



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

Certified Professional in Healthcare Quality Examination

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### QUESTION 1

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 2

The focus of Lean methodology is a "back to basics" approach that places the needs of customer first through five steps.

Which of the following is NOT out of those steps?

- A. Define value as determined by the customer
- B. Identify the value stream
- C. Make value identifying steps
- D. Let the customer pull the product

Correct Answer: C

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### QUESTION 3

Which of the following is NOT out of Quality measurement categories or domains?

- A. Clinical quality (including both process and outcome measures)
- B. Financial performance
- C. Operational status
- D. patient satisfaction

Correct Answer: C

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### QUESTION 4

Which of the following is most likely to be a benefit of concurrent ambulatory surgical case review?



- A. Decreased medical record review at discharge
- B. An increase in the number of cases failing screening criteria
- C. An increase in reviewer competence
- D. Decreased employee turnover

Correct Answer: A

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#### QUESTION 5

The manager's perspective on quality differs markedly from that of clinicians and patients on:

- A. Efficiency, effectiveness and access
- B. Efficiency, cost effectiveness and equity
- C. Responsiveness to patient preferences
- D. Equity, access and technical performance

Correct Answer: B

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