

# Medical Professional CPHRM

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(CPHRM) Exam**

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# Latest Version: 6.0

## Question: 1

What are the four components of the SBAR situational briefing model?

- A. Situation, background, assessment, and recommendation
- B. Status, briefing, analysis, and reconnaissance
- C. Safety, bearing, argument, and rationale
- D. Scenario, basis, acquisition, and response

**Answer: A**

Explanation:

The four components of the SBAR situational briefing model are situation, background, assessment, and recommendation. This model for communication is used to organize the exchange of information during a crisis situation. The first step is to detail the situation. This is done by identifying oneself, one's position, and one's unit. Next, the health care employee should mention the patient's name and the room number to which the communication is referring. Finally, the employee should briefly describe the problem. The employee will then give background by identifying the relevant medical history, the treatment administered thus far, and the date of admission and admission diagnosis. The assessment component of situational briefing includes a description of any changes from previous assessments, as for instance with respect to pain, blood pressure rate, or mental status. Finally, the employee will offer a recommendation, as for instance that the patient needs to be seen by a physician or transferred to another unit.

## Question: 2

What is one advantage of a voluntary error reporting system over a mandatory error reporting system?

- A. Mandatory systems are only targeted at very narrow areas of practice.
- B. Voluntary systems eliminate the need for communication among health care organizations.
- C. Voluntary systems elicit more reports from frontline practitioners.
- D. Mandatory systems discourage the reporting of nonfatal errors.

**Answer: C**

Explanation:

One advantage of a voluntary error reporting system over a mandatory reporting system is that voluntary systems elicit more reports from frontline practitioners. Research has consistently shown that doctors and nurses who work directly with patients are more likely to report errors when there is a voluntary system in place. Error reporting is a crucial area in quality improvement. An effective system is necessary for the acquisition of accurate data. At present, there is no standardized error-reporting system in health care, though there are several common models.

### Question: 3

Which of the following conditions must be met for a patient to no longer be deserving of service under the Emergency Medical Treatment and Active Labor Act?

- A. The patient must have provided the contact information of a person who can care for him upon discharge.
- B. The patient must be able to feed himself without special equipment.
- C. The patient must be alert.
- D. The patient must be able to communicate without special equipment.

**Answer: C**

Explanation:

In order for a patient to no longer be deserving of service under the Emergency Medical Treatment and Active Labor Act, he must be alert. The EMTALA requires hospitals to provide emergency care regardless of the ability to pay. Any hospital that accepts payment from the Department of Health and Human Services or the Centers for Medicare and Medicaid Services is required to abide by the EMTALA. The other answer choices are slightly incorrect. A patient does not need to provide the contact information of a caretaker if he is capable of caring for himself. Also, the hospital may not be required to continue serving patients who can eat and communicate by using special equipment.

### Question: 4

Which of the following would be defined as a sentinel event by the Joint Commission?

- A. Radiation therapy 10 percent above the planned dose
- B. Suicide more than four days after discharge from a continuous care setting
- C. Moderate neonatal jaundice
- D. Hemolytic transfusion reaction caused by blood group incompatibility

**Answer: D**

Explanation:

A hemolytic transfusion reaction caused by blood group incompatibility would be defined as a sentinel event by the Joint Commission. In general, sentinel events are defined as any "unexpected occurrences involving death or serious physical or psychological injury, or the risk thereof." A hemolytic transfusion reaction caused by blood group incompatibility would be considered a sentinel event even if the patient does not die or suffer major permanent loss of function. Mistakes related to radiation therapy are considered sentinel events if therapy is delivered to the wrong region of the body or is at least 25 percent greater than the planned dose. Suicide is a sentinel event if it occurs in a continuous care setting or within three days of discharge. Neonatal jaundice is considered a sentinel event if it is severe (that is, if bilirubin is more than 30 mg/dl).

### Question: 5

Because of a doctor's poor handwriting, a prescription must be reworked before it leaves the pharmacy. Which of the following is true?

- A. The doctor should be reprimanded.
- B. The pharmacy should incorporate bar coding.
- C. The prescription should not count toward the pharmacy's yield.
- D. The error should be reported to the FDA.

**Answer: C**

Explanation:

In this scenario, the prescription should not count toward the pharmacy's yield. In lean service provision, only those processes that are completed without the necessity of reworking or repair are considered as a part of yield. The goal of lean service implementation is to improve yields by reducing errors and defects. Mistakes due to bad handwriting are common in health care, which has led many facilities to standardize notation and introduce labeling or bar coding systems. Such errors do not need to be reported to the FDA.

### Question: 6

Why does the Healthcare Quality Improvement Act provide confidentiality and legal immunity for health care peer-review processes?

- A. To prevent malpractice suits
- B. To discourage complaints by patients
- C. To encourage participation by physicians
- D. To maintain a sterile work environment

**Answer: C**

Explanation:

The Healthcare Quality Improvement Act provides confidentiality and legal immunity for health care peer-review processes to encourage participation by physicians. When the law was being drafted, the American Medical Association argued that, without these conditions, professionals would be reluctant to cooperate.

### Question: 7

It has been determined that a hospital's blood transfusions are 99.7 percent error free. Which function can be used to determine the number of blood transfusions that are likely to be performed before an error is made?

- A. Binomial distribution
- B. Poisson distribution
- C. Negative binomial distribution
- D. Multinomial distribution

**Answer: C**

Explanation:

A negative binomial distribution could be used to determine the number of blood transfusions that are likely to be performed before an error is made. Negative binomial distributions are effective for indicating how many successful events are likely to occur before a failure. This sort of statistical calculation is useful for monitoring trends in errors.

### Question: 8

A hospital uses the same labels for all of its prescriptions, but these labels do not fit on the smallest containers, so employees must cut and paste the labels in a special way in order to fill the prescriptions. What is this an example of?

- A. Overproduction
- B. Queuing
- C. Work-in-progress
- D. Extra processing

**Answer: D**

Explanation:

The scenario described in this question is an example of extra processing. Extra processing is anathema to the philosophy of lean. Whenever a lean manager spots a situation like the one described in this question, he will immediately work to resolve it. In this case, the hospital would be wise to adopt a labeling system that is appropriate for all of its containers. Besides the obvious creation of more work, the extra processing described in this question may

### Question: 9

According to Title 1 the Health care and Portability and Accountability Act, disclosure of protected health information related to which of the following actions requires the patient's express written authorization?

- A. State in which the treatment occurred
- B. Health care operations
- C. Treatment
- D. Payment

**Answer:**

Explanation:

According to Title II of the Health Insurance Portability and Accountability Act, disclosure of protected health information related to the state in which the treatment occurred requires the patient's express written authorization. The Health Insurance Portability and Accountability Act declares that certain categories of information must be treated with special care. Besides the information listed in the other answer choices, HIPAA designates as protected health information all names, geographic indicators smaller than a state, dates, phone numbers, e-mail addresses, Social Security numbers, driver's license numbers, IP addresses, biometric identifiers, photos, and other unique identifiers.

### Question: 10

Why is it is easy to conduct a survey of medication- related errors?

- A. There are very few of these relative to other types of errors.
- B. Deaths caused by such errors are rarely discovered.
- C. Such errors have small but noticeable effects on health care costs.
- D. Prescription-drug use is common and well documented.

**Answer: D**

Explanation:

It is easy to conduct a survey of medication-related errors because prescription drug use is common and well documented. For this reason, there is vast literature on the subject. However, many other types of errors remain relatively unexplored. For instance, latent errors related to poor training or improper calibration of equipment are much less likely to be analyzed. Nevertheless, it is important to continue analyzing medication-related errors, both because they are quite common and because they are dangerous and costly. There is currently a movement to establish a standardized medication error-reporting system that will enable the compilation of statistics on a larger scale.

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