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QUESTION 1

Measures of central tendency describe the:

- A. Typical or middle data point
- B. Extent to which the data points are scattered
- C. Type and number of classes for dividing the data
- D. Average distance of any point in the data set from the mean

Correct Answer: A

QUESTION 2

Which of following objectives is/are NOT essential for successful quality improvement project and data collection initiative?

- A. Identify the purpose of the data measurement activity (for monitoring at regular intervals, investigation over a limited period, or one-time study).
- B. Identify the most appropriate data sources.
- C. Identify the most important measures for collection (the critical few).
- D. Commonsense all the data collected that will provide the actual information.

Correct Answer: D

QUESTION 3

Healthcare organizations\\ ability to deliver high-quality, patient-centered care to their members and patients depends in part on their understanding of basic customer service principles and their ability to integrate these principles into clinical settings. Healthcare organizations should pay attention to customer service for several reasons.

Which of the following is NOT out of those reasons?

- A. Better service translates into higher satisfaction for the patient and, subsequently, for the employer who pays most of the bills
- B. As in any other service industry, a satisfied (and loyal) member or patient creates value over the course of a life time.
- C. Poor customer service raises the risk of a negative "grapevine effect"
- D. Existing patients and members are a valuable source of information healthcare organizations can use to learn how to improve what they do and reduce waste by eliminating services that are unnecessary or not valued

Correct Answer: D



QUESTION 4

Experts on delivering superior customer service suggest that healthcare organizations adopt the following principle/s:

(Choose three.)

- A. Hire service-savvy people. Aptitude is everything, people can be taught technical skills
- B. Establish high standards of customer service
- C. Maintain a focus on facilities
- D. Help staff cope better in a stressful atmosphere

Correct Answer: ABD

QUESTION 5

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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