
Certified Healthcare Access Associate (CHAA) Study Guide With Complete Solution 2023

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

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

Two ways of obtaining customer feedback - Correct Answer-Active and Passive

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

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

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

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

What is HCAHPS? - Correct Answer-(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 - Correct Answer-collect data, analyze data, initiate education, evaluate actions

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

Definition of quality assurance/improvement - Correct Answer-an approach to the continuous study and improvement of providing healthcare services

Definition of performance improvement - Correct Answer-The continuous study and adaptation of a healthcare organization's functions and processes

Certified Healthcare Access Manager Study Guide

Huangqi Zhang



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