

# **Certified Healthcare Access Associate (CHAA) Study Guide | 60 Questions with 100% Correct Answers | Verified | Latest Update 2024**

What act requires language barriers to be identified and accommodated? - ✓✓ American with Disabilities Act (ADA) under Title III

What does AIDET stand for? - ✓✓ Acknowledge, Introduce, Duration, Explanation and Thanks

Two ways of obtaining customer feedback - ✓✓ Active and Passive

What is active customer feedback? - ✓✓ The provider requests information from the patient

What is passive feedback? - ✓✓ The process of responding to patient complaints and concerns

Uses for positive and negative survey results? - ✓✓ Positive scores for public relations, Negative scores for performance improvement

3 factors to consider when initiating a patient satisfaction survey - ✓✓ data measurements are required, important to the organizations decision-making and important to day-to-day management

What is HCAHPS? - ✓✓ (Hospital Consumer Assessment of Healthcare Providers and Systems) is a survey of hospital patients that captures their perspective on hospital care

Purpose of a quality improvement program - ✓✓ collect data, analyze data, initiate education, evaluate actions

Definition of quality control - ✓✓ the performance processes through which actual performance is measured and compared with goals

# Chaa Certificates Study Guide

**Andrea Morris**



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