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Question 1

Question Type: MultipleChoice

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:

Options:

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

Answer:

C

Question 2

Question Type: MultipleChoice

The term _____ brings in mind that indicator panel on an automobile, which is most useful when the car is moving as a way for the driver to monitor key performance metrics such as speed, fuel level, engine performance, temperature and direction from digital display units.

Options:

- A- Dashboard
- B- Scoreboard
- C- Charts
- D- Scanners

Answer:

A

Question 3

Question Type: MultipleChoice

Patients and their families have clearly articulated need respect to the care they receive. If the staff members they encounter are nice but do not meet their needs, these staff members have delivered care inefficiently. It all means that:

Options:

- A-** Nice is not the only aspect of quality care
- B-** No one comes here for a good time
- C-** The patient/family is very difficult or dysfunctional
- D-** How can patients rate the skill of their doctors?

Answer:

A

Question 4

Question Type: MultipleChoice

Honest criticism is hard to take, particularly from a relative, a friend, an acquaintance, or a stranger. Resistance to lower-than-expected results is common and reasonable. It is not necessarily a sign of complacency or lack of commitment to high-quality, patient entered care. Most of the resistance comes in any two forms:

Options:

- A- People resistance
- B- Arguments about patients
- C- Data resistance
- D- None of these

Answer:

A, B

Question 5

Question Type: MultipleChoice

Feedback from patients and their families will provide rich information for quality improvement work. For these efforts to be successful, you should consider the some questions. Which of the following is NOT out of those questions?

Options:

A- What is your aim for improvement?

B- Who will review the data?

C- What was your last year budget?

D- How frequently do you need to measure your performance to achieve your name?

Answer:

C

Question 6

Question Type: MultipleChoice

Patient and family advisory council is one of the most effective strategies for involving families and patients in the design of care. Council responsibilities may include input on or involvement in:

Options:

A- Program development, implementation, and evaluation

B- Planning for major renovation or the design of a new building or service

C- Staff evaluation

D- Marketing plan or practice services

Answer:

A, B, D

Question 7

Question Type: MultipleChoice

An alternative to a walk-through is a similar technique called _____. A staff member asks permission to accompany a patient through the visit and take notes on patients' experience.

Options:

A- Patient graphing

B- Patient shadowing

C- Patient profiling

D- Patient counselling

Answer:

B

Question 8

Question Type: MultipleChoice

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?

Options:

- 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

Answer:

D

Question 9

Question Type: MultipleChoice

Case-mix adjustment accounts for the different types of patients in institutions. Adjustment should be considered when hospital survey results are being released to the public. The characteristics commonly associated with the patient reports on quality of care are all of the following EXCEPT:

Options:

- A-** Patient age (i.e., older patients tend to report fewer problems with care)
- B-** Discharge service (e.g., childbirth patients evaluate their experiences more favourably than do medical or surgical patients; medical patients report the most problems with care)
- C-** Patient satisfaction
- D-** Number of visits to the hospitals

Answer:

C, D

Question 10

Question Type: MultipleChoice

Typically, patients receive questionnaires from two weeks to four months after discharge from the hospitals. This delay raises concern about the reliability of the patient's memory. Memory studies have shown that:

Options:

- A-** The greater the effects of the hospitalization and the nature of the condition are, the greater the patient's ability is to recall health events
- B-** The greater the effects of the hospitalization and the nature of the condition are, the lower the patient's ability is to recall health events
- C-** The lower the effects of the hospitalization and the nature of the condition are, the greater the patient's ability is to recall health events
- D-** None of these

Answer:

A

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