CHAA Study Guide Questions with 100% Correct Answers | Latest Version 2024 | Verified

Under Title III of the Americans with Disabilities Act, hospitals are required to: - ✓✓ Provide resources to eliminate barriers in communication.

What is not important when initiating a patient satisfaction survey? - ✓ ✓ What data measures are needed to care for patient.

Which is not a purpose of any quality improvement program? - ✓✓Blame someone for the mistake

Which of the following is not a patient satisfaction survey? - ✓ ✓ CMS survey

Communication is: - √ √ Exchanging information with the patient

Which is not a KPI in Patient Access? - ✓✓ CLABSI rate

HEAT stands for: - ✓ ✓ Hear them out, empathize with the customer, apologize, take responsibility for actions

All of the following are ways we communicate, except: (Body language, eating, talking, facial expressions)
- ✓✓Eating

What are the three steps to communication? - ✓ ✓ Encoding, Transmission, Decoding

Compassion and respect can be demonstrated in all of the following ways, except: (smiling, making eye contact, calling the patient "dear", greeting the patient - ✓ ✓ Calling the patient "dear"

Chaa Study Guide 2016

Michael Hoelscher

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