you to determine the response rate. Assume that

25 percent of these patients return the surveys.

The next task is to determine how representative of the total population these respondents are. To test this question, you need to develop a profile of the total population. Typically, this profile is based on standard demographics such as gender, age, type of visit, payer class, and whether the respondent is a new or returning patient. If the distribution of these characteristics in the sample is similar (within 5 percent) to that found in the total population, you can be comfortable that your sample is reasonably representative of the population. If the characteristics of the sample and the population show considerable variation, however, you should adjust your sampling plan.

This example clarifies that:

- A. A well-drawn sample, therefore, should be representative of the larger population
- B. Sampling is probably the most important thing you can do to reduce the amount of time and resources spent on data collection
- C. The basic purpose of sampling is to be able to draw a limited number of observations
- D. Sampling consists of series of compromises and tradeoffs

**Answer: A** ([LEAVE A REPLY](#))

**NEW QUESTION: 48**

The primary benefit of adopting a countrywide or global uniform set of discharge data is to:

- A. Validate data being collected from other sources
- B. Facilitate collection of comparable health information
- C. Assist medical records personnel in collecting internal data
- D. Facilitate computerization of data

**Answer: B** ([LEAVE A REPLY](#))

**NEW QUESTION: 49**

The syndrome of stockpiling is proven to be ineffective and inefficient. It also creates quality issues. This approach provides little value to the data collection effort and is one of the biggest mistake quality improvement teams make.

Rather than provide a rich source of information, this approach unnecessarily derives up:

- A. The cost of data collection
- B. Overwhelms the quality improvement teams with too much information
- C. Create data management issues
- D. All of the above

**Answer: D ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 50**

The separate services of Pharmacy and Nursing are having difficulty developing an action plan for medication errors.

Pharmacy Services states that Nursing Services causes the majority of the problems related to errors, while Nursing

Services states the opposite. The quality professional's role in resolving this problem is to:

- A. Facilitate discussion between the groups to enable them to assume ownership of their portions of the problem
- B. Refer the problem to the facility wide quality council
- C. Provide them with directives on how to solve the problem
- D. Assign the task to an uninvolved manager

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 51**

All of the following are characteristics of probability sampling EXCEPT:

- A. The selection of items from the population is determined solely according to known probabilities by means of a random mechanism, usually using a table of random digits
- B. Listing of selected sample on a priority basis on a sampling sheet
- C. A specific statistical design is followed
- D. The sampling error (i.e., the difference between results obtained from a sampling survey and results that would have been obtained from a census of the entire population conducted using the same procedure as in sampling survey) can be estimated, and, as a result, the precision of the sample result can be evaluated.

**Answer: B ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 52**

Weighting of scores is frequently recommended if members of a (patients) population have unequal probabilities of being selected for the sample. If necessary, weights are assigned to the different observations to provide a representation picture of the total population.

Weighting should be considered when

- A. An equal distribution of patients exists by discharge service, nursing unit, or clinic

- B. An equal distribution of patients exists by ICUs
- C. An unequal distribution of patients exists by laboratories
- D. An unequal distribution of patients exists by discharge service, nursing unit, or clinic

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 53**

Generally, effective performance measurement benefits organizations in the following way/s EXCEPT:

- A. Provides factual evidence of performance
- B. Promotes ongoing organization self-evaluation and improvement
- C. Helps to meet internal patients' care requirements
- D. Illustrate improvement

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 54**

He used his understanding of statistics to design tools to respond to variation. Following his arrival at Western Electric Co. in 1924, Shewhart introduced the concepts of common cause, special cause variation and statistical control. He designed these concepts to assist Bell Telephone of repairs within its transmission systems.

Who is he?

- A. Walter Shewhart
- B. W Edwards Deming
- C. Joseph M Juran
- D. Armand Shewhart

**Answer:** A ([LEAVE A REPLY](#))

**NEW QUESTION: 55**

Which of following objectives is/are NOT essential for successful quality improvement project and data collection initiative?

- A. Identify the purpose of the data measurement activity (for monitoring at regular intervals, investigation over a limited period, or one-time study).
- B. Identify the most important measures for collection (the critical few).
- C. Commonsense all the data collected that will provide the actual information.
- D. Identify the most appropriate data sources.

**Answer:** C ([LEAVE A REPLY](#))

**NEW QUESTION: 56**

The test-retest reliability coefficient is a method to measure instrument reliability. This method measures the degree of correspondence between:

- A. Answers to the same questions asked of the same respondents at same point in time

- B. Answers to the same questions asked of the same respondents at different points in time
- C. Answers to the different questions asked of the same respondents at same point in time
- D. Answers to the different questions asked of the same respondents at different points in time

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 57**

The Baldrige criteria were originally developed and applied to business; however, in 1997, healthcare-specific criteria were created to help healthcare organizations address challenges such as focusing on core competencies, introducing new technologies, reducing costs, communicating and sharing information electronically new alliance with healthcare providers, and maintaining market advantage. The Baldrige healthcare criteria are built on the set of interrelated core values and concepts.

Which of the following is NOT out of those values and concepts?

- A. Focus on the present
- B. Agility
- C. Valuing of staff and partners
- D. Visionary leadership

**Answer:** A ([LEAVE A REPLY](#))

**NEW QUESTION: 58**

\_\_\_\_\_ is the skill and competence of health professionals and the ability of diagnostic or therapeutic equipment, procedures, and systems to accomplish what they are meant to accomplish, reliably and effectively.

- A. Technical excellence
- B. Subjective experience
- C. Objective experience
- D. Professional excellence

**Answer:** A ([LEAVE A REPLY](#))

**NEW QUESTION: 59**

A more proactive posture would be to develop an organization-wide approach to quality measurement that meets

both internal and external demands. This approach is:

- A. A task that should be done in chunks of improvement process
- B. A task that should be completed through a series of related activities
- C. Not a task that can be completed once, rather a journey that has many potential pitfalls and detours
- D. A task that should be completed at once

**Answer:** C ([LEAVE A REPLY](#))

**NEW QUESTION: 60**

\_\_\_\_\_ standards denote level of quality that can be reached under the best conditions, typically conditions similar to those under which efficacy is determined. These standards are especially useful as a reference points being evaluated should set as a benchmark.

- A. Optimal standards
- B. Something in between
- C. Minimal standards
- D. Achievable standards

**Answer: A (LEAVE A REPLY)**

#### **NEW QUESTION: 61**

Weighting of scores is frequently recommended if members of a (patients) population have unequal probabilities of being selected for the sample. If necessary, weights are assigned to the different observations to provide a

representation picture of the total population. Weighting should be considered when

- A. An unequal distribution of patients exists by discharge service, nursing unit, or clinic
- B. An equal distribution of patients exists by ICUs
- C. An equal distribution of patients exists by discharge service, nursing unit, or clinic
- D. An unequal distribution of patients exists by laboratories

**Answer: A (LEAVE A REPLY)**

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#### **NEW QUESTION: 62**

\_\_\_\_\_ arises from a single or small set of causes that are not part of event or process and therefore can be traced, identified and implemented or eliminated. In general, researchers are interested in this variation because they can link-or-assign variation to a single specific cause and act accordingly.

- A. Random variation
- B. Performance variation
- C. Assignable variation
- D. Process variation

**Answer: C (LEAVE A REPLY)**

**NEW QUESTION: 63**

The following diagram shows:



- A. Quality improvement
- B. None of these
- C. API Improvement model
- D. Baldrige criteria for improvement

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 64**

A quality manager needs to assign a staff member to assist a medical director in the development of a quality program for a newly established service.

Which of the following staff members is most appropriate for this project?

- A. A competent staff member who has good interpersonal skills
- B. A knowledgeable staff member who works best on defined tasks
- C. A motivated staff member who is actively seeking promotion
- D. A newly hired staff member who has demonstrated competence and has time to complete the task

**Answer:** A ([LEAVE A REPLY](#))

**NEW QUESTION: 65**

Which of the following monitors provides patient outcome information?

- A. Degree of compliance with renewal of antibiotics therapy
- B. Equipment malfunction rate
- C. Nosocomial infection rate
- D. Degree of compliance with nursing care documentation

**Answer: C** ([LEAVE A REPLY](#))

**NEW QUESTION: 66**

Knowledge about \_\_\_\_\_ is crucial to making valid judgments about quality of care using either process or outcome measures. If we know that a given clinical intervention was undertaken in circumstances that match those, under which the intervention has been shown to be efficacious, we can be confident, that the care was appropriate and, to the extent of good quality.

- A. Structure
- B. Processes
- C. Efficacy
- D. Outcomes

**Answer: (**[SHOW ANSWER](#)**)**

**NEW QUESTION: 67**

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

**Answer: D** ([LEAVE A REPLY](#))

**NEW QUESTION: 68**

Patient and family advisory council is one of the most effective strategies for involving families and patients in the

design of care. Council responsibilities may include input on or involvement in:

- A. Program development, implementation, and evaluation
- B. Planning for major renovation or the design of a new building or service
- C. Marketing plan or practice services
- D. Staff evaluation

**Answer: A,B** ([LEAVE A REPLY](#))

**NEW QUESTION: 69**

During improvement in healthcare system, because of a combination of technical complexity, system fragmentation, a tradition of autonomy, and hierarchical authority structures, overcoming

the "daunting barrier to creating the habits and beliefs of common purpose, teamwork and individual accountability" necessary for spread and sustainability will require (Choose two):

- A. Continual focus
- B. Focus to maintain benchmark levels
- C. Commitment
- D. Right time

**Answer: A,C ([LEAVE A REPLY](#))**

**NEW QUESTION: 70**

A patient was in the operating room when a piece of a surgical instrument broke off and was left in the patient's body.

The patient was readmitted for removal of the foreign object. Which of the following would most likely apply in this situation?

- A. Contractual liability
- B. Contributory negligence
- C. Tort liability
- D. Res ipsa loquitur

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 71**

When quality is measured in terms of structure the focus is on the relatively static characteristics of the individuals

who provide care and of the settings where the care is delivered. These characteristics include \_\_\_\_\_ of

professionals who provide care and the adequacy of the facility's equipment, and overall organization.

- A. Training
- B. Certification
- C. A, B and C
- D. Education

**Answer: C ([LEAVE A REPLY](#))**

**NEW QUESTION: 72**

Sampling is a key that healthcare professionals need to develop. If a process does not generate a lot of data, you

probably will analyze all the occurrences of an event and not need to consider sampling.

Sampling usually is not

required when the measure is:

- A. A percentage
- B. A rate

C. A step by step process

D. A strata

**Answer: A,B ([LEAVE A REPLY](#))**

**NEW QUESTION: 73**

A surgeon's wound infection rate is 32%. Further examination of which of the following data will provide the most

useful information in determining the cause of this surgeon's infection rate?

A. Use of prophylactic antibiotics

B. Type of anesthesia used

C. Mortality rate

D. Facility infection rate

**Answer: A ([LEAVE A REPLY](#))**

**NEW QUESTION: 74**

The term \_\_\_\_\_ brings in mind that indicator panel on an automobile, which is most useful when the car is moving as a way for the driver to monitor key performance metrics such as speed, fuel level, engine performance, temperature and direction from digital display units.

A. Scoreboard

B. Charts

C. Scanners

D. Dashboard

**Answer: D ([LEAVE A REPLY](#))**

**NEW QUESTION: 75**

He used his understanding of statistics to design tools to respond to variation. Following his arrival at Western Electric

Co. in 1924, Shewhart introduced the concepts of common cause, special cause variation and statistical control. He

designed these concepts to assist Bell Telephone of repairs within its transmission systems. Who is he?

A. W. Edwards Deming

B. Walter Shewhart

C. Armand Shewhart

D. Josph M. Juran

**Answer: B ([LEAVE A REPLY](#))**

**NEW QUESTION: 76**

Measurement of variation in health care and its application to quality improvement must begin with the identification and articulation of (Choose two):

A. Understanding true variation versus artifact or statistical error

- B. The standard against which is to be compared a process based on extensive research, trial and error and collaborative discussion
- C. Assignable variation
- D. What is to be measured?

**Answer: ([SHOW ANSWER](#))**

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**NEW QUESTION: 77**

It involves identification and selection of a patient's medical record or group of records after the patient has been discharged from the hospital or clinic. Many proponents of medical record review believe it to be the most accurate method of data collection. What is it?

- A. Data collection forms
- B. Prospective data collection
- C. Retrospective data collection
- D. Scanners

**Answer: C ([LEAVE A REPLY](#))**

**NEW QUESTION: 78**

Health plan databases are valuable because they contain detailed information on all care received by health plan members.

These databases are commonly used to identify patients who have not received preventive services such as:

- A. Colon cancer screening
- B. A, B and C
- C. Mammograms
- D. Immunization

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 79**

Quota sampling was developed in the late 1930s and used extensively by the Gallup organization. Babbie (1979) describes the steps involved in developing a quota sample.

All of the following are out of those steps EXCEPT:

- A. Develop a matrix describing the characteristics of the target population. This may entail knowing the proportion of male and female; various age, racial and ethnic proportions; as well as the education and income levels of the population
- B. All persons in a given cell are then assigned a weight appropriate to their proportion of the total
- C. When all the sample elements are so weighted, the overall data should provide a reasonable representation of the majority of the samples
- D. Once the matrix has been created and a relative proportion assigned to each cell in the matrix, data are collected from persons having all the characteristics of a given cell

**Answer: C ([LEAVE A REPLY](#))**

### NEW QUESTION: 80

Overproduction

Inventory

Repairs/rejects

Motion

Processing

Waiting

Transport

These are the types of \_\_\_\_\_ identified by Taiichi Ohno.

- A. Waste (activities that do not add value to the process)
- B. Continuous improvement
- C. Quality controls
- D. Areas to be focused during production

**Answer: A ([LEAVE A REPLY](#))**

### NEW QUESTION: 81

\_\_\_\_\_ refers to the "degree to which individuals and groups are able to obtain needed services."

- A. Responsiveness to patient preferences
- B. Equity
- C. Access
- D. Amenities

**Answer: C ([LEAVE A REPLY](#))**

### NEW QUESTION: 82

\_\_\_\_\_ testing method provides useful information on respondents' perceptions of the response task, how respondents recall and report events, and how they interpret specified reference periods.

- A. Biometric testing
- B. Psychographic testing

- C. Cognitive
- D. Psychometric testing

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 83**

What approach should be followed by the healthcare improvement team for the best outcomes?

- A. Collection of a balanced amount of data in order to full-fill the current demands
- B. Stockpiling of data "just in case"
- C. Data collection should be thorough. The team may need the data down the road
- D. Collecting the critical few rather than collecting for a rainy day

**Answer:** D ([LEAVE A REPLY](#))

**NEW QUESTION: 84**

Case-mix adjustment accounts for the different types of patients in institutions. Adjustment should be considered

when hospital survey results are being released to the public. The characteristics commonly associated with the

patient reports on quality of care are all of the following EXCEPT:

- A. Patient satisfaction
- B. Patient age (i.e., older patients tend to report fewer problems with care)
- C. Discharge service (e.g., childbirth patients evaluate their experiences more favourably than do medical or surgical patients; medical patients report the most problems with care)
- D. Number of visits to the hospitals

**Answer:** A ([LEAVE A REPLY](#))

**NEW QUESTION: 85**

\_\_\_\_\_ testing method provides useful information on respondents' perceptions of the response task, how

respondents recall and report events, and how they interpret specified reference periods.

- A. Biometric testing
- B. Psychometric testing
- C. Cognitive
- D. Psychographic testing

**Answer:** C ([LEAVE A REPLY](#))

**NEW QUESTION: 86**

The manager's perspective on quality differs markedly from that of clinicians and patients on:

- A. Responsiveness to patient preferences
- B. Efficiency, effectiveness and access
- C. Equity, access and technical performance
- D. Efficiency, cost effectiveness and equity

**Answer: D ([LEAVE A REPLY](#))**

**NEW QUESTION: 87**

Numerous opportunities for improvement exist in every healthcare organization. However, not all improvements are of the same magnitude. Improvements that are powerful and worthy of organization resources include those:

- A. Eliminate or reduce instability in critical clinical or business processes
- B. That will positively affect a large number of patients
- C. Increase risk
- D. Ameliorate serious problems

**Answer: D ([LEAVE A REPLY](#))**

**NEW QUESTION: 88**

According to Joint Commission standards, the safety program must include all of the following EXCEPT:

- A. Planned response to natural disasters
- B. Monthly safety committee meetings
- C. Review of safety policies and procedures for all departments
- D. Orientation and continuing education on safety issues

**Answer: B ([LEAVE A REPLY](#))**

**NEW QUESTION: 89**

According to Joint Commission standards, the safety program must include all of the following EXCEPT:

- A. Orientation and continuing education on safety issues
- B. Planned response to natural disasters
- C. Monthly safety committee meetings
- D. Review of safety policies and procedures for all departments

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 90**

Through \_\_\_\_\_ the data collection staff can spot patient trends as they develop rather than receive the information after the patient have been discharged.

For instance, the incidence of ventilator-associated pneumonia sooner, or it may spot an increase in the rate of aspiration in stroke patients as it occurs.

- A. Scanners
- B. Medical record review (Retrospective)
- C. Prospective chart review
- D. Data collection forms

**Answer: C ([LEAVE A REPLY](#))**

**NEW QUESTION: 91**

It involves identification and selection of a patient's medical record or group of records after the patient has been discharged from the hospital or clinic. Many proponents of medical record review believe it to be the most accurate method of data collection.

What is it?

- A. Scanners
- B. Data collection forms
- C. Retrospective data collection
- D. Prospective data collection

**Answer: C** ([LEAVE A REPLY](#))

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**NEW QUESTION: 92**

Studies comparing self-reports with proxy reports do not consistently support the hypothesis that self-reports are more accurate than proxy reports.

However, conclusions drawn from studies in which responses were verified using hospital and physician records show that, on average (Choose two):

- A. Proxy reports tend to be more accurate than self-reports
- B. Self-reports tend to be more accurate than proxy reports
- C. Health events are underreported in both populations
- D. Health events are reported in both populations

**Answer: B,C** ([LEAVE A REPLY](#))

**NEW QUESTION: 93**

Quality and technical performance refers to how well current scientific medical knowledge and technology are

applied in a given situation. It is usually assessed in terms of:

- A. The quality of interpersonal relationships
- B. Appropriateness of therapy and other medical interventions are performed
- C. Timeliness and accuracy of the diagnosis
- D. Both A & B

**Answer: D** ([LEAVE A REPLY](#))

**NEW QUESTION: 94**

The approach to medical record review involves well-conceived steps, beginning with the development of a data collection tool and ending with:

- A. Execution of the future activities on the finding of this record review
- B. Compilation of collected data element into a register or physical record system
- C. Compilation of collected data element into a registry or electronic database software for review and analysis
- D. Implementation of the analysis of collected data set

**Answer: C** ([LEAVE A REPLY](#))

**NEW QUESTION: 95**

Generally, medical record review and prospective data collection are considered the most time-intensive and expensive ways to collect information.

Many reserve these methods for highly specialized improvement projects or use them to answer questions that have:

- A. Situation related characteristics
- B. Surfaced following review of administrative data sets
- C. Combine code and chart based on the overall population
- D. Use rule-based software development

**Answer: B** ([LEAVE A REPLY](#))

**NEW QUESTION: 96**

A Japanese tool called 5S (each step starts with letter "S") is a systematic program that helps workers take control of their workspace so that it actually works for them (and their customers) instead of being a neutral or, as is quite common, competing factor. Which of the following is/are NOT out of these five 5S?

- A. Seiso
- B. Seiku
- C. Seiton
- D. Shitsake

**Answer: B,D** ([LEAVE A REPLY](#))

**NEW QUESTION: 97**

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

**Answer: C ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 98**

There is an art to constructing patient satisfaction surveys that produce valid, reliable, and relevant information. Likewise, survey validation itself is a time-consuming and complex undertaking.

A quality improvement team can:

- A. Any one of these can be the case
- B. Purchase an existing survey
- C. Design the survey itself
- D. Design with the help of outside experts to design the survey

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 99**

Stratification is the separation and classification of data into reasonably homogenous categories, within the data, that are mutually exclusive and facilitate:

- A. Skills that are based more experience than knowledge
- B. Data collection efforts
- C. Discovery of patterns that would not be observed if data were aggregated
- D. frustrated measurement process

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 100**

In healthcare, many terms call for more precise operational definitions that how do an organization define the terms such as (Choose two):

- A. Qui turnaround time
- B. Surgical end time
- C. An accurate environmental compliance
- D. A patient fall (a partial fall, a fall with injuries, or an assisted fall)

**Answer: A,D ([LEAVE A REPLY](#))**

**NEW QUESTION: 101**

\_\_\_\_\_ allows for more in-depth exploration of the causes of dissatisfaction and can provide excellent ideas for reengineering services. In addition, its videotapes can be effective at changing the attitudes and beliefs of staff members because the stories participants tell animate the emotional effect of excellent service as well as service failures.

- A. Focus group
- B. Patient and family advisory councils
- C. Walk-throughs
- D. Complaint letters

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 102**

Quality and technical performance refers to how well current scientific medical knowledge and technology are applied in a given situation.

It is usually assessed in terms of:

- A. Both A and B
- B. The quality of interpersonal relationships
- C. Timeliness and accuracy of the diagnosis
- D. Appropriateness of therapy and other medical interventions are performed

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 103**

A number of attributes can characterize the quality of healthcare services. As, there are different groups involved in healthcare, such as physicians, patients and health insurers, tend to attach different levels of importance to particular attributes and as a result define quality care differently. Which of the following is/are NOT out of those attributes?

- A. Excess staff
- B. Responsiveness to patient preferences
- C. Amenities
- D. Technical performance

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 104**

When groups are asked to evaluate how effective they are with respect to will, ideas and execution, they consistently provide bothersome answers. Self-assessment to hundreds of healthcare professional is administered in United States and abroad. Most respondents mark:

- A. Low for will, medium to high for ideas and low for execution
- B. High for will, medium to high for ideas and low for execution
- C. High for will, medium to high for ideas and high for execution
- D. High for will, medium to high for ideas and low for execution

Answer: ([SHOW ANSWER](#))

#### NEW QUESTION: 105

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 (Choose two):

- A. The degree to which the measurement made by a focus group corresponds to some true or real value
- B. The degree to which the measurement made by a interviews corresponds to some fair 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 a survey corresponds to some true or real value

Answer: ([SHOW ANSWER](#))

#### NEW QUESTION: 106

The most effective data collection tools follow the \_\_\_\_\_ of patient care and medical record documentation, whether the data are collected retrospectively or prospectively.

- A. Registration system
- B. Actual flow
- C. Data analysts
- D. Chart review

Answer: B ([LEAVE A REPLY](#))

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#### NEW QUESTION: 107

Basically an operational definition is a description in quantifiable terms, of what to measure and the specific steps

needed to measure it constantly. A good operational definition:

- A. Enables consistently in data collection
- B. Gives communicable meaning to a concept or an idea
- C. Is no doubt clear but somewhat ambiguous
- D. Is a decision-making criteria

**Answer: A,B ([LEAVE A REPLY](#))**

**NEW QUESTION: 108**

Which of the following is NOT out of Quality measurement categories or domains?

- A. patient satisfaction
- B. Clinical quality (including both process and outcome measures)
- C. Financial performance
- D. Operational status

**Answer: D ([LEAVE A REPLY](#))**

**NEW QUESTION: 109**

Examples of administrative data sources are all of the following EXCEPT:

- A. Hospital or physician office billing systems
- B. Nursing management system
- C. Health plan claim databases
- D. Health information management or medical record system

**Answer: B ([LEAVE A REPLY](#))**

**NEW QUESTION: 110**

\_\_\_\_\_ is a term applied when the proper clinical care process is not executed appropriately, such as giving the wrong drug to a patient or incorrectly administering the correct drug.

- A. Misuse
- B. Illegal use
- C. Underuse
- D. Overuse

**Answer: ([SHOW ANSWER](#))**

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