



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

Certified Professional in Healthcare Quality Examination

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### QUESTION 1

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

Correct Answer: B

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### QUESTION 2

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. Illustrate improvement
- D. Helps to meet internal patients\\' care requirements

Correct Answer: D

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### QUESTION 3

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

Correct Answer: C

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#### QUESTION 4

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. Assess the patients-centeredness of care
- B. Compare and report on performance
- C. Improve quality of care
- D. All of the above

Correct Answer: D

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#### QUESTION 5

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

Correct Answer: ABC

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