

Certified Professional in Healthcare Risk Management



American Hospital
Association

CERTIFIED
CPHRM
AMERICAN HOSPITAL
ASSOCIATION

TM

CANDIDATE HANDBOOK AND APPLICATION

Conducted by the American Hospital Association Certification Center

Effective September 2009

For questions regarding certification, contact:

AHA Certification Center (AHA-CC)

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For questions regarding examination application and administration, contact:

Applied Measurement Professionals, Inc. (AMP)

18000 W. 105th Street
Olathe, KS 66061-7543
Phone: 913/895-4600
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● **ABOUT THE AHA-CC**

The American Hospital Association Certification Center (AHA-CC) is a division of the American Hospital Association. Its mission is to create, facilitate and administer the health-care industry's premier certification programs.

The AHA-CC Board of Directors is charged with governance of Certification Programs conducted by the AHA-CC. Board members are appointed to represent AHA's professional Certification Program stakeholders. Members of the Board are listed on the inside front cover of this Handbook.

Each Certification Program in development or operation with the AHA-CC has a Certification Program Committee that serves as content expert, program resource, and consultant to the AHA-CC regarding program development, examination content, test development, test administration and evaluation. Members are appointed by the AHA-CC Board of Directors.

Members of the Certification Program Committee for the Certified Professional in Healthcare Risk Management (CPHRM) Program are listed on the inside front cover of this Handbook.

● **ABOUT THIS CANDIDATE HANDBOOK**

This Candidate Handbook provides information that is needed to apply for the **Certified Professional in Healthcare Risk Management (CPHRM) Examination**. Keep this Handbook until after the examination is completed.

Additional copies of this Handbook may be obtained by:

- Downloading copy from www.aha.org/certification; or
- Contacting Applied Measurement Professionals, Inc. (AMP) at 913/895-4600 or www.goAMP.com.

● **CPHRM CERTIFICATION**

The purpose of CPHRM certification is to promote healthcare risk management through the certification of qualified individuals by:

- Recognizing formally those individuals who meet the eligibility requirements of the AHA-CC and pass the examination.

- Encouraging continued personal and professional growth in the practice of healthcare risk management.
- Providing a national standard of requisite knowledge required for certification; thereby assisting employers, the public and members of the health professions in the assessment of a healthcare risk manager.

● **TESTING AGENCY**

The AHA-CC contracts with Applied Measurement Professionals, Inc. (AMP) to assist in the development, administration, scoring, score reporting and analysis of its CPHRM Examination.

● **STATEMENT OF NONDISCRIMINATION**

The AHA-CC does not discriminate among candidates on the basis of age, gender, race, color, religion, national origin, disability or marital status.

● **ABOUT AHA-CC EXAMINATIONS**

The AHA-CC conducts certification examination programs for:

- Professionals in Healthcare Risk Management;
- Administrators of Volunteer Services;
- Healthcare Environmental Services Professionals;
- Healthcare Facility Managers; and
- Materials & Resource Professionals.

In addition, the AHA-CC provides contracted project management and quality assurance services to the American Organization of Nurse Executives in support of its certification programs for nurse executives and nurse managers.

Each certification examination is designed to test a well-defined body of knowledge representative of professional practice in the discipline. Successful completion of a certification examination verifies broad-based knowledge in the discipline being tested.

Certification examinations conducted by the AHA-CC are independent of each other. Each leads to a certification credential in a healthcare discipline. Content of each examination was defined by a national role delineation study. The study involved surveying practitioners in the field to identify tasks that are performed routinely and considered important to competent practice. Each edition of a certification examination is developed through a combined effort of qualified subject-matter experts and testing professionals, who construct the examination in accordance with the Examination Content Outline.



● **DEFINITION OF A HEALTHCARE RISK MANAGEMENT PROFESSIONAL**

The Healthcare Risk Management Professional's primary duties include the prevention, reduction, and control of loss to the healthcare organization, its patients, visitors, volunteers, physicians, other healthcare professionals and employees. Regardless of the healthcare delivery system in which the individual works, the Healthcare Risk Management Professional interfaces with a number of healthcare professionals in the accomplishment of these objectives. Duties may include incident investigation and analysis, tracking, trending and evaluation, risk financing and claims management.

● **ELIGIBILITY REQUIREMENTS**

An individual who meets eligibility requirements and passes the CPHRM Examination attains the Certified Professional in Healthcare Risk Management (CPHRM) designation.

To be eligible for the Certified Professional in Healthcare Risk Management (CPHRM) Examination, a candidate must fulfill one of the following requirements for education/healthcare experience **and** meet the requirement for risk management experience.

Education / Healthcare Experience:

- Baccalaureate degree or higher plus five (5) years of experience in a healthcare setting or with a provider of services to the healthcare industry
- Associate degree or equivalent plus seven (7) years of experience in a healthcare setting or with a provider of services to the healthcare industry
- High school diploma or equivalent plus nine (9) years of experience in a healthcare setting or with a provider of services to the healthcare industry

Risk Management Experience:

- 3,000 hours or 50 percent of full-time job duties within the last three years dedicated to healthcare risk management in a healthcare setting or with a provider of services (e.g. consultant, broker, attorney) to the healthcare industry.

● **EXAMINATION CONTENT AND TIMING**

The examination is composed of 110 multiple-choice questions. A candidate's score is based on 100 of these questions; 10 are "trial" or "pretest" questions that are interspersed throughout the examination. A candidate is allowed 2 hours in which to complete the examination.

The examination is based on six major content areas. Each content area is described by the list of tasks that follows the content heading in the Examination Content Outline. In addition, the number of examination questions devoted to each major content area is indicated.

Each question on the examination is also categorized by a cognitive level that a candidate would likely use to respond. These categories are:

- **Recall:** The ability to recall or recognize specific information;
- **Application:** The ability to comprehend, relate or apply knowledge to new or changing situations; and
- **Analysis:** The ability to analyze and synthesize information, determine solutions and/or evaluate the usefulness of a solution.



**● CERTIFIED PROFESSIONAL IN HEALTHCARE RISK MANAGEMENT (CPHRM)
EXAMINATION CONTENT OUTLINE**

(RE = Recall, AP = Application,
AN = Analysis)

Questions			
RE	AP	AN	Totals
6	19	7	32

1. Loss Prevention/Reduction:

- A. Develop statistical and qualitative risk management reports.
- B. Develop and maintain communications and relationships with key departments and functions, including but not limited to:
 - 1. human resources.
 - 2. infection control.
 - 3. nursing.
 - 4. medical records.
 - 5. quality management.
 - 6. medical staff.
 - 7. patient relations.
 - 8. high risk clinical departments.
 - 9. bioethics.
 - 10. pharmacy.
 - 11. safety.
 - 12. security.
 - 13. credentialing.
 - 14. regulatory compliance.
 - 15. finance.
 - 16. privacy.
 - 17. legal.
 - 18. patient safety.
 - 19. case management.
 - 20. patient and family council.
 - 21. billing.
 - 22. public relations.
 - 23. medical library.
 - 24. education.
- C. Assess the current state of patient safety and staff awareness within the organization.
- D. Collaborate on proactive patient safety initiatives such as:
 - 1. teamwork.
 - 2. simulation.
 - 3. walk rounds.
 - 4. rapid response teams.
 - 5. Failure Mode and Effect Analysis (FMEA).
 - 6. Root Cause Analysis (RCA).
 - 7. Safety culture/just culture.
- E. Design, implement, and maintain risk management data collection and analysis systems including elements of:
 - 1. written incidents reports.
 - 2. referrals by staff, committees, or other departments.
 - 3. patient complaints and/or satisfaction surveys.
 - 4. referrals and reports from committees and departments.
 - 5. medical record requests.
 - 6. reports of Potential Compensatory Events (PCEs).
 - 7. device reporting and tracking logs.
 - 8. clinical indicators.
 - 9. security reports.
 - 10. regulatory inquiries.
 - 11. recall notices.
 - 12. loss runs.



(RE = Recall, AP = Application,
AN = Analysis)

Questions

RE AP AN Totals

<p>F. Ensure that a product recall program exists.</p> <p>G. Ensure that appropriate policies, procedures, and mechanisms exist to reflect current practice and are routinely updated to reflect relevant legislation and regulations.</p> <p>H. Design, implement, and maintain educational programs on risk management and patient safety related topics for:</p> <ol style="list-style-type: none"> 1. governing body. 2. medical staff. 3. nursing staff and other clinical staff. 4. non-clinical employees. 5. administrative staff. 6. house staff/students. <p>I. Implement a program for control of contractual risk by recommending/implementing modifications to address identified risks.</p> <p>J. Communicate with key committees, including the governing body.</p> <p>K. Ensure that a program exists in the organization to require non-employed staff members, vendors or contractors to maintain adequate insurance to cover the organization's exposures.</p> <p>L. Collaborate with public relations in the preparation of responses to the media/external inquiries regarding incidents/occurrences.</p> <p>M. Promote appropriate procedures for retention, access, and destruction of medical records and other key business records.</p> <p>N. Promote a culture of patient safety through education, policy development, and standardization of processes.</p> <p>O. Oversee the investigation of accidents or circumstances that could lead to financial loss (e.g., professional, institutional, and general liability, product liability).</p> <p>P. Conduct risk assessments to identify exposures related to:</p> <ol style="list-style-type: none"> 1. enterprise-wide risks. 2. new and existing services. <p>Q. Participate in due diligence assessment for new services or delivery models, acquisitions, or construction.</p> <p>R. Educate providers, staff, employees, patients and families on the role of patients and families in improving patient safety and reducing risk.</p> <p>S. Coach physicians, leaders, managers, and staff on appropriate disclosure methods and processes.</p> <p>T. Participate in critical incident debriefing.</p> <p>U. Participate in the development of corrective action plans for problems uncovered by risk assessments, audits and investigations (e.g., sentinel events, reported events/incidents, FMEA and Root Cause Analysis).</p> <p>V. Supervise follow-up to recommend improvements stemming from risk assessments, audits and investigations (e.g., sentinel events, reported events/incidents, FMEA and Root Cause Analysis).</p> <p>2. Claims Management:</p> <p>A. Notify carriers of potential or actual claims.</p> <p>B. Direct claims management strategies and activities including:</p> <ol style="list-style-type: none"> 1. investigations. 2. ongoing monitoring of defense activities. 3. discovery requests/interrogatories. 4. attendance at settlement conferences. 5. preparation for mediation and arbitration hearings. 6. preparation for trials. 7. setting loss reserves. <p>C. Ensure that administration is kept informed of high exposure cases and aggregate claims experience, including its impact on the risk financing program.</p> <p>D. Secure and evaluate all pertinent medical, billing, and other records related to individual liability claims.</p> <p>E. Assess liability and probability of legal action for notification of insurance carriers.</p>	<p>8</p>	<p>12</p>	<p>0</p>	<p>20</p>
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CANDIDATE HANDBOOK AND APPLICATION

(RE = Recall, AP = Application, AN = Analysis)

Questions

RE AP AN Totals

<ul style="list-style-type: none"> F. Ensure chain-of-custody for all potential evidence related to individual liability claims. G. Analyze professional liability historical loss experience. H. Ensure legal case files are maintained in such a way to protect discoverability. I. Communicate results of claims data analysis and risk management opportunities for inclusion in setting organizational priorities. J. Manage the response to service of process and notify appropriate parties of such service. 	<p>1 4 1 6</p>
<p>3. Risk Financing:</p> <ul style="list-style-type: none"> A. Maintain and coordinate exposure data for organization. B. Complete insurance applications and renewals. C. Develop comprehensive risk financing strategies to address the organization’s areas of exposure including: <ul style="list-style-type: none"> 1. general liability (GL). 2. professional liability (PL). D. Conduct ongoing monitoring/evaluation of risk financing program. E. Respond to risk management concerns about insurance coverage from organization personnel and staff members. 	<p>8 11 0 19</p>
<p>4. Regulatory/Accreditation Compliance:</p> <ul style="list-style-type: none"> A. Promote compliance with state agencies governing the reporting of specific events through policy development, guidance, or education. B. Promote compliance with the requirements of the following federal acts/regulations through policy development, guidance, or education: <ul style="list-style-type: none"> 1. Americans with Disabilities Act (ADA). 2. Occupational Safety and Health Administration (OSHA). 3. Patient Self-Determination Act (PSDA). 4. Health Insurance Portability and Accountability Act (HIPAA). 5. National Practitioner Data Bank (NPDB). 6. Emergency Medical Treatment and Active Labor Act (EMTALA/COBRA). 7. Safe Medical Device Act (SMDA). 8. Health Care Quality Improvement Act (HCQIA). 9. Food and Drug Administration (FDA). 10. Centers for Medicare and Medicaid Services (CMS). C. Promote compliance with state-specific legislation through policy development, guidance, or education. D. Promote compliance with federal and state laws and regulations governing patient confidentiality through policy development, guidance, or education including protected health information (PHI). E. Promote compliance with state reporting requirements through policy development, guidance, or education concerning: <ul style="list-style-type: none"> 1. abuse of developmentally disabled patients. 2. child abuse. 3. domestic violence. 4. elder abuse. 5. employee sexual misconduct. F. Promote compliance with state reporting requirements governing violence in the workplace through policy development, guidance, or education. G. Educate staff on regulatory issues related to risk management. H. Promote compliance with state regulations regarding the investigation and resolution of patient complaints or grievances through policy development, guidance, or education. I. Collaborate with other departments by preparing and conducting quality and/or risk assessments to maintain a constant state of accreditation readiness. J. Promote compliance with regulations governing involuntary detention of patients through policy development, guidance, or education. K. Provide ongoing consultation to other departments to promote compliance with accreditation standards. 	<p>8 11 0 19</p>



CANDIDATE HANDBOOK AND APPLICATION

(RE = Recall, AP = Application, AN = Analysis)

Questions

RE AP AN Totals

L.	Collaborate in the development of the organization’s regulatory compliance plan.				
M.	Promote compliance with The Joint Commission (TJC) Sentinel Event reporting requirements.				
N.	Promote compliance with private accrediting/certification organizations.				
O.	Assure compliance with The Joint Commission (TJC) Patient Safety Standards.				
P.	Develop responses to inquiries from regulatory and licensing agencies.				
Q.	Develop and implement policies in response to regulatory mandates from The Joint Commission.				
R.	Maintain awareness of patient safety activities occurring locally and nationally, related to:				
	1. The Joint Commission (TJC).				
	2. National Committee for Quality Assurance (NCQA).				
	3. National Patient Safety Foundation (NPSF).				
	4. Institute for Healthcare Improvement (IHI).				
	5. National Quality Forum (NQF).				
S.	Advise on questions related to patient self-determination and advance directives.				
T.	Ensure HIPAA compliant business partner agreements are in place and current for all insurers, attorneys and others involved in the claims process that will have access to PHI.				
U.	Ensure that processes are in place for compliance with federal and state community initiatives for emergency preparedness including natural, man-made, and biologic disaster readiness.				
V.	Ensure processes are in place to monitor and report emerging public health trends.				
5.	Operations:	3	9	3	15
A.	Supervise risk management staff.				
B.	Develop/maintain department policies and procedures and modify as required.				
C.	Prepare risk management department budgets.				
D.	Develop risk management philosophy including the organizational response to errors.				
E.	Coordinate risk management committees.				
F.	Develop annual goals for risk management department.				
G.	Train risk management staff.				
H.	Develop risk management plan.				
I.	Evaluate the effectiveness of risk management activities.				
J.	Develop policies and procedures for acceptance of legal documents (e.g., summons, complaints, subpoenas, court orders).				
K.	Support patient safety committee meetings by collecting and formulating relevant information to facilitate decision-making process.				
L.	Participate in professional association activities.				
M.	Annually assess risk management plan for effectiveness.				
6.	Bioethics:	2	5	1	8
A.	Ensure processes and programs are in place to address:				
	1. advance directives for conformance with ethics principles and applicable regulations.				
	2. withdrawal of life support.				
	3. Do Not Resuscitate Orders (DNR).				
	4. futile care.				
	5. informed consent and general consent.				
	6. surrogate parent rights.				
	7. culturally appropriate care.				
	8. non-discriminatory care.				
B.	Provide risk management consultation for specific ethical dilemmas (cases).				
C.	Provide education/in-service for staff, patients, families, communities on patient’s rights (e.g., end of life decisions).				
D.	Ensure organizational compliance with disclosure of unanticipated outcomes.				
E.	Ensure programs that address provider and staff behavioral issues are culturally, legally and psychologically sound and non-discriminatory.				



● **SAMPLE EXAMINATION QUESTIONS**

1. Which of the following is **NOT** a valid reason for selecting a particular defense attorney or firm?
 - A. referral from the hospital’s Board of Directors
 - B. the firm’s track record in medical malpractice litigation
 - C. the degree of responsiveness to, and cooperation with, the healthcare organization’s Risk Manager
 - D. the firm’s compliance with procedural requirements included in the insured’s “defense attorney guidelines”
2. What type of primary malpractice insurance policy is necessary to purchase “tail”/prior acts coverage when changing carriers?
 - A. excess
 - B. umbrella
 - C. occurrence
 - D. claims made
3. Which insurance coverage is designed to protect individuals serving in a governance role from liability claims arising out of errors in judgment, breach of duty, and other wrongful acts?
 - A. crime
 - B. fiduciary
 - C. directors’ and officers’
 - D. Workers’ Compensation
4. Which of the following should be considered when establishing a risk management budget?
 1. salaries
 2. office supplies
 3. job description
 4. indemnity/expense
 - A. 1, 2, and 3 only
 - B. 1, 2, and 4 only
 - C. 1, 3, and 4 only
 - D. 2, 3, and 4 only
5. Which of the following would **NOT** be considered a sentinel event?
 - A. suicide
 - B. patient rape
 - C. infant abduction
 - D. medical record alteration
6. A Risk Manager receives interrogatories that include several questions to which he/she intends to ask the defense counsel to object. Which of the following objections, while appropriate, must be accompanied by detailed reasons?
 - A. The interrogatory is inapplicable to the instant case.
 - B. The interrogatory is unduly burdensome and time consuming.
 - C. The information sought is in the possession of the party requesting it.
 - D. The information sought is a matter of public record and equally applicable to both parties.
7. A systematic approach to ethics consultation and decision making will help ensure that risk management goals and ethical principles are served. A systematic approach includes all of the following **EXCEPT**
 - A. verification of the facts.
 - B. unanimous agreement among participants.
 - C. documentation of the rationale for the decision.
 - D. identification of the potential legal and ethical problems.
8. Which of the following is required as part of the sentinel event process of The Joint Commission?
 - A. fish bone diagram of the causal factors
 - B. pareto chart outlining the problems identified
 - C. action plan listing the steps for improvement
 - D. flowchart listing the responsibility of each of the departments involved
9. The Safe Medical Device Act requires that a device related death be reported to the
 - A. Food and Drug Administration.
 - B. Office of Management and Budget.
 - C. Centers for Medicare and Medicaid Services.
 - D. Occupational Safety and Health Administration.
10. Which of the following is a notice to the defendants named in a complaint indicating that an action has been filed against them, and that they are required to answer on a specified date and at a specified place?
 - A. subpoena
 - B. summons
 - C. court order
 - D. notice of intent

ANSWER KEY	
1. A	6. B
2. D	7. B
3. C	8. C
4. B	9. A
5. D	10. B



EXAMINATION PREPARATION

CONTENT

Candidates who have passed the CPHRM Examination report that study should begin by reviewing the Examination Content Outline. Review the content categories and related tasks, identifying those tasks that are not performed regularly and are not familiar. Then, focus study on those unfamiliar tasks. Remember that all questions in the CPHRM Examination are job-related and test application and analysis of information, not just recall of isolated facts.

SELF-ASSESSMENT EXAMINATION (SAE)

A Self-Assessment Examination (SAE) for the CPHRM Examination is available. The SAE is an online tool created by the AHA Certification Center to simulate the CPHRM Examination.

The 100-question online practice examination was developed using the same procedures as the examination, and conforms to examination specifications in content, cognitive levels, format and difficulty. Feedback reports from the SAE provide an opportunity to evaluate and remedy less-than-desirable performance before taking the CPHRM Examination.

For more information and to purchase the CPHRM SAE, visit <http://www.aha.org/aha/certification/sae.html>.

OTHER STUDY RESOURCES

The AHA-CC recommends that review for the CPHRM Examination focus on references and programs that cover the information summarized in the CPHRM Examination Content Outline. It should not be inferred that questions in the examination are selected from any single reference or set of references or that study from specific references guarantees a passing score on the examination.

For information about references, study guides and study sessions offered by the American Society for Healthcare Risk Management, visit www.ashrm.org.

EXAMINATION FEES

A candidate must submit the appropriate fee with a complete examination application according to the following schedule. Payment may be made by credit card (VISA, MasterCard, American Express or Discover), company check, cashier's check or money order made **payable to AMP**. Cash and personal checks are **not** accepted. **Fees are nonrefundable**. The application may be transferred to a future examination date by requesting a rescheduling of testing.

Fee Schedule

Member of ASHRM or other AHA	
Personal Membership Group	\$275
Nonmember	\$425
Rescheduling Fee	\$100

Credit card transactions that are declined are subject to a \$25 handling fee. A certified check or money order for the amount due, including the handling fee, must be sent to AMP to cover declined credit card transactions.

EXAMINATION ADMINISTRATION

The CPHRM Examination is administered on computer at AMP Assessment Centers and during special administrations. During a special administration, the examination may be offered on laptop or in paper-and-pencil format. The examination may also be administered outside of the U.S. on request and for an additional fee. Refer to the website of the AHA Certification Center at www.aha.org/certification for more information.

COMPUTER ADMINISTRATION AT AMP ASSESSMENT CENTERS

The primary mode of delivery of the CPHRM Examination is via computer at over 170 AMP Assessment Centers geographically distributed throughout the United States. Assessment Centers are typically located in H&R Block offices. Assessment Center locations, detailed maps and directions are available from www.aha.org/certification, by clicking on "CPHRM" and then on "Testing Centers."

For computer administrations, there are no application deadlines. A candidate who meets eligibility requirements for the examination may submit an application and fee at any time. Ninety (90) days are allowed from confirmation of eligibility within which a candidate must make an appointment for testing and take the examination. The examination is administered by appointment only Monday through Saturday at 9:00 a.m. and 1:30 p.m. Candidates are scheduled on a first-come, first-served basis.

If AMP is contacted by 3:00 p.m. Central Time on...	Depending upon availability, the examination may be scheduled as early as...
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday/Saturday
Thursday	Monday
Friday	Tuesday



● **HOLIDAYS**

The examination is not offered on the following holidays.

New Year's Day
Martin Luther King, Jr. Day
Presidents' Day
Good Friday
Memorial Day
Independence Day (July 4)
Labor Day
Columbus Day
Veterans' Day
Thanksgiving Day (and the following Friday)
Christmas Eve Day
Christmas Day
New Year's Eve Day

● **SPECIAL ADMINISTRATION – LAPTOP OR PAPER-AND-PENCIL**

On occasion, the CPHRM Examination may be offered on laptop or in paper-and-pencil format during membership meetings. A candidate who meets eligibility requirements and submits an application and fee for receipt by the posted deadline is allowed to test. **Online application is not available for special administrations.** Dates of special administrations and deadlines for receipt of applications are posted on www.aha.org/certification.

● **INTERNATIONAL TESTING**

Candidates who are eligible for the CPHRM Examination and wish to be tested outside of the U.S. may be accommodated for an additional fee. See www.aha.org/certification for a *Request for International Examination Administration* form. Click on "CPHRM" and then on "Testing Centers."

● **SPECIAL ARRANGEMENTS FOR CANDIDATES WITH DISABILITIES**

The AHA-CC complies with the Americans with Disabilities Act and strives to ensure that no individual with a disability is deprived of the opportunity to take the examination solely by reason of that disability. Through its agents, the AHA-CC will provide reasonable accommodation for a candidate with a disability who requests accommodation.

Wheelchair access is available at all Assessment Centers. A candidate with a visual, sensory or physical disability that prevents taking the examination under standard conditions may request special accommodations and arrangements. For either a computer administration or a special administration, complete the *Request for Special Examination Accommodations* form included in this Handbook and submit it with an application and fee at least 45 days prior to the examination date desired.

● **TELECOMMUNICATION DEVICES FOR THE DEAF**

AMP is equipped with Telecommunication Devices for the Deaf (TDD) to assist deaf and hearing-impaired candidates. TDD calling is available 8:30 a.m. to 5:00 p.m. (CST) Monday-Friday at 913/895-4637. This TDD phone option is for individuals equipped with compatible TDD machinery.

● **ADHERING TO PROFESSIONAL STANDARDS OF CONDUCT**

The AHA Certification Center is responsible to its candidates, certificants, employers, the profession and the public for ensuring the integrity of all processes and products of its Certification Programs. As such, the AHA Certification Center requires adherence to these *Professional Standards of Conduct* by all who have achieved certification through successful completion of its programs.

Professional Standards of Conduct: A certificant who is awarded certification by the AHA Certification Center agrees to conduct himself/herself in an ethical and professional manner. This includes demonstrating practice-related behavior that is indicative of professional integrity. By accepting certification, the certificant agrees to:

- Maintain professional competence;
- Demonstrate work behavior that exemplifies ability to perform safely, competently and with good judgment;
- Conduct professional activities with honesty and integrity;
- Avoid discriminating against any individual based on age, gender, race, color, religion, national origin, disability or marital status;
- Avoid conflicts of interest;
- Abide by the laws, rules and regulations of duly authorized agencies regulating the profession; and
- Abide by rules and regulations governing programs conducted by the AHA Certification Center.

Infraction of these *Professional Standards of Conduct* is misconduct for which granting of a certification or renewal of a certification may be delayed or denied, or for which a certification may be revoked by the AHA Certification Center.

Reporting Violations: To protect the national credentials and to ensure responsible practice by its certificants, the AHA Certification Center depends upon its candidates and certificants, professionals, employers, regulatory agencies and the public to report incidents that may be in violation of these *Professional Standards of Conduct*. A certificant who has violated these *Standards* should voluntarily surrender his/her certification.

Written reports of infraction of these *Standards* may be sent to: President, AHA Certification Center, One North Franklin, Chicago, IL 60606. Only signed, written communication will be considered.

The AHA Certification Center will become involved only in matters that can be factually determined, and commits to handling any situation as fairly and expeditiously as possible.



During its investigation and decision, the AHA Certification Center will protect the confidentiality of those who provide information to every possible extent. The named individual will be afforded every opportunity to respond in a professional and legally defensible manner, in accord with policies established by the AHA Certification Center.

A candidate's signature on an application for examination attests to adherence to *Professional Standards of Conduct*.

in AHA's membership database will be used for all records and communications. For information on your membership record, please contact AHA's Member Service Center at 312/422-2765.

An application is considered complete only if all information requested is complete, legible and accurate; if the candidate is eligible for the examination; and if the appropriate fee accompanies the application. An application that is incomplete will be returned, along with any fee submitted minus a \$50 processing fee.

Required information includes:

- Personal Information;
- Selection of Examination Type. For a special domestic administration, enter the scheduled date. (Administration dates and deadline dates for applying are posted on www.aha.org/certification.);
- Indication of Eligibility for Examination;
- Indication of Application Status;
- Indication of the Membership Status and applicable Examination Fee. If requesting the member fee, enter the membership number; and
- Signature.

If special accommodations are being requested, complete the *Request for Special Examination Accommodations* form included in this Handbook and submit it to AMP at least 45 days prior to the desired testing date with the examination application and fee.

AMP processes the application and within approximately two weeks sends a confirmation notice by e-mail and postcard including a toll-free telephone number and website address to contact to schedule a testing appointment. Be prepared to confirm a location and a preferred date and time for testing and to provide your AHA Personal Membership Group member number as a unique identification number. If you are not a member of an AHA Personal Membership Group, please indicate that you are not a member and AMP will assign a unique sequential number.

If a confirmation notice is not received within 4 weeks, contact AMP at 913/895-4600. For a special administration, the confirmation notice reports the date, location and check-in time for the examination.

For a computer administration at an AMP Assessment Center, a candidate's application is valid for 90 days, during which the candidate must schedule an appointment to test on computer and take the examination. A candidate who fails to schedule an appointment within the 90-day period forfeits the application and all fees paid to take the examination. A complete application and examination fee are required to reapply for examination.

A candidate is allowed to take only the examination for which application is made and confirmation is received. Unscheduled candidates (walk-ins) are not tested.

● THE APPLICATION PROCESS

There are two ways to apply for the CPHRM Examination after eligibility requirements are satisfied. Documentation of eligibility does not need to be submitted with an application for the examination. The AHA-CC reserves the right to verify information supplied by or on behalf of a candidate. If selected for an audit, the candidate will be asked to submit documentation supporting eligibility.

1. Online Application and Scheduling (for computer administrations at AMP Assessment Centers only):

Complete the application and scheduling process in one online session by visiting www.aha.org/certification. Click on "CPHRM," then click on "Online Application and Scheduling" and follow the online instructions.

To be eligible for the reduced CPHRM Examination fee, click on "Member," then enter your membership number, name and address exactly as they appear in AHA's membership database. Your preferred mailing and email addresses designated in AHA's membership database will be used for all records and communications. For information on your membership record, please contact AHA's Member Service Center at 312/422-2765.

After the application information and payment using a credit card (VISA, MasterCard, American Express, Discover) have been submitted, eligibility is confirmed or denied and the candidate is prompted to schedule an examination appointment or supply additional eligibility information.

If special accommodations are being requested, please contact AMP at 913/895-4600 before scheduling an examination appointment.

OR

2. Paper Application and Scheduling (for all administrations):

Complete and submit to AMP a paper application and appropriate fee (credit card, company check, cashier's check or money order). The candidate may complete the paper application included in this Handbook or obtained by:

- Downloading copy from www.aha.org/certification; or
- Contacting Applied Measurement Professionals, Inc. (AMP) at 913/895-4600.

To be eligible for the reduced CPHRM Examination fee, enter your name, address and membership number exactly as they appear in AHA's membership database. Your preferred mailing and email addresses designated



● **RESCHEDULING OR CANCELING AN EXAMINATION**

Fees are nonrefundable. A candidate who is unable to test as scheduled may opt to reschedule.

- A candidate may reschedule the examination **once** at no charge by calling AMP at 888/519-9901 at least **2** business days prior to a scheduled administration. For a computer administration at an AMP Assessment Center, the following schedule applies.

If the examination is scheduled on...	AMP must be called by 3:00 p.m. Central Time to reschedule the examination by the previous...
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Monday
Friday	Tuesday

- A candidate who wishes to reschedule a second time may reschedule by calling AMP at 888/519-9901 and paying the \$100 rescheduling fee. A new application is not required. The examination must be rescheduled within 90 days of the date of the originally scheduled testing session.
- A candidate who does not reschedule an examination within the 90-day period forfeits the application and all fees paid to take the examination. A new, complete application and examination fee are required to reapply for examination.
- A candidate who cancels his/her examination after confirmation of eligibility is received forfeits the application and all fees paid to take the examination. A new, complete application and examination fee are required to reapply for examination.

● **ON THE DAY OF THE EXAMINATION**
● **REPORTING FOR THE EXAMINATION**

Remember to bring any confirmation notice provided by AMP. It contains a unique identification number required to test.

For a computer administration, report to the Assessment Center no later than the scheduled testing time. After entering the H&R Block office, follow the signs indicating AMP Assessment Center Check In.

For a special administration, report to the testing room at the time indicated on the confirmation notice. **The examination will begin after all scheduled candidates are checked-in and seated.** Follow the signs provided in the hotel/convention center to locate the testing room.

A candidate who arrives more than 15 minutes after the scheduled testing time is not admitted.

- A candidate who is not admitted due to late arrival has 90 days from the originally scheduled examination session to remit the \$100 rescheduling fee and call AMP at 888/519-9901 to schedule a new appointment for a computer administered examination at an AMP Assessment Center. A new application is not required.
- A candidate who does not reschedule an examination within the 90-day period forfeits the application and all fees paid to take the examination. A complete application and examination fee are required to reapply for examination.

● **SECURITY**

The AHA-CC and AMP maintain examination administration and security standards that are designed to assure that all candidates are provided the same opportunity to demonstrate their abilities. The testing environment is continuously monitored by audio and video surveillance equipment or examination personnel.

● **VERIFYING IDENTITY**

To gain admission to the Assessment Center or testing room, the candidate needs to present two forms of identification, one with a current photograph. Both forms of identification must be current and include the candidate's current name and signature. The candidate is required to sign a roster for verification of identity. **The candidate should bring the confirmation notice provided by AMP as it contains a unique identification number required to test.** If confirmation is not received 4 weeks prior to the Examination, contact AMP at 913/895-4600.

Acceptable forms of photo identification include: a current driver's license with photograph, a current state identification card with photograph, a current passport, or a current military identification card with photograph. Employment ID cards, student ID cards and temporary identification cards are NOT acceptable as primary identification, but may be used as secondary identification. Secondary identification must be current and must verify the candidate's name and signature. **A candidate without proper identification is not permitted to test.**

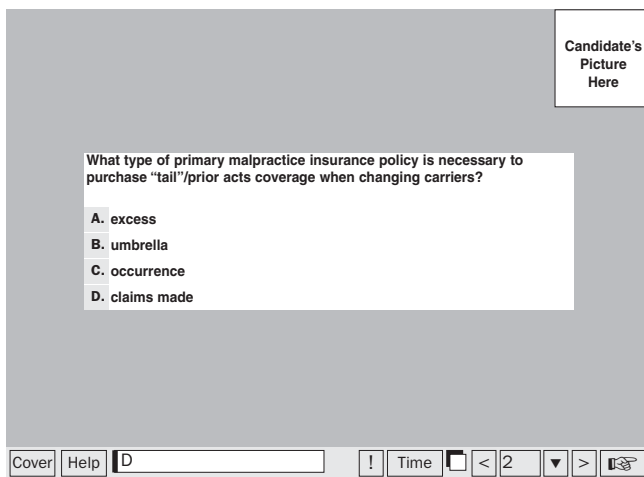
● **TAKING THE EXAMINATION**

After identity of the candidate has been verified, the candidate is directed to a testing carrel for a computer administration or an assigned seat for a special administration. Each candidate is provided one sheet of scratch paper for calculations that must be returned to the examination proctor at the completion of testing.

- For a paper-and-pencil administration, the candidate is provided oral and written instructions to guide the testing process.

- For a computer administration at an AMP Assessment Center or a laptop administration, the candidate is provided instructions on-screen. First, the candidate is instructed to enter his/her unique identification number. Then, the candidate's photograph is taken and remains on-screen throughout the examination session. Prior to attempting the examination, the candidate is provided a short tutorial on using the software to take the examination. Tutorial time is NOT counted as part of the 2 hours allowed for the examination. Only after a candidate is comfortable with the software, does the examination begin.

The following is a sample of what the computer screen looks like when a candidate is attempting the examination.



The computer monitors the time spent on the examination. The examination terminates at the 2-hour mark. Clicking on the "Time" button in the lower right portion of the screen or selecting the TIME key reveals a digital clock that indicates the time remaining. The time feature may also be turned off during the examination.

Only one examination question is presented at a time. The question number appears in the lower right portion of the screen. The entire examination question appears on-screen (stem and four options labeled A, B, C and D). Select an answer by either entering the letter of the option (A, B, C or D) or clicking on the option using the mouse. The letter of the selected option appears in the window in the lower left portion of the screen. To change an answer, enter a different option by pressing the A, B, C or D key or by clicking on the option using the mouse. An answer may be changed multiple times.

To move to the next question, click on the forward arrow (>) in the lower right corner of the screen or select the NEXT key. This action allows the candidate to move forward through the examination question by question. To review a question or questions, click the backward arrow (<) or use the left arrow key to move backward through the examination.

An examination question may be left unanswered for return later in the examination session. Questions may also be bookmarked for later review by clicking in the blank square to the right of the Time button. Click on the hand icon or press the NEXT key to advance to the next unanswered or bookmarked question on the examination. To identify all unanswered or bookmarked questions, repeatedly click on the hand icon or press the NEXT key. When the examination is completed, the number of examination questions answered is reported. If fewer than 110 questions were answered and time remains, return to the examination and answer the remaining questions. Be sure to answer each examination question before ending the examination. **There is no penalty for guessing.**

● **CANDIDATE COMMENTS**

For a computer administration, online comments may be provided for any question by clicking on the button displaying an exclamation point (!) to the left of the Time button. This opens a dialogue box where comments may be entered.

For a paper-and-pencil administration, comments may be provided on the answer sheet on the day of the examination.

Comments will be reviewed, but individual responses will not be provided.

● **INCLEMENT WEATHER OR EMERGENCY**

In the event of inclement weather or unforeseen emergencies on the day of examination, the AHA-CC, in concert with AMP, will determine whether circumstances warrant the cancellation, and subsequent rescheduling, of an examination. The examination usually proceeds as scheduled if testing personnel are able to conduct business.

Every attempt is made to administer an examination as scheduled; however, should an examination be canceled, the scheduled candidate will receive notification following the examination regarding a rescheduled examination date or reapplication procedures. In the case of cancellation, no additional fee is required to test.

For computer administrations at AMP Assessment Centers, candidates may visit AMP's website at www.goAMP.com prior to the examination to determine if any Assessment Centers have been closed.

In the event of a personal emergency on the day of examination, a candidate may request consideration of rescheduling the examination without additional fee by contacting the AHA-CC in writing within 30 days of the scheduled testing session. A description of the emergency and supporting documentation are required. Rescheduling without additional fee will be considered on a case-by-case basis.



● **RULES FOR THE EXAMINATION**

1. No personal items (other than keys, wallets and items required for medical or personal needs), books, papers, calculators, computers, dictionaries or other reference materials may be taken into the testing room. No valuables or weapons should be brought to the testing room. AMP is not responsible for items left in the reception room.
2. No personal pens, pencils, or other writing instruments are allowed in the testing room. Pencils will be provided during check-in.
3. Examinations are proprietary. No cameras, notes, tape recorders, Personal Digital Assistants (PDAs), pagers or cellular phones are allowed in the testing room.
4. No eating, drinking or smoking is permitted in the testing room.
5. No documents or memoranda of any kind are to be taken from the testing room. Each candidate will be provided one sheet of scratch paper that must be returned to the supervisor at the completion of testing.
6. No questions concerning the content of the examination may be asked during the examination.
7. Permission from the examination proctor is required to leave the testing room during the examination. No additional time is granted to compensate for time lost.
8. No guests, visitors or family members are allowed in the testing room or reception areas.
9. A candidate may be dismissed from the examination for misconduct. Specific examples of misconduct follow.
 - The candidate's admission to the examination is unauthorized.
 - The candidate creates a disturbance, is abusive or otherwise uncooperative.
 - The candidate uses outside notes, references or unauthorized aids.
 - The candidate gives or receives help or is suspected of doing so.
 - The candidate attempts to remove examination materials or notes from the testing room.
 - The candidate attempts to take the examination for someone else.

Violation of any of the above provisions results in dismissal from the examination session. The candidate's score on the examination is voided and examination fees are not refunded. Evidence of misconduct is reviewed by the Appeal Board of the AHA-CC to determine whether the candidate will be allowed to reapply for examination. If re-examination is granted, a complete application and examination fee are required to reapply.

● **COPYRIGHTED EXAMINATION QUESTIONS**

All examination questions are the copyrighted property of the AHA-CC. It is forbidden under federal copyright law to copy, reproduce, record, distribute or display these examination questions by any means, in whole or in part. Doing so may result in severe civil and criminal penalties.

● **FAILING TO REPORT FOR THE EXAMINATION**

- A candidate who fails to report for an examination has 90 days from the originally scheduled testing session to remit the \$100 rescheduling fee and contact AMP to schedule a new appointment for examination. Please submit a written request including your name, address, identification number and payment to AMP. If you are paying by credit card please include the credit card number, expiration date and 3-digit security code found on the back of your credit card. A new application is not required.
- A candidate who does not reschedule an examination within the 90-day period forfeits the application and all fees paid to take the examination. A complete application and examination fee are required to reapply for examination.

● **FOLLOWING THE EXAMINATION**

- A candidate who takes the examination in paper-and-pencil format receives his/her score report by mail approximately five weeks after the examination.
- A candidate who takes the examination on computer at an AMP Assessment Center or on laptop receives his/her score report before leaving the testing facility.

Score reports are issued by AMP, on behalf of the AHA-CC. Recognition of certification and additional information related to renewing the certification are issued from the AHA-CC within 6 weeks after testing.

● **SCORING THE EXAMINATION**

Scores are reported in written form only, in person or by U.S. mail. Scores are not reported over the telephone, by electronic mail or by facsimile.

The score report indicates a "Pass" or "Fail." Raw score on the total examination determines Pass/Fail status. Additional detail is provided in the form of raw scores by major categories of the Examination Content Outline. A raw score is the number of questions answered correctly. Even though the examination consists of 110 questions, the score is based on 100 questions. Ten (10) questions are "pretest" questions and do not affect the candidate's score. The minimum passing score for the examination is posted on www.aha.org/certification. Click on "Frequently Asked Questions" to view examination statistics.



The methodology used to set the initial minimum passing score is the Angoff method, in which expert judges estimate the passing probability of each question on the examination. These ratings are averaged to determine the preliminary minimum passing score (i.e., the number of correctly answered questions required to pass the examination). This method takes into account the difficulty of the examination. The preliminary minimum passing score is validated by the performance of candidates. The passing standard is applied consistently across all candidates who take the same form of the examination.

When new forms of the examination are introduced, a certain number of examination questions in the various content areas are replaced by new examination questions. These changes may cause one form of the examination to be slightly easier or harder than another form. To adjust for these differences in difficulty, a procedure called “equating” is used. For equated examinations that have different passing scores, the equating process helps ensure that the levels of examinee knowledge are equivalent on the various examination forms.

● **PASSING THE EXAMINATION**

A candidate who passes the CPHRM Examination is awarded the Certified Professional in Healthcare Risk Management (CPHRM) credential. The AHA-CC, in concert with the professional membership society, reserves the right to recognize publicly any candidate who has successfully completed the CPHRM Examination. Recognition is awarded so as not to embarrass any candidate who is unsuccessful in an attempt to achieve certification.

Name, address, telephone number and email address of a candidate who passes the Examination will be shared with the professional membership society. Scores are never reported. If you do NOT wish to have your personal information shared, please opt out by contacting Kim Williams, AHA-CC, program specialist, at kwilliams@aha.org or 312/422-3711.

● **FAILING THE EXAMINATION**

If the examination is not passed, a shortened reapplication form is provided at the bottom of the score report.

- To schedule another examination, a candidate may reapply by using the online application and scheduling feature on www.goAMP.com or by submitting the reapplication form and the examination fee within 90 days following the failed examination.
- A candidate who applies for re-examination after 90 days following the failed examination must submit the full application and examination fee.

There is no limit to the number of times an individual may take the CPHRM Examination.

● **SCORES CANCELED BY THE AHA-CC**

The AHA-CC and AMP are responsible for the integrity of the scores reported. On occasion, occurrences, such as computer malfunction or misconduct by a candidate, may cause a score to be suspect. The AHA-CC is committed to rectifying such discrepancies as expeditiously as possible. The AHA-CC may void examination results if, upon investigation, violation of CPHRM regulations is discovered.

● **CONFIDENTIALITY**

Information about a candidate for testing or renewal of certification and examination results are considered confidential; however, the AHA-CC reserves the right to use information supplied by or on behalf of a candidate in the conduct of research. Studies and reports concerning candidates contain no information identifiable with any candidate, unless authorized by the candidate.

Demographic information about a candidate is shared only in cases where the candidate may benefit. Scores are never reported to anyone other than the candidate, unless the candidate directs such a request in writing.

● **DUPLICATE SCORE REPORT**

A candidate may purchase additional copies of the score report at a cost of \$25 per copy. The request must be submitted to AMP, in writing, within 12 months after the examination; and must include the candidate’s name, unique identification number, mailing address, telephone number, date of examination and examination taken. Submit this information with the required fee payable to AMP. The duplicate score report will be mailed within three (3) weeks after receipt of the request.

● **NAME AND ADDRESS CHANGE**

If you move or change your name after obtaining certification, please notify Kim Williams, AHA-CC program specialist, at kwilliams@aha.org or 312/422-3711. Please provide a valid email address. Communication from the AHA-CC is primarily by email.



● **RENEWAL OF CERTIFICATION**

Attaining certification is an indication of mastery of a well-defined body of knowledge at a point in time. Periodic renewal of the certification is required to maintain certified status. Initial certification or renewal of certification is valid for three (3) years.

A certificant may renew the CPHRM credential through one of two routes:

1. Successful re-examination; or
2. Documentation of 45 contact hours of continuing professional education over the 3-year period and payment of the renewal fee.

NOTE: Please check the AHA website (www.aha.org/certification) for current renewal forms and fees.

Details of renewing the certification are provided to candidates who pass the examination in a certification package sent by the AHA-CC. A copy of the CPHRM Renewal Application is also available from www.aha.org/certification.

A certificant receives multiple notices of pending expiration from the AHA-CC, provided that a current e-mail address is on file with the AHA-CC.

● **FAILING TO RENEW**

A certificant who fails to renew his/her certification is no longer considered certified and may not use the CPHRM credential in professional communications, such as on letterhead, stationery and business cards, in directory listings and in signature. To regain certification, the individual must retake and pass the CPHRM Examination.

● **APPEALS**

A candidate who believes he/she was unjustly denied eligibility for examination, who challenges results of an examination or who believes he/she was unjustly denied renewal of certification may request reconsideration of the decision by submitting a written appeal to the AHA Certification Center, One North Franklin, Chicago, IL 60606. The candidate for certification or renewal of certification must provide convincing evidence that a severe disadvantage was afforded the candidate during processing of an application for examination or renewal of certification or prior to or during administration of an examination. The appeal must be made within 45 days of receipt of a score report or any other official correspondence related to certification or renewal of certification from the AHA-CC or its agents. The written appeal must also indicate the specific relief requested. The appealing candidate is required to submit a \$100 fee with the written appeal. The fee will be refunded to the candidate if deemed justified through action of the Appeal Board.

Additional regulations related to the appeal mechanism may be obtained from the AHA Certification Center.

CHECK LIST

- Read the CPHRM Candidate Handbook.
- Apply for the examination by mailing or faxing a complete application to the AMP address provided. Remember to include the examination fee, sign the application, and submit both pages of the application. When confirmation of eligibility is received from AMP, make an appointment to take the examination. OR
- Apply for the examination and schedule an appointment to test on computer at an AMP Assessment Center in one online session by visiting www.aha.org/certification. Click on "CPHRM," then on "Online Application and Scheduling" and follow the online instructions.
- Appear on time for the examination on the date, and at the time and location selected. Remember to bring the confirmation notice provided by AMP and identification as described in this Handbook.
- Good luck on attaining the CPHRM credential.

**AMERICAN HOSPITAL ASSOCIATION CERTIFICATION CENTER
CERTIFIED PROFESSIONAL IN HEALTHCARE RISK MANAGEMENT (CPHRM)**



EXAMINATION APPLICATION

To apply for the CPHRM Examination, complete this application and return it with the examination fee to:

Applied Measurement Professionals, Inc.
AHA-CC Examination
18000 W. 105th Street • Olathe, KS 66061-7543 • FAX: 913/895-4651

PERSONAL INFORMATION

ASHRM or other AHA Personal Membership Group Member Number

I am not a member of an AHA Personal Membership Group (a unique identification number will be assigned)

Name (Last, First, Middle Initial, Former Name) (Please enter names as you wish them to appear on your certificate.)

Name of Facility/Company

Title

Preferred Mailing Address (Street Address, City, State/Province, Zip/Postal Code, Country)

Daytime Telephone Number

Preferred E-mail Address

EXAMINATION TYPE

- I am applying for a computer administration at an AMP Assessment Center.
- I am applying for a special domestic administration. (See www.aha.org/certification for scheduled dates.) Scheduled date: _____
- I am applying for an international administration. (See www.aha.org/certification for Request for International Examination Administration form.)

APPLICATION STATUS

- I am applying as a new candidate.
- I am applying as a reapplicant.
- I am applying for renewal of certification.

ELIGIBILITY REQUIREMENTS

To be eligible for the Certified Professional in Healthcare Risk Management (CPHRM) Examination, a candidate must fulfill one of the following requirements for education/healthcare experience **and** meet the requirement for risk management experience.

Education / Healthcare Experience:

- Baccalaureate degree or higher plus five (5) years of experience in a healthcare setting or with a provider of services to the healthcare industry
- Associate degree or equivalent plus seven (7) years of experience in a healthcare setting or with a provider of services to the healthcare industry
- High school diploma or equivalent plus nine (9) years of experience in a healthcare setting or with a provider of services to the healthcare industry

Risk Management Experience:

- 3,000 hours or 50 percent of full-time job duties within the last three years dedicated to healthcare risk management in a healthcare setting or with a provider of services (e.g. consultant, broker, attorney) to the healthcare industry.

MEMBERSHIP STATUS

To be eligible for the reduced CPHRM Examination fee, a candidate must be a current member of ASHRM or other AHA Personal Membership Group. (For information on joining the American Society for Healthcare Risk Management, visit www.ashrm.org.) Membership must be obtained before application for examination at the reduced fee can be honored. If you have applied for membership but have not yet received your membership number, enter NEW in the space provided for membership number.

Enter your Membership Number: _____

EXAMINATION FEE

Payment may be made by credit card, company check, cashier's check or money order made payable to AMP.

- Member of ASHRM or other AHA Personal Membership Group: . . . \$275
- Nonmember: \$425

If payment is made by credit card, complete the following:

- VISA MasterCard American Express Discover

Credit Card Number

Expiration Date

Your Name as it Appears on the Card

Signature

SPECIAL ACCOMMODATIONS

Do you require special disability related accommodations during testing? No Yes

If yes, please complete the *Request for Special Examination Accommodations* form included with this Handbook and submit it with an application and fee at least 45 days prior to the desired testing date.

DEMOGRAPHIC INFORMATION

The following demographic information is requested.

1. How many years of experience do you have in healthcare risk management?
 - 1 3-5 years
 - 2 6-10 years
 - 3 11-15 years
 - 4 16-20 years
 - 5 21-25 years
 - 6 26-30 years
 - 7 More than 30 years
2. What is the highest academic level you have attained?
 - 1 High school diploma or equivalent
 - 2 Associate's degree
 - 3 Baccalaureate degree
 - 4 Master's degree
 - 5 Doctoral degree
3. Professional designations earned (select all that apply):
 - 1 ABHRM
 - 2 AIC
 - 3 ALCM
 - 4 ARM
 - 5 AU
 - 6 CHEM
 - 7 CHSP
 - 8 CPA
 - 9 CPCU
 - 10 CPHQ
 - 11 CSP
 - 12 HRM
 - 13 RN
 - 14 RPLU
 - 15 Other: _____
4. The majority of formal training you received in risk management was through:
 - 1 College Courses
 - 2 Professional Development (e.g., ARM, CPCU)
 - 3 ASHRM Seminars/ Certificate Programs
 - 4 Other: _____
5. Current primary job functions (select all that apply):
 - 1 Acute Care Medical Center
 - 2 Academic Medical Center
 - 3 Multi-Hospital System
 - 4 Specialty (e.g., pediatric, psychiatric, rehab.)
 - 5 Long Term Care
 - 6 Military/Federal/VA
 - 7 Ambulatory Care
 - 8 Insurance Company/Captive/Trust
 - 9 Law Firm
 - 10 Medical Group Practice
 - 11 Home Healthcare Agency
 - 12 Risk Management Consultant
 - 13 Other: _____
6. Current job title:
 - 1 CEO/COO/CMO/CNO/CFO
 - 2 Vice President/ Chief Risk Officer
 - 3 Medical Director
 - 4 Risk Manager (e.g., coordinator, director, corporate)
 - 5 Quality Assurance Manager (e.g., coordinator, director, corporate)
 - 6 Patient Safety Officer
 - 7 Claims Manager (e.g., coordinator, director, corporate)
 - 8 Insurance Manager (e.g. coordinator, director, corporate)
 - 9 Consultant
 - 10 Attorney
 - 11 Compliance Officer
 - 12 Other: _____

SIGNATURE

I certify that I have read all portions of the CPHRM Candidate Handbook and agree to abide by regulations contained therein. I certify that the information I have submitted in this application is complete and correct to the best of my knowledge and belief. I understand that, if the information I have submitted is found to be incomplete or inaccurate, my application may be rejected or my examination results may be delayed or voided.

Name (please print): _____

Signature: _____ Date: _____



American Hospital
Association

REQUEST FOR SPECIAL EXAMINATION ACCOMMODATIONS

If you have a disability covered by the Americans with Disabilities Act, please complete this form and the Documentation of Disability-Related Needs on the reverse side so your accommodations for testing can be processed efficiently. The information you provide and any documentation regarding your disability and your need for accommodation in testing will be treated with strict confidentiality. Please return this form with your examination application and fee to AMP within 45 days of the desired testing date.

CANDIDATE INFORMATION

ASHRM or other AHA Personal Membership Group Member Number _____

I am not a member of an AHA Personal Membership Group (a unique identification number will be assigned)

Name (Last, First, Middle Initial, Former Name) _____

Name of Facility/Company _____

Title _____

Mailing Address _____

City _____

State _____

Zip Code _____

Daytime Telephone Number _____

E-mail Address _____

SPECIAL ACCOMMODATIONS

I request special accommodations for the _____ examination.

Please provide (check all that apply):

- Special seating or other physical accommodation
 Reader
 Extended testing time (time and a half)
 Separate room
 Large print test (paper-and-pencil administration only)
 Circle answers in test booklet (paper-and-pencil administration only)
 Other special accommodations (Please specify.)

Comments: _____

Signed: _____ Date: _____

Return this form with your examination application and fee to:
Candidate Support Center, AMP, 18000 W. 105th Street, Olathe, KS 66061-7543.
If you have questions, call the Candidate Support Center at 913/895-4600.



DOCUMENTATION OF DISABILITY-RELATED NEEDS

Please have this section completed by an appropriate professional (education professional, physician, psychologist, psychiatrist) to ensure that AMP is able to provide the required examination accommodations.

PROFESSIONAL DOCUMENTATION

I have known _____ since ____ / ____ / ____ in my capacity as a
Examination Candidate Date

Professional Title

The candidate discussed with me the nature of the examination to be administered. It is my opinion that, because of this candidate's disability described below, he/she should be accommodated by providing the special arrangements listed on the reverse side.

Description of Disability: _____

Signed: _____ Title: _____

Printed Name: _____

Address: _____

Telephone Number: _____

Date: _____ License # (if applicable): _____

Return this form with your examination application and fee to:
Candidate Support Center, AMP, 18000 W. 105th Street, Olathe, KS 66061-7543.
If you have questions, call the Candidate Support Center at 913/895-4600.