

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

Certified Professional in Healthcare Quality Examination

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### QUESTION 1

Strong disagreement does arise, among the five parties' definitions (i.e. the clinician's, the patient's the payers, the manager's and the society's), even outside the realm of cost effectiveness.

Conflicts typically arise when:

- A. Practitioners who are highly skilled in trauma and other emergency care
- B. Each group emphasizes a particular aspect of care
- C. One party holds that a particular practitioner or clinic is a high quality provider by virtue of having high ratings on single aspect of care
- D. The facility receives top marks from a team of expert clinicians whose primary focus is on technical performance

Correct Answer: C

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### QUESTION 2

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:

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

Correct Answer: D

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### QUESTION 3

Best practice standards in healthcare continue to evolve in response to new medicines and treatment option.

The following list details a number of concerns in the creation of physician profiles EXCEPT:

- A. What do you want to measure, and why is this important?
- B. Are these the most appropriate measures of quality improvement?
- C. How will findings influence change?
- D. How and when standards will be marked?

Correct Answer: D

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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**

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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