

# CPHQ<sup>Q&As</sup>

Certified Professional in Healthcare Quality Examination

## Pass NAHQ CPHQ Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.certbus.com/cphq.html>

100% Passing Guarantee  
100% Money Back Assurance

Following Questions and Answers are all new published by NAHQ  
Official Exam Center

- ⚙️ **Instant Download** After Purchase
- ⚙️ **100% Money Back** Guarantee
- ⚙️ **365 Days** Free Update
- ⚙️ **800,000+** Satisfied Customers



#### QUESTION 1

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

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

Correct Answer: A

---

#### QUESTION 2

Physicians' actions have been noted to 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. Facilities
- D. Staff performance

Correct Answer: AB

---

#### QUESTION 3

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

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

Correct Answer: A

---

#### QUESTION 4

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

Correct Answer: A

---

### QUESTION 5

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

Correct Answer: A

---

### QUESTION 6

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

Correct Answer: D

#### QUESTION 7

Best practice standards in healthcare continue to evolve in response to new medicines and treatment option.

The following list details a number of concerns in the creation of physician profiles EXCEPT:

- A. What do you want to measure, and why is this important?
- B. Are these the most appropriate measures of quality improvement?
- C. How will findings influence change?
- D. How and when standards will be marked?

Correct Answer: D

---

#### QUESTION 8

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

Correct Answer: C

---

#### QUESTION 9

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

Correct Answer: A

---

#### QUESTION 10

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. Different problems
- B. Lessons learned
- C. Barriers to improvement
- D. Both B and C

Correct Answer: D

---

#### QUESTION 11

Statistical analysis conducted with control charts is different from what some consider "traditional research" (e.g. hypothesis testing, development of p-values, design of randomized clinic trials). Traditional research is designed to compare the results at time one (e.g. the cholesterol levels of a group of middle-aged men) with the results at time two (typically months after the initial measure).

Research conducted in this manner is referred to as \_\_\_\_\_.

- A. Static group comparison
- B. Continuous distribution
- C. SPC
- D. None of these

Correct Answer: A

---

#### QUESTION 12

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

Correct Answer: C

---

#### QUESTION 13

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

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

Correct Answer: B

---

#### QUESTION 14

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

Correct Answer: B

---

#### QUESTION 15

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 uses different steps. This example illustrates:

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

Correct Answer: A

[CPHQ Practice Test](#)

[CPHQ Study Guide](#)

[CPHQ Braindumps](#)