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Question 1

Question Type: MultipleChoice

_____ allows for more in-depth exploration of the causes of dissatisfaction and can provide excellent ideas for reengineering services. In addition its videotapes can be effective at changing the attitudes and beliefs of staff members because the stories participants tell animate the emotional effect of excellent service as well as service failures.

Options:

- A- Focus group
- B- Walk-throughs
- C- Complaint letters
- D- Patient and family advisory councils

Answer:

A

Question 2

Question Type: MultipleChoice

Experts on delivering superior customer service suggest that healthcare organizations adopt the following set principles EXCEPT:

Options:

- A-** Hire service-savvy people. Aptitude is everything; people can be taught technical skills
- B-** Establish high standards of customer service
- C-** Evaluate processes of care to reduce patients and family anxiety and thus increase satisfaction
- D-** Help staff focus on service

Answer:

C

Question 3

Question Type: MultipleChoice

Once listing posts system is in place, root-cause analyses can be performed to identify particular problems, such as a staff member or medical group that contributes to problems, or problems that are systemic to the delivery of care, such as an antiquated manual

appointment system. Listing post strategies include:

Options:

- A- Surveys
- B- Focus group
- C- Patient and family advisory services
- D- Suggestion boxes

Answer:

A, B

Question 4

Question Type: MultipleChoice

Many assume they understand how to fix the problem and do not probe beneath the surface of complaints and use survey responses. Organizations should not be surprised by negative reports. Complaints about unhelpful office staff could stem from many sources. For instance:

Options:

- A- Employees did not provide clear directions to patients on how to get the practice
- B- Patients were not able to get an appointment when they needed one
- C- Employees put patients on hold in the middle of medical emergencies
- D- All of these

Answer:

D

Question 5

Question Type: MultipleChoice

Patient satisfaction and patient experience-of-care surveys are the most common quantitative measures healthcare organizations use, but they can use other important _____ to obtain important information from patients and their families to guide improvement work.

Options:

- A- Qualitative measures
- B- Listing posts
- C- Patient satisfaction surveys
- D- Focus group research

Answer:

A, B

Question 6

Question Type: MultipleChoice

_____ is the degree to difference between survey results when the scales are applied in different settings. Survey scores should reflect differences institutions, where care is presumably different.

Options:

- A- Discriminant validity
- B- Criterion validity

C- Content validity

D- Construct validity

Answer:

A

Question 7

Question Type: MultipleChoice

Face validity is based on the logical relationship among variables (or questions) and refers to the extent to which a scale measures the structure, or theoretical framework, it is designed to measure (e.g., satisfaction).

Options:

A- True

B- False

C- True in a situation where external factors are not affecting

D- True in a situation where internal factors are not affecting

Answer:

B

Question 8

Question Type: MultipleChoice

For example, a bathroom scale that always reads 185 pounds is reliable. Although the scale may be reliable and consistent, it is not valid if the person does not weigh 185 pounds. So in conventional use, the term validity refers to:

Options:

- A- The degree to which the measurement made by a interviews corresponds to some fair value
- B- The degree to which the measurement made by a focus group corresponds to some true or real value
- C- The extent to which an empirical measure accurately reflects the meaning of the concept under consideration
- D- The degree to which the measurement made by a survey corresponds to some true or real value

Answer:

C, D

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