2022 Latest NAHQ CPHQ Real Exam Dumps PDF [Q16-Q34
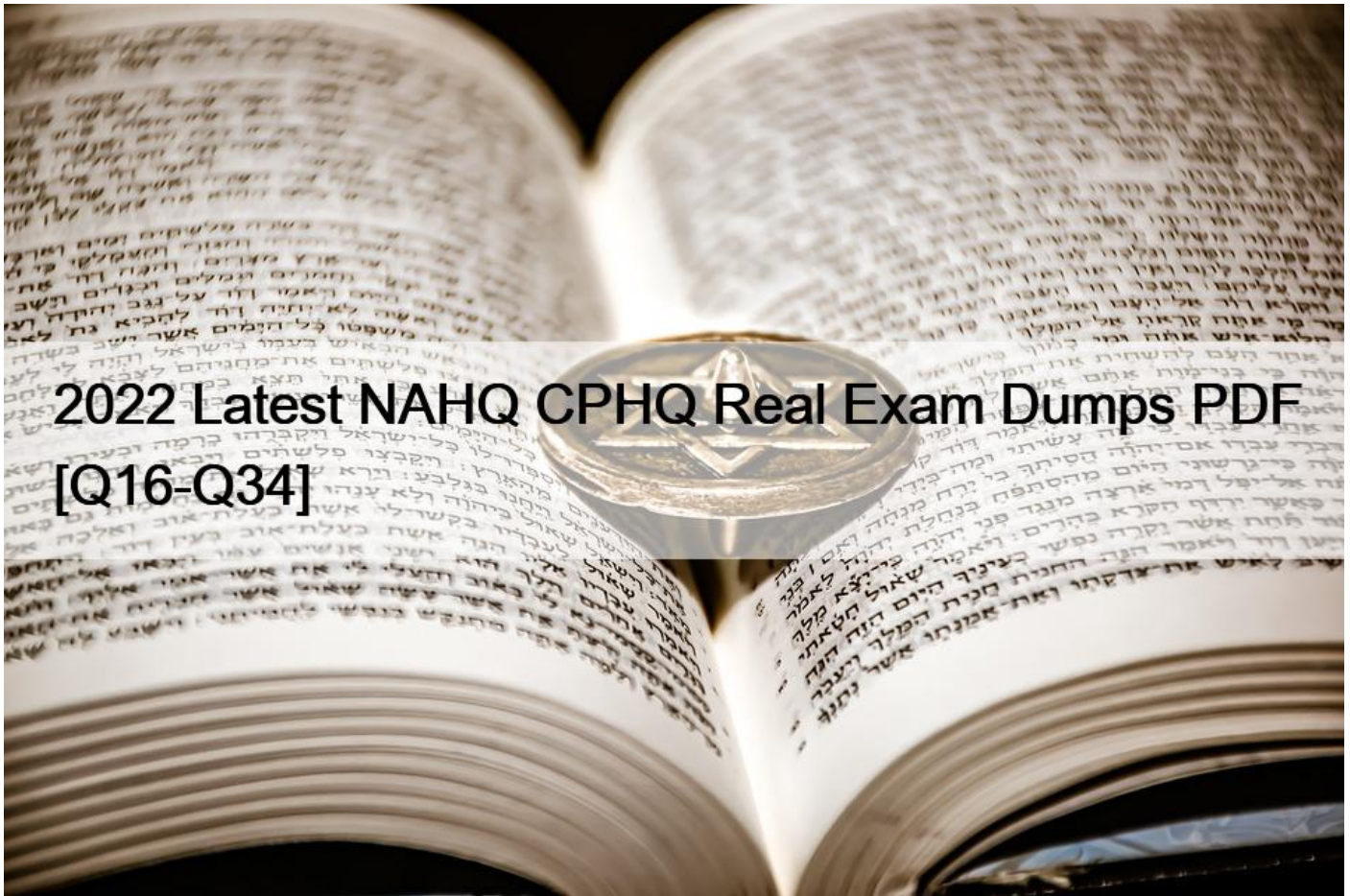

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CPHQ Exam Dumps, CPHQ Practice Test Questions

Q16. The primary benefit of adopting a countrywide or global uniform set of discharge data is to:

* Facilitate computerization of data.

* Validate data being collected from other sources.

* Facilitate collection of comparable health information.

* Assist medical records personnel in collecting internal data.

Q17. 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:

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

* 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)

* Patient satisfaction
* Number of visits to the hospitals

Q18. 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.
* Outcomes
* Structure
* Efficacy
* Processes

Q19. Continuous variable measures and rate-based measures are the further categories of:
* Structure measures
* Process measures
* Outcome measures
* All of these

Q20. 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:
* Surfaced following review of administrative data sets
* Use rule-based software development
* Combine code and chart based on the overall population
* Situation related characteristics

Q21. 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.
* 500 points
* 1000 point scale
* 2000 point scale
* 1500 point scale

Q22. All the evaluations of quality of care can be classified in terms of one three aspects of care giving they measure.

Which of the following is/are NOT out of these measures?
* Structure
* Process
* Output
* Cutbas

Q23. Juran Trilogy includes all the following sub-points under the major heading of quality planning EXCEPT:
* Identify who the customers are
* Determine the needs of those customers
* Develop a process that is able to produce the product
* Optimize the product feature to meet our needs and customer needs

Q24. 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:

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

Q25. Which of the following are hardware components that would be included in a computerized management information

system?
* Binary and decimal coding
* Flow chart and program
* Instructions and data
* Printer and random access memory

Q26. All of the following are characteristics of probability sampling EXCEPT:
* A specific statistical design is followed
* 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
* 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
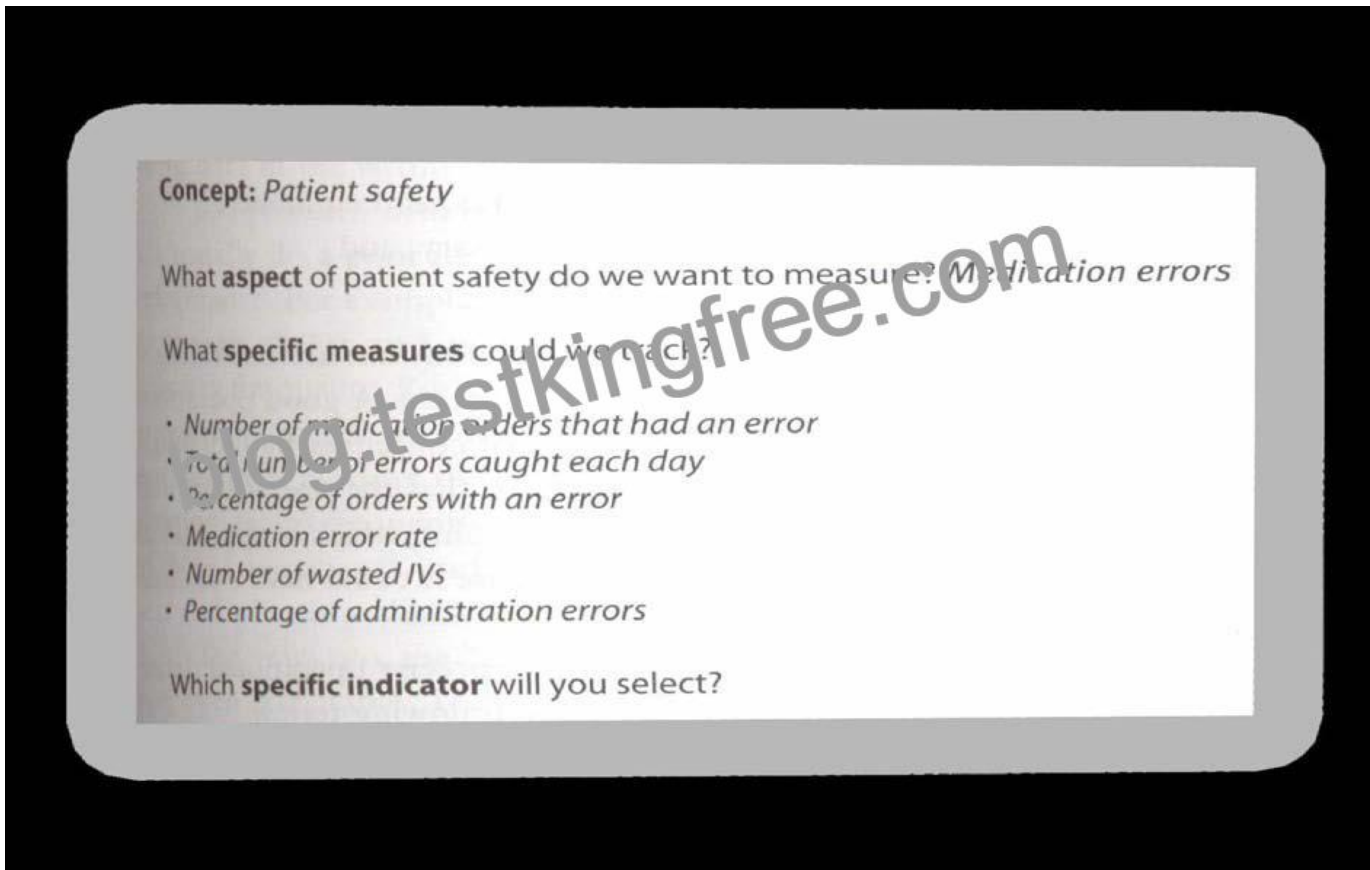
survey) can be estimated, and, as a result, the precision of the sample result can be evaluated.
* Listing of selected sample on a priority basis on a sampling sheet

Q27. 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:
* Contribute to implement and development of the enterprise
* Respect human relations and build a workshop offering job satisfaction
* Deploy human capabilities fully and draw out finite potential
* Both A and B

Q28. This example shows the relationship between:

Concept: *Patient safety*

What **aspect** of patient safety do we want to measure? *Medication errors*

What **specific measures** could we track?

· Number of medication orders that had an error
· Total number of errors caught each day
· Percentage of orders with an error
· Medication error rate
· Number of wasted IVs
· Percentage of administration errors

Which **specific indicator** will you select?

* A concept and specific measures
* Specific indicator and milestone
* Specific measures and specific indicators
* Effectiveness and concept

Q29. In the 1970s, Deming developed his 14 points for western Management in response to requests from U.S.

managers for the secret to the radical improvement that Japanese companies were achieving in a number of industries. As part of his "system of profound knowledge," Deming promoted that "around 15% of poor quality was because of workers, and the rest of 85% was due to bad management, improper systems and processes." The "system" is based on parts.

Which of the following is/are NOT out of those parts?
* Appreciation for a system
* Knowledge about variation
* Theory of knowledge
* Sociology

Q30. _____ 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.
* Probability sampling
* Random sampling
* Systematic sampling
* Non-probability sampling

Q31. In general, as the amounts spent on providing services for a particular condition grow, diminishing returns set in

meaning that each unit of expenditure yield ever-smaller benefits until a point where _____.

* No additional benefits accrue from adding more care
* Additional benefits are too small to justify the added costs
* There is displacement of more useful care
* perfection is within the reach of all individuals

Q32. 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:

* Design the survey itself
* Design with the help of outside experts to design the survey
* Purchase an existing survey
* Any one of these can be the case

Q33. There are many different control charts. However, it its initial efforts, the average facility can manage with only four.

Which of the following is/are NOT out of those?
* Pie chart
* U-chart
* Individual values and moving range chart
* X-bar and S chart

Q34. 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:
* Judgment
* Experience
* Probability sampling
* Cluster sampling

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