

# DUMPS ARENA

## Certified Professional in Healthcare Quality Examination

Test Prep CPHQ

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**QUESTION NO: 1**

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

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

**ANSWER: A B****QUESTION NO: 2**

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

**ANSWER: A B****QUESTION NO: 3**

Which of the following process can be judged as having highest quality of care?

- A. Successful completion of a surgical operation
- B. Successful completion of a surgical operation and a good recovery
- C. Successful completion of a surgical operation, a good recovery and ascertaining that the operation was indicated
- D. Successful completion of a surgical operation, a good recovery and ascertaining that the operation was not indicated

**ANSWER: D**

**QUESTION NO: 4**

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

**ANSWER: A****QUESTION NO: 5**

Credentialing refers to the process of \_\_\_\_\_ a well-qualified staff that is able to deliver highest-quality care.

- A. Hiring
- B. Compensating
- C. Awarding
- D. Nominating

**ANSWER: A****QUESTION NO: 6**

\_\_\_\_\_ 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. Probability sampling
- B. Random sampling
- C. Systematic sampling
- D. Non-probability sampling

**ANSWER: A****QUESTION NO: 7**

The following diagram shows:



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

**ANSWER: B**

#### QUESTION NO: 8

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

- B. 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)
- C. Patient satisfaction
- D. Number of visits to the hospitals

**ANSWER: C D**

#### **QUESTION NO: 9**

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

**ANSWER: A C**

#### **QUESTION NO: 10**

The components which support successful implementation of performance improvement programs and attainment of project goals and objective include/s (Choose three):

- A. Leadership commitment
- B. Establishment of performance improvement oversight entity
- C. Establishment of partnership
- D. Expected time frames

**ANSWER: A B C**

#### **QUESTION NO: 11**

Two key data collection skills satisfaction and sampling enhance any data collection effort.

These skills are based more on \_\_\_\_\_ and \_\_\_\_\_ then on statistics, yet many healthcare professionals have received limited training in both concepts.

- A. Logic and reliability
- B. Relatedness and latest happenings
- C. Ethics and reliability
- D. Logic and clear thinking

**ANSWER: D**

**QUESTION NO: 12**

Health organizations measure performance to meet multiple internal and external needs and demands.

Internal quality improvement literature identifies some fundamental purposes for conducting performance measurement such as:

- A. Assessment of current performance
- B. Demonstration and verification of performance improvement activities
- C. Control of evaluation
- D. Both A and B

**ANSWER: D**

**QUESTION NO: 13**

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

**ANSWER: A B**

**QUESTION NO: 14**

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. Validity
- C. Cost-effectiveness
- D. Interpretability

**ANSWER: A B C**

### QUESTION NO: 15

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

**ANSWER: B**