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NEW QUESTION: 1

"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 now are within clinicians' control
- C. The primary concerns of patients
- D. Outcomes of care and yet are beyond clinicians' control

Answer: D (LEAVE A REPLY)

NEW QUESTION: 2

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 3

_____ is a difference between an observed event and a standard or norm. Without this standard, or, best practice, measurement of variation offers little beyond a description of the observations.

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

Answer: (SHOW ANSWER)

NEW QUESTION: 4

All patients who have been selected to provide feedback should have an equal opportunity to respond. Any situation that makes certain patients less likely to be included in a sample leads to bias.

Survey vendors also can minimize sampling bias through:

- A. Experience
- B. Cluster sampling
- C. Judgment
- D. Probability sampling

Answer: D (LEAVE A REPLY)

NEW QUESTION: 5

_____ 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. Achievable standards
- D. Minimal standards

Answer: A (LEAVE A REPLY)

NEW QUESTION: 6

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: 7

All of the following are characteristics of probability sampling EXCEPT:

- A. Listing of selected sample on a priority basis on a sampling sheet
- B. 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
- 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: A ([LEAVE A REPLY](#))

NEW QUESTION: 8

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 9

Strong disagreement does arise, among the five parties' definitions (i.e. the clinician's, the patient's the payers, the manager's and the society's), even outside the realm of cost effectiveness.

Conflicts typically arise when:

- A. Each group emphasizes a particular aspect of care
- B. Practitioners who are highly skilled in trauma and other emergency care
- C. The facility receives top marks from a team of expert clinicians whose primary focus is on technical performance
- D. One party holds that a particular practitioner or clinic is a high quality provider by virtue of having high ratings on single aspect of care

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

NEW QUESTION: 10

Systematic sampling is achieved by numbering or ordering each element in the population (e.g., time order, alphabetical order, and medical order) and then selecting every k th element. The key point that most people ignore

when doing a systematic sample is that:

A. The starting point for selecting every k th element should be guaranteed through a random process and should be greater than zero.

B. The starting point for selecting every k th element should be guaranteed through a random process and should be equal to or less than k but greater than zero.

C. The starting point for selecting every k th element should be guaranteed through a random process and should be less than k but greater than zero.

D. The starting point for selecting every k th element should be guaranteed through a random process and should be equal to or greater than zero.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 11

Experts on delivering superior customer service suggest that healthcare organizations adopt the following principle/s:

A. Maintain a focus on facilities

B. Establish high standards of customer service

C. Hire service-savvy people. Aptitude is everything, people can be taught technical skills

D. Help staff cope better in a stressful atmosphere

Answer: (SHOW ANSWER)

NEW QUESTION: 12

One major difference between traditional quality assurance (QA) and quality improvement (QI) is that QI:

A. Stresses management by objective, while QA stresses team management.

B. Focuses on the process, while QA focuses on individual Performance

C. Stresses peer review, while QA focuses on the customer.

D. Focuses on the individual, while QA focuses on the process.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 13

Six sigma (3.4 defects per million) is a system for improvement developed over time by Hewlett-Packard, Motorola, General Electric, and others in the 1980s and 1990s.

The aim of six sigma is:

- A. To remove bloages in process
- B. To reduce variations (eliminate defects) in processes
- C. To control and analyze the related and unrelated activities
- D. To counter the wastage of activities

Answer: B (LEAVE A REPLY)

NEW QUESTION: 14

The creation of an information technology infrastructure to analyze the performance of all physicians in a healthcare system can be useful in:

- A. Organizations can develop clinical pathways
- B. Clinical issues can be sorted out
- C. Physician report cards can be issued
- D. Identifying the disease the hospital, physician, or physical group treats most

Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 15

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

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 16

_____ is the collection of data used to analyze physician practice pattern, utilization of services, and outcomes of care. Its goal is to improve physician performance through accounts through accountability feedback and to decrease practice variations through adherence to evidence-based standards of care.

- A. Physicians portfolio management
- B. Physician record review
- C. Physician profiling
- D. Value-based profiling

Answer: C (LEAVE A REPLY)

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NEW QUESTION: 17

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

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

NEW QUESTION: 18

Depending upon the direction of a measure's improvement, outlier interpretations can be (Choose two):

- A. Negative measures
- B. Positive measures
- C. Structure measures
- D. Outcome measures

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 19

Reliability is a matter of whether a particular technique applied repeatedly to the same object yields the same results each time. The reliability of a survey is initially addressed within _____.

- A. Questionnaire development phase
- B. Questionnaire analysis phase
- C. Implementation phase
- D. Evaluation phase

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

NEW QUESTION: 20

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. Scanners
- B. Charts
- C. Dashboard
- D. Scoreboard

Answer: C (LEAVE A REPLY)

NEW QUESTION: 21

Baldrige's scoring system is based on a _____point scale. Each of seven criteria is assigned maximum value ranging from 85 to 450 maximum points.

- A. 1500-point scale
- B. 2000-point scale
- C. 1000-point scale
- D. 500 points

Answer: C (LEAVE A REPLY)

NEW QUESTION: 22

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: 23

The data collection phase of the journey consists of two parts: (1) Planning for data collection and (2) The actual data gathering. A well designed data collection strategy should address different analytical questions.

Which of the following is/are the part of planning section for data collection? (Choose two.)

- A. Will collecting these data have negative effects on patients or employees?
- B. Will the data add value to your quality improvement efforts?
- C. How often and for how long will you collect the data?
- D. Do you have target and goals for the measures?

Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 24

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

Answer: (SHOW ANSWER)

NEW QUESTION: 25

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 26

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. How can patients rate the skill of their doctors?
- C. The patient/family is very difficult or dysfunctional
- D. No one comes here for a good time

Answer: A (LEAVE A REPLY)

NEW QUESTION: 27

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 (Choose three):

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

Answer: A,C,D (LEAVE A REPLY)

NEW QUESTION: 28

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. Specific measures should not be used in data collection
- C. Quality improvement efforts definitely end up with a positive result
- D. Industry does not need perpetuation of status quo

Answer: (SHOW ANSWER)

NEW QUESTION: 29

_____ 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. Random sampling
- C. Systematic sampling
- D. Probability sampling

Answer: (SHOW ANSWER)

NEW QUESTION: 30

The downside of _____ is cost. It is very costly and time consuming, and it often requires several full time data analysts.

- A. Flow charts
- B. Scanners
- C. Retrospective approach
- D. Prospective data collection approach

Answer: D (LEAVE A REPLY)

NEW QUESTION: 31

Healthcare purchasers and payers are demanding that providers demonstrate their ability to provide high quality patient care at fair prices. Specifically, they are seeking:

- A. Current performance

B. Baseline information

C. Objective evidence that hospitals and other healthcare organizations manage their costs well

D. Objective evidence that hospitals and other healthcare organizations satisfy their customers and have desirable outcomes

Answer: C,D (LEAVE A REPLY)

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NEW QUESTION: 32

Experts on delivering superior customer service suggest that healthcare organizations adopt the following principle/s (Choose three):

A. Maintain a focus on facilities

B. Hire service-savvy people. Aptitude is everything, people can be taught technical skills

C. Help staff cope better in a stressful atmosphere

D. Establish high standards of customer service

Answer: B,C,D (LEAVE A REPLY)

NEW QUESTION: 33

One of the difficult things about quality is explaining how _____ is different from a process or system.

A. Control

B. Methods

C. A and B are same

D. Tools

Answer: C (LEAVE A REPLY)

NEW QUESTION: 34

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:

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

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

NEW QUESTION: 35

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. Facility infection rate
- B. Type of anesthesia used
- C. Use of prophylactic antibiotics
- D. Mortality rate

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

NEW QUESTION: 36

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 37

_____ is the degree to difference between survey results when the scales are applied in different settings. Survey scores should reflect differences institutions, where care is presumably different.

- A. Discriminant validity
- B. Content validity
- C. Construct validity
- D. Criterion validity

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

NEW QUESTION: 38

Which of the following are hardware components that would be included in a computerized management information system?

- A. Flow chart and program
- B. Instructions and data
- C. Binary and decimal coding
- D. Printer and random access memory

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

NEW QUESTION: 39

Strong disagreement do arise, among the five parties' definitions (i.e. the clinician's, the patient's the payers, the manager's and the society's), even outside the realm of cost effectiveness. Conflicts typically arise when:

- A. Practitioners who are highly skilled in trauma and other emergency care
- B. One party holds that a particular practitioner or clinic is a high quality provider by virtue of having high ratings on single aspect of care
- C. Each group emphasizes a particular aspect of care
- D. The facility receives top marks from a team of expert clinicians whose primary focus is on technical performance

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 40

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

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

NEW QUESTION: 41

The comparison chart interpretation will result in one of the following scenarios, regardless of the type of measure EXCEPT:

- A. No outlier: Actual performance is within the expected range
- B. Favorable outlier: Actual performance is better than the expected performance
- C. Incomplete data: Data cannot be analyzed because of complexity
- D. Unfavorable outlier: Actual performance is worse than the expected performance

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

NEW QUESTION: 42

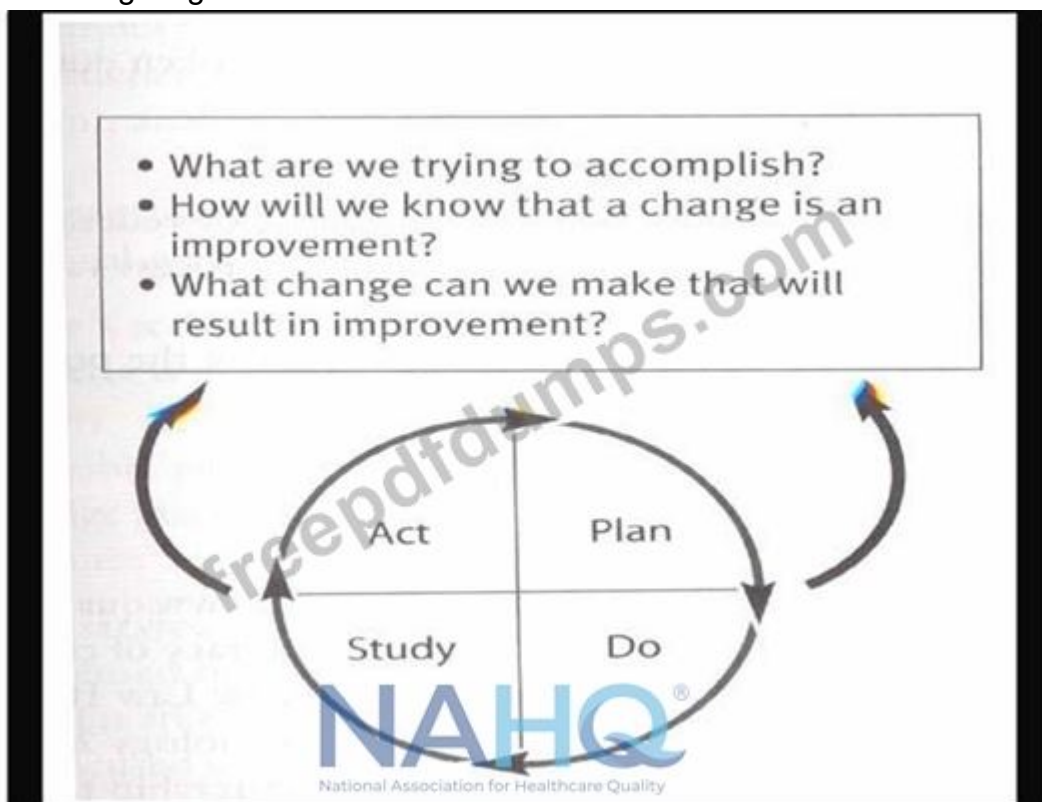
Which of the following are hardware components that would be included in a computerized management information system?

- A. Printer and random access memory
- B. Flow chart and program
- C. Binary and decimal coding
- D. Instructions and data

Answer: A (LEAVE A REPLY)

NEW QUESTION: 43

The following diagram shows:



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

Answer: C (LEAVE A REPLY)

NEW QUESTION: 44

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

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

NEW QUESTION: 45

Payers are more likely to embrace the optimization definition of care which can put them at odds with:

- A. Health administrators
- B. Both A & B
- C. Clinicians
- D. Physicians

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

NEW QUESTION: 46

The increased focus on and mandate for healthcare data place healthcare providers in a different situation than they have known in the past. Providers document such things and, unfortunately, many providers struggle to address the measurement mandate proactively, which leads organizations to assume a defensive posture when external organizations release the data. Which of the following ways show/s the responses of provider in such cases?

- A. We can move in a better way without doing competition with others
- B. The data are old (typically one or two years) and do not reflect our current performance
- C. Our patients are siertan those at the other hospitals in our comparison group (i.e., no risk adjustments were made to the data).
- D. The data are not stratified and do not represent appropriate comparisons.

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 47

Collecting patient _____ data also is becoming a standard evaluation measure in the education and certification of medical, nursing, and allied health students.

- A. Report
- B. Ratings of satisfaction
- C. Experience-of-data
- D. CMS

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 48

Which of the following is the relationship between clinical outcomes and patient satisfaction?

Besides measuring morbidity and mortality, this management takes into account the quality of healthcare received from the patient's perspective.

- A. Outcome management
- B. Outcome measures
- C. Clinical pathways
- D. Benchmarking

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

NEW QUESTION: 49

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

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

NEW QUESTION: 50

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. Data analysts
- C. Chart review

D. Actual flow

Answer: D (LEAVE A REPLY)

NEW QUESTION: 51

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. They do not contain detailed information on the outcomes of care or the results of tests (e.g. lab tests, radiology examinations, and biopsies)

D. 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

Answer: A (LEAVE A REPLY)

NEW QUESTION: 52

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 objective and an outcome respectively

C. An operational definition

D. A vision

Answer: C (LEAVE A REPLY)

NEW QUESTION: 53

Which of the following monitors provides patient outcome information?

A. Equipment malfunction rate

B. Degree of compliance with nursing care documentation

C. Degree of compliance with renewal of antibiotics therapy

D. Nosocomial infection rate

Answer: D (LEAVE A REPLY)

NEW QUESTION: 54

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. Day of the week
- C. Time of the day
- D. Area of facility

Answer: D (LEAVE A REPLY)

NEW QUESTION: 55

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:

- A. organizational persistence
- B. Unnecessary waste
- C. Inconsistency
- D. Benchmarks

Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 56

The downside of _____ is cost. It is very costly and time consuming, and it often requires several full time data analysts.

- A. Flow charts
- B. Scanners
- C. Prospective data collection approach
- D. Retrospective approach

Answer: C (LEAVE A REPLY)

NEW QUESTION: 57

The distinction between inpatient and outpatient data is an important consideration in planning the data collection process because:

- A. The data sources may be different
- B. Both A & B
- C. Approaches to data collection may be different
- D. Mixing of data may or may not be reliable

Answer: B (LEAVE A REPLY)

NEW QUESTION: 58

Although Lean thinking focuses on removing waste and improving flow, it also has some secondary effects such as:

- A. Reduces the chances of damage
- B. Quality is improved
- C. All of these

D. Simplification of processes results in less time in process

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

NEW QUESTION: 59

"Quality is the degree to which health services for individuals and populations increase the likelihood of desired health outcomes and are consistent with current professional knowledge." This is the definition of Quality care often quoted by:

A. OCHP

B. IOM

C. IHI

D. HQCB

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

NEW QUESTION: 60

Amenities may cover areas as mentioned below EXCEPT:

A. Ample and convenient parking

B. Comfortable waiting rooms

C. Vast and facilitated food providing area

D. Good directional signs

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

NEW QUESTION: 61

Ordering the correct diagnostic procedure for a patient is a measure of _____. When evaluating the process of care, however, appropriateness is only half the story. The other half is in how well and how promptly (i.e. skill-fully) the procedure was carried out.

A. Care assessment

B. Appropriateness

C. Consciousness

D. Equity

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 62

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

Answer: (SHOW ANSWER)

NEW QUESTION: 63

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

Answer: A (LEAVE A REPLY)

NEW QUESTION: 64

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

and:

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

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

NEW QUESTION: 65

Many assume they understand how to fix the problem and do not probe beneath the surface of complaints and use survey responses. Organizations should not be surprised by negative reports. Complaints about unhelpful office staff could stem from many sources. For instance:

- A. Patients were not able to get an appointment when they needed one
- B. Employees did not provide clear directions to patients on how to get the practice
- C. All of these
- D. Employees put patients on hold in the middle of medical emergencies

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

NEW QUESTION: 66

The weight of scoring system is based on an emphasis Baldrige places on _____ and an organization's ability to demonstrate performance and improvement in the following areas:

- Product and service outcomes
- Customer-focused outcomes
- Financial and market outcomes
- Workforce-focused outcomes
- Process effectiveness outcomes
- Leadership outcomes

- A. Output
- B. Results
- C. System perspective
- D. Values

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 67

An alternative to a walk-through is a similar technique called _____. A staff member asks permission to accompany a patient through the visit and take notes on patients' experience.

- A. Patient counselling
- B. Patient profiling
- C. Patient graphing
- D. Patient shadowing

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

NEW QUESTION: 68

_____ 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: 69

The American Society for Quality has formed six categories of quality tools. Which of the following is NOT out of those categories?

- A. Idea adoption
- B. Cause Analysis
- C. Process analysis
- D. Evaluation and decision making

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 70

Quality circles are groups of five to ten employees, with management support, who meet to solve problems and implement new procedures.

The aim/s of quality circle activities is/are:

- A. Contribute to implement and development of the enterprise
- B. Respect human relations and build a workshop offering job satisfaction
- C. Deploy human capabilities fully and draw out finite potential
- D. Both A and B

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

NEW QUESTION: 71

Feedback from patients and their families will provide rich information for quality improvement work. For these efforts to be successful, you should consider some questions.

Which of the following is NOT out of those questions?

- A. What is your aim for improvement?
- B. Who will review the data?
- C. How frequently do you need to measure your performance to achieve your name?
- D. What was your last year budget?

Answer: D (LEAVE A REPLY)

NEW QUESTION: 72

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

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

Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 73

Administrative databases are an excellent source of data for reporting on clinical quality, financial performance, and certain patient outcomes. Use of administrative database is advantageous for the following reason EXCEPT:

- A. They are less expensive source of data than other alternatives such as chart review or prospective data collection
- B. data reporting tools are available as part of the purchased system or through third-party add-ons or services.
- C. The incorporate transaction system already used in the daily business operations of a healthcare organization (frequently referred to as legacy system)
- D. The volume of available indicators is 1000 times greater than that available through other data collection techniques

Answer: D (LEAVE A REPLY)

NEW QUESTION: 74

When formulating medical standards, a critical decision that must be made is the _____ at which the standard should be set.

- A. Level
- B. utility of measurement
- C. Clarity
- D. Depth

Answer: A (LEAVE A REPLY)

NEW QUESTION: 75

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. Visionary leadership
- C. Valuing of staff and partners
- D. Agility

Answer: A (LEAVE A REPLY)

NEW QUESTION: 76

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

Answer: A (LEAVE A REPLY)

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NEW QUESTION: 77

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? (Choose two.)

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

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

NEW QUESTION: 78

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

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

NEW QUESTION: 79

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

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

NEW QUESTION: 80

Which of the following types of budgets itemizes the major equipment to be purchased in the next year?

- A. Zero-based
- B. Capital
- C. Operating
- D. Variable

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 81

_____ is the collection of data used to analyze physician practice pattern, utilization of services, and outcomes of care. Its goal is to improve physician performance through accounts through accountability feedback and to decrease practice variations through adherence to evidence-based standards of care.

- A. Physicians portfolio management
- B. Physician record review
- C. Value-based profiling
- D. Physician profiling

Answer: (SHOW ANSWER)

NEW QUESTION: 82

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 different 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 same questions asked of the same respondents at different points in time

Answer: D (LEAVE A REPLY)

NEW QUESTION: 83

"Underuse is evidence by the fact that many scientifically sound practices are not used as often they should be. For example, biannual mammography screening in woman ages 40 to 69 has been proven beneficial and yet is performed less than 75 percent of the time."

This is the categorization of:

- A. Healthcare practice
- B. La of professionalism in Medical field
- C. La of care
- D. Defects

Answer: (SHOW ANSWER)

NEW QUESTION: 84

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. DAMIE
- B. PDSA

- C. PDCA
- D. DAMIC

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

NEW QUESTION: 85

A random sampling also can be drawn by placing equally sized pieces of paper with a range of numbers on them (e.g., 1 to 100) in a bowl and picking a predetermined number to be the sample. The problem with simple random samples is that:

- A. They cannot truly depict the samples
- B. They may over represent segments of population
- C. They may under represent segments of population
- D. They may over or under-represent segments of population

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 86

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 step by step process
- C. A rate
- D. A strata

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 87

Which of the following is most likely to be a benefit of concurrent ambulatory surgical case review?

- A. Decreased medical record review at discharge
- B. An increase in reviewer competence
- C. Decreased employee turnover
- D. An increase in the number of cases failing screening criteria

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 88

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

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

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

NEW QUESTION: 89

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: 90

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 91

Which of the following monitors provides patient outcome information?

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

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

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NEW QUESTION: 92

Which of the following is the relationship between clinical outcomes and patient satisfaction? Besides measuring morbidity and mortality, this management takes into account the quality of healthcare received from the patient's perspective.

- A. Outcome measures
- B. Outcome management
- C. Benchmarking
- D. Clinical pathways

Answer: C (LEAVE A REPLY)

NEW QUESTION: 93

The comparison chart interpretation will result in one of the following scenarios, regardless of the type of measure

EXCEPT:

- A. No outlier: Actual performance is within the expected range
- B. Incomplete data: Data cannot be analyzed because of complexity
- C. Favorable outlier: Actual performance is better than the expected performance
- D. Unfavorable outlier: Actual performance is worse than the expected performance

Answer: (SHOW ANSWER)

NEW QUESTION: 94

The weighting issue also arises when comparing hospitals or clinics within a system. What happens if the service case mix is similar?

- A. Scores should be weighted before comparisons are made among hospitals
- B. One can compare by hospitals or clinics even out of a system
- C. Scores should be weighted after comparisons are made among hospitals
- D. One can compare by hospitals or clinics within a system

Answer: D (LEAVE A REPLY)

NEW QUESTION: 95

IHI has designed a model to support its breakthrough collaborative series. A key component of the collaborative model is the ability of participants to work with other organizations to discuss:

- A. Lessons learned
- B. Different problems

C. Both B and C

D. Barriers to improvement

Answer: (SHOW ANSWER)

NEW QUESTION: 96

In every survey, some people agree to be respondents but do not answer every question.

Although non-response to

individual questions is usually low, occasionally it can be high and can affect estimates.

Categories of patients

mentioned below selected to be in the sample; do not actually provide data. Which of the following is odd one?

A. Patients the data collection procedures do not reach, thereby not giving them a chance to answer questions

B. Patients asked to provide data who are unable to perform the task required of them

(e.g., people who are too ill to

respond to a survey or whose reading and writing skills preclude them from filling out self-administered

questionnaires)

C. Patients asked to provide data who refuse to do so (do not respond to the survey)

D. Patients do not truly provide demographic information

Answer: D (LEAVE A REPLY)

NEW QUESTION: 97

Typically, patients receive questionnaires from two weeks to four months after discharge from the hospitals. This

delay raises concern about the reliability of the patient's memory. Memory studies have shown that:

A. The lower the effects of the hospitalization and the nature of the condition are, the greater the patient's ability is to

recall health events

B. The greater the effects of the hospitalization and the nature of the condition are, the lower the patient's ability is to recall health events

C. None of these

D. The greater the effects of the hospitalization and the nature of the condition are, the greater the patient's ability is to recall health events

Answer: D (LEAVE A REPLY)

NEW QUESTION: 98

Universities often evaluate applicants for admission on the basis of, among other things, the applicants' scores on

standardized tests. The scores are thus one of the criteria by which program judge the Quality of their applicants.

However, although two programs may use the same criterion - scores on a specific standardized examination-to

evaluate applicants, the programs may differ markedly on standards: One program may consider applicants

acceptable if they have scores above the 50th percentile, whereas the score above the 90th percentile may be the

standard of acceptability for the other program. This example clearly defines the difference between:

- A. Processes and outcomes
- B. Efficacy and equity
- C. Criteria and standards
- D. Sources and structure

Answer: (SHOW ANSWER)

NEW QUESTION: 99

Feedback from patients and their families will provide rich information for quality improvement work. For these

efforts to be successful, you should consider the some questions. Which of the following is NOT out of those questions?

- A. What was your last year budget?
- B. Who will review the data?
- C. What is your aim for improvement?
- D. How frequently do you need to measure your performance to achieve your name?

Answer: A (LEAVE A REPLY)

NEW QUESTION: 100

An organization may develop performance measure internally or adopt them from a multitude of external resources. However, regardless of the source of performance measure each measure should be evaluated against certain characteristics to ensure a credible and beneficial measurement effort.

Which of the following characteristics is/are critical to performance measures? (Choose three.)

- A. Reliability
- B. Cost-effectiveness
- C. Validity
- D. Interpretability

Answer: (SHOW ANSWER)

NEW QUESTION: 101

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

Answer: C (LEAVE A REPLY)

NEW QUESTION: 102

Once collected, performance measurement data require interpretation and analysis if they are to be used to improve the processes and outcomes of healthcare. Data can be used to compare:

- A. An organizations performance against itself over time
- B. An organization's performance against established benchmarks or guidelines
- C. The performance of one organization to the performance of a group of organizations collecting data on the same measures in the same way
- D. A, B and C

Answer: D (LEAVE A REPLY)

NEW QUESTION: 103

An organization may develop performance measure internally or adopt them from a multitude of external resources.

However, regardless of the source of performance measure each measure should be evaluated against certain

characteristics to ensure a credible and beneficial measurement effort. Which of the following characteristics is/are critical to performance measures?

- A. Interpretability
- B. Cost-effectiveness
- C. Reliability
- D. Validity

Answer: B,C,D (LEAVE A REPLY)

NEW QUESTION: 104

In earlier formulations, responsiveness to patients' preferences was just one of the factors seen as determining the quality of patient clinician interpersonal relationship. But, now it is translated into many factors.

Which of the following is out of such factors? (Choose three.)

- A. Respect for patients' expressed needs

- B. Respect for patients' preferences
- C. Respect for patient's convenience
- D. Respect for patients' values

Answer: A,B,D (LEAVE A REPLY)

NEW QUESTION: 105

Because of the goals of care can be defined broadly, outcome measures have come to include the costs of care as well as patients' satisfaction with care.

In formulations that stress the technical aspects of care, however outcome typically refers to:

- A. Special set of clinical activities
- B. Desired results
- C. Appropriate and potentially harmless care
- D. Health status-related indicators such as whether the pain subsided

Answer: D (LEAVE A REPLY)

NEW QUESTION: 106

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

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

Answer: B (LEAVE A REPLY)

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NEW QUESTION: 107

Attribute data are discrete whole numbers and not continuous.

Examples of attribute data plotted as ratio data on u-charts include figures such as:

- A. Percentage of surgical complications divided by the percentage number of surgeries
- B. Total number of medication errors per total number of pneumonia patients
- C. Percentage of patients readmitted to the hospital within 30 days
- D. Total number of patient falls per patient day

Answer: (SHOW ANSWER)

NEW QUESTION: 108

Either an increase or decrease in rate could be a signal of improvement. In other words, there is no clear direction of improvement for these measures. In this case an observed rate either above or below the expected range is an unfavorable outlier.

- A. Structure measures
- B. Positive measures
- C. Negative measures
- D. Neutral measures

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

NEW QUESTION: 109

For checking the outcomes our focus of attention is blood pressure of patients with diabetes. Its criteria and standard can be respectively:

- A. Criterion: Sugar level in blood on daily basis and Standard: How many times sugar level rises and how many times it declines in a week
- B. Criterion: Percentage of patients with diabetes whose blood pressure is at or below 130/85 and Standard: At least 50% of patients with diabetes have blood pressure at or below 130/85
- C. Criterion: Percentage of post heart attack patients prescribed beta-blockers on discharge and Standard:
At least 96% of heart attack patients receive a beta-blocker prescription on discharge
- D. None of these

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 110

Face validity is based on the logical relationship among variables (or questions) and refers to the extent to which a scale measures the structure, or theoretical framework, it is designed to measure (e.g., satisfaction).

- A. True in a situation where internal factors are not affecting
- B. True
- C. False
- D. True in a situation where external factors are not affecting

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

NEW QUESTION: 111

Patients hospitalized for congestive heart failure should be able to walk farther, have more energy, and experience less shortness of breath following hospital treatment. Patients who undergo total knee replacements should have less

knee pain when they talk; have a good range of joint motion; and be able to perform activities of daily living such as walking, doing yard work, and performing normal household chores. This example shows that:

- A. Patient treatment results are regularly reviewed
- B. There should be full engagement at the management and staff level
- C. The purpose of medical treatment and hospital procedures is to improve patients' functional status or quality of life
- D. Treatment is a very sensitive process

Answer: C (LEAVE A REPLY)

NEW QUESTION: 112

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 113

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. Proxy reports tend to be more accurate than self-reports
- D. Self-reports tend to be more accurate than proxy reports

Answer: D (LEAVE A REPLY)

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