



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

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### QUESTION 1

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

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

Correct Answer: C

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### QUESTION 2

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

Correct Answer: D

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### QUESTION 3

Which of the following processes is most cost-effective in preventing unnecessary resource consumption in the hospital?

- A. Effective preadmission screening
- B. Accurate DRG assignment at admission
- C. Second opinions for all surgeries
- D. Preadmission insurance benefit denials

Correct Answer: A

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### QUESTION 4



Employees involved in quality circles are encouraged to develop ideas for improvement or request management efforts to propose solutions for adoption.

The aims of the quality circle activities are all of the following EXCEPT:

- A. Contribute to the improvement and development of the enterprise
- B. Respect human relations and build a workshop offering job satisfaction
- C. Deploy human capabilities fully and draw out infinite potential
- D. Avoid sharing optional measures

Correct Answer: D

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#### QUESTION 5

The cockpit of an airplane is a more complex example of a collection of instruments that reports information critical to successful air travel. The driver of a car or the pilot of an airplane monitors multiple indicators of performance simultaneously to arrive at the intended destination successfully. At any given point in the journey, the driver or pilot may focus on one indicator, but overall success depends on the collective performance of the systems represented by the indicators.

This example depicts that dashboard tools that report on the ongoing performance of the critical processes that lead to:

- A. Organizational success
- B. Its own success
- C. Organization success rather than on the success itself
- D. Past performance rather than real time performance

Correct Answer: C

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