



# **CERTIFIED PROFESSIONAL IN HEALTH CARE RISK MANAGEMENT**

## **CANDIDATE HANDBOOK**

**Conducted by the American Hospital Association Certification Center  
Effective July 2024**



*Advancing Health in America*

# CPHRM CANDIDATE HANDBOOK

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For questions regarding the certification programs and application, contact:

**AHA Certification Center (AHA-CC)**

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Chicago, IL 60606  
Phone: 312-422-3702  
Email: [certification@aha.org](mailto:certification@aha.org)  
Website: [www.aha.org/certification](http://www.aha.org/certification)

For questions regarding the examination application and administration, contact:

**PSI Candidate Services**

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*This Candidate Handbook provides information about the Certified Professional in Healthcare Risk Management (CPHRM) program, including the exam administration policy and process as well as the CPHRM Examination Application. Keep this Candidate Handbook until after the CPHRM Examination is completed. Additional copies of this Candidate Handbook may be obtained by downloading a copy from [www.aha.org/certification](http://www.aha.org/certification). The most current version of the Candidate Handbook is posted here and supersedes any other version.*

## THE AHA-CC

The American Hospital Association Certification Center (AHA-CC) is a division of the American Hospital Association (AHA). Its mission is to create, facilitate and administer the healthcare 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.

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, CPHRM Examination content, test development, test administration and evaluation. Members are appointed by the AHA-CC Board of Directors.

### **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.

## AHA-CC CERTIFICATION PROGRAM EXAMINATIONS

The AHA-CC conducts certification examinations for programs in the following fields of health care:

- Constructors
- Environmental Services
- Facility Managers
- Human Resources
- Materials and Resource Management
- Risk Management

The AHA-CC also provides contracted project management and quality assurance services to the American Organization for Nursing Leadership (AONL) 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 is an indicator of 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.

### **Testing Agency**

The AHA-CC contracts with PSI Services to assist in the development, administration, scoring, score reporting and analysis of its CPHRM Examination.

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## CPHRM CERTIFICATION PROGRAM

The CPHRM certification program promotes healthcare risk management through certification of qualified individuals and the following program elements:

- Recognizing formally those individuals who meet the eligibility requirements of the AHA-CC and pass the CPHRM Examination
- Requiring certification renewal through 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 health professions in assessing healthcare risk managers

### ***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.

### ***CPHRM Eligibility Requirements***

Candidates meeting the CPHRM eligibility requirements fully and passing the CPHRM Examination attain the CPHRM designation. The AHA-CC reserves the right, but is not obligated, to verify the accuracy of eligibility information supplied by or on behalf of a candidate.

To be eligible for the Certified Professional in Healthcare Risk Management (CPHRM) Examination, a candidate must fulfill one (1) of the following requirements for education/healthcare experience **AND** meet the requirement for risk management experience.

#### ***Education/Healthcare Experience***

- Baccalaureate degree or higher from an accredited college or university plus five (5) years of experience in a healthcare setting or with a provider of services to the healthcare industry.
- Associate degree or equivalent from an accredited college 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, or attorney) to the healthcare industry.

## CPHRM EXAMINATION

The CPHRM Examination is structured as follows:

- Composed of 110 multiple-choice questions. A candidate's score is based on 100 of these questions. Ten (10) items are "trial" or "pretest" questions that are interspersed throughout the Examination and are not scored.
- A candidate is allowed two (2) hours in which to complete the CPHRM Examination.
- The CPHRM Examination is based on the five (5) major content areas listed in the Content Outline.
  - Each content area is further defined in the Content Outline by a list of tasks representative of that job responsibility.
  - The number of CPHRM Examination questions devoted to each major content area is included in the Content Outline.

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- Generally, the Examination questions are categorized by the following cognitive levels:
  - Recall: The ability to recall or recognize specific information
  - Application: The ability to comprehend, relate or apply knowledge to new or changing situations
  - Analysis: The ability to analyze and synthesize information, determine solutions and/or evaluate the usefulness of a solution

## ***CPHRM Examination Content Outline***

For the CPHRM Examination Content Outline for the current CPHRM Examination, refer to the following pages.

**1. Clinical/Patient Safety: 25 items**

- A. Assess the current state of patient safety and staff awareness within the organization
- B. Collaborate on proactive patient safety initiatives (e.g., FMEA, RCA, Safety Culture/Just Culture)
- C. Design, implement, and maintain educational programs on risk management and patient safety related topics
- D. Promote a culture of patient safety through education, policy development, and standardization of processes
- E. Educate providers, staff, employees, patients and families on the role of patients and families in improving patient safety and reducing risk
- F. Coach physicians, leaders, managers, and staff on appropriate disclosure methods and processes
- G. Participate in critical incident debriefing
- H. Participate in the development of corrective action plans and supervise follow-up of recommended improvements (e.g., stemming from risk assessments/audits and investigations of reported incidents)
- I. Provide guidance to staff regarding any of the following:
  - 1. disruptive patient, family member and/or visitors
  - 2. informed consent
  - 3. substitute (Surrogate) Decision Makers
  - 4. minors consent
  - 5. release of information (e.g., law enforcement, subpoenas, attorneys, search warrants, etc.)
  - 6. abuse allegations
  - 7. advance directives/orders for life sustaining treatment
- J. Manage an incident reporting and data analysis system for patient safety, patient complaints, and other risk events
- K. Provide risk management consultation for specific ethical dilemmas
- L. Maintain awareness of patient safety initiatives occurring locally and nationally
- M. Review documentation and assist providers/staff with appropriate documentation to mitigate risk

**2. Risk Financing: 15 items**

- A. Manage a broad comprehensive insurance program including such activities as captive management, insurance, insurance purchasing, insurance consulting, administering self-insured coverages and managing or coordinating the management of claims for all lines of insurance
- B. Oversee the investigation of accidents or circumstances that could lead to financial loss (e.g., professional, institutional, general liability, and product liability)
- C. Analyze historical loss experience; address trends
- D. Develop enterprise risk financing strategies to address the organization's areas of exposure (e.g., general liability (GL), professional liability (PL), cyber liability)
- E. Provide recommendations to reduce risk in contracts, ensuring adequate controls and obligations for insurance coverage are appropriate to the risk
- F. Ensure timely reporting of incidents according to insurance policy language

**3. Legal and Regulatory: 20 items**

- A. Promote compliance with federal and state laws and regulations through policy development, guidance, or education
- B. Promote compliance with federal and state laws and regulations governing patient confidentiality through policy development, guidance, or education including protected health information (PHI)
- C. Promote compliance with federal and state reporting requirements through policy development, guidance, or education (e.g., abuse of vulnerable populations)
- D. Promote compliance with federal and state reporting requirements governing violence in the workplace through policy development, guidance, or education
- E. Promote compliance with federal and state regulations/organization policy regarding the investigation and resolution of patient complaints or grievances through policy development, guidance, or education
- F. Collaborate with other departments by preparing and conducting quality and/or risk assessments to maintain a constant state of accreditation readiness

- G. Promote compliance with laws and regulations governing involuntary detention of patients through policy development, guidance, or education
- H. Promote compliance with the requirements of the following federal acts/regulations through policy development, guidance, or education:
  - 1. Centers for Medicare and Medicaid Services (CMS)
  - 2. Emergency Medical Treatment and Active Labor Act (EMTALA/COBRA)
  - 3. Health Insurance Portability and Accountability Act (HIPAA)
  - 4. National Practitioner Data Bank (NPDB)
  - 5. Safe Medical Device Act (SMDA)
- I. Design a risk management data collection/analysis system to ensure timely reporting and monitoring of:
  - 1. device reporting and tracking logs
  - 2. regulatory inquiries
- J. Collaborate in the development of the organization's regulatory compliance plan to ensure workforce compliance of all applicable accreditation standards
- K. Promote, in partnership with Patient Safety and Medical Staff departments, programs that address provider and staff behavioral issues are culturally, legally and psychologically sound and non-discriminatory
- L. Participate in the development of responses to inquiries from regulatory and licensing agencies, and insurance companies

**4. Healthcare Operations: 20 items**

- A. Collaborate with leaders and security personnel on workplace violence prevention
- B. Conduct risk assessments to identify exposures related to new and existing services and enterprise-wide services
- C. Establish a method for planning, evaluating, selecting, management, and on-going evaluation of enterprise wide event reports of harm or near-harm incidents
- D. Supervise and develop risk management staff
- E. Develop/maintain risk management department specific policies and procedures and modify as required
- F. Coordinate risk activities for the organization
- G. Develop annual institutional goals for the risk program/department
- H. Evaluate the effectiveness of risk management activities
- I. Develop policies and procedures for acceptance of legal documents (e.g., summons, complaints, subpoenas, court orders)
- J. Support patient safety committee meetings by collecting and formulating relevant information to facilitate decision-making process
- K. Participate in professional association activities
- L. Understand the peer review, credentialing and privileging process
- M. Provide education/in-service for staff, patients, families, communities on patient's rights (e.g., end of life decisions)
- N. Collaborate on the development of policies and procedures which provide direction to the organization on topics which have a significant degree of risk (e.g. Privacy, Informed Consent, Infection Prevention, Documentation, Telemedicine, etc.)

**5. Claims and Litigation: 20 items**

- A. Maintain data collection and analysis systems including elements of reports of Potential Compensatory Events (PCEs), open and closed claims and loss runs
- B. Notify carriers and/or third-party claims and litigation department or administrators of potential compensatory events or actual claims
- C. Participate in claims management activities (e.g., assignment of counsel, setting loss reserves, respond to discovery requests/interrogatories, preparation and attendance for depositions, mediation, arbitration, and trials, evidence/record preservation and management, review and approve legal expenses)
- D. Participate in evaluating claims to determine exposure to organization and the appropriate method for resolution



- E. Inform administration of high exposure cases and aggregate claims experience, including any impact to the risk financing program.
- F. Manage and maintain all information related to a potential or actual legal case under attorney/client privilege and protected from discoverability
- G. Manage the response to service of process and notify appropriate parties of such service
- H. Support insured defendants through all phases of the litigation process

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## 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

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## CPHRM EXAMINATION PREPARATION

The method of preparation and amount of time spent preparing for the AHA-CC certification Examinations can be driven by the candidate's preferred study style, level of professional experience or academic background. Some methods of preparation may include but are not limited to the following methods.

### ***Review the Content***

Candidates who have passed the AHA-CC certification examinations report that study should begin by reviewing the Examination Content Outline. Review the content categories and related tasks. Identify and focus review on tasks that you do not perform regularly or with which you are not familiar. Remember that all questions in the CPHRM Examination are job-related/experience-based and test the application and analysis of information, not just the recollection of isolated facts.

### ***Complete the CPHRM Self-Assessment Examination (SAE)***

A Self-Assessment Examination (SAE) for the CPHRM Examination is an online tool created by the AHA-CC to simulate the CPHRM Examination. This tool is available for purchase at <https://store.lxr.com/dept.aspx?id=54>.

The 100-question online practice test was developed using the same procedures as the CPHRM Examination, and conforms to CPHRM 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. The questions presented in the SAE are different from the questions contained on the CPHRM certification Examination. Performance on the CPHRM SAE is not necessarily an indicator of performance on the CPHRM certification Examination.

### ***Use 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 CPHRM Examination are selected from any single reference or set of references, or that study from specific references guarantees a passing score on the CPHRM Examination. For information about references, study guides and review sessions offered by the American Society for Healthcare Risk Management (ASHRM), visit [www.ashrm.org](http://www.ashrm.org).

## CPHRM EXAMINATION ADMINISTRATION

The CPHRM Examination is administered in the following ways:

- On computers at PSI Test Centers
- During special administrations at conferences, meetings or other specially-arranged sessions

In accordance with the Americans with Disabilities Act (ADA), special arrangements can be made for candidates with a disability.

### ***Computer Administration at PSI Test Centers***

The primary mode of delivery of the CPHRM Examination is via computer at more than 200 PSI Test Centers geographically distributed throughout the United States. For PSI Test Center locations, detailed maps and directions, go to [www.aha.org/certification](http://www.aha.org/certification), click on "CPHRM" and then on "Where can I take the exam?"

For computer administrations at PSI Test Centers, a candidate who meets eligibility requirements for the CPHRM Examination may submit an application and fee at any time. A candidate must make an appointment to take the CPHRM Examination within ninety (90) days from confirmation of eligibility from AHA. The CPHRM Examination is administered by appointment only Monday through Saturday with the exception of some holidays. Appointment starting times may vary by location. Candidates are scheduled on a first-come, first-served basis.

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

The CPHRM Examination is *not* offered on the following holidays.

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

## ***Special Administration – Laptop or Paper-and-Pencil***

The CPHRM Examination may be offered on laptop or in paper-and-pencil format during conferences or meetings. A candidate who meets the CPHRM eligibility requirements and submits a CPHRM Examination application and fee for receipt by the posted deadline is allowed to take the CPHRM Examination. Dates of special administrations and deadlines for receipt of applications are posted on [www.aha.org/certification](http://www.aha.org/certification).

## ***Special Arrangements for Candidates with Disabilities***

The AHA-CC complies with applicable provisions of the Americans with Disabilities Act (ADA) and strives to ensure that no individual with a disability is deprived of the opportunity to take the CPHRM 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 by completing and timely submitting the Request for Special Examination Accommodations form.

**Wheelchair access** is available at all PSI Test Centers. Candidates must advise PSI at the time of scheduling that wheelchair access is necessary.

A candidate with a visual, sensory or physical disability that prevents taking the CPHRM Examination under standard conditions may request special accommodations and arrangements. Requests must be submitted at least 45 days prior to the CPHRM Examination date desired.

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## ADHERING TO PROFESSIONAL STANDARDS OF CONDUCT

The AHA-CC 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-CC requires adherence to these *Professional Standards of Conduct* by all who have achieved certification through successful completion of its programs. A candidate's signature on the CPHRM Examination Application attests to ongoing agreement to adhere to the following *Professional Standards of Conduct*.

***Professional Standards of Conduct.*** A certificant who is awarded certification by the AHA-CC 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 the following:

- 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
- Abide by rules and regulations governing programs conducted by the AHA Certification Center
- Not to misrepresent the credential and to adhere to the Guidelines for Use of the Certification Marks as posted on the AHA-CC website.

***Infraction of the 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-CC 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: AHA Certification Center, 155 N. Wacker Drive, Suite 400, Chicago, IL 60606. Only signed, written communication will be considered.

The AHA-CC 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 a reasonable opportunity to respond in a professional and legally defensible manner, in accordance with policies established by the AHA-CC.

## CPHRM EXAMINATION APPLICATION AND SCHEDULING

### ***CPHRM Examination Application Fee Schedule***

After fulfilling the CPHRM eligibility requirements, a candidate may apply for the CPHRM Examination online at [www.aha.org/certification](http://www.aha.org/certification). Online application requires credit card payment for fees.

Documentation of eligibility does *not* need to be submitted with a CPHRM Examination Application. The AHA-CC reserves the right, but is not obligated, to verify the accuracy of information supplied by or on behalf of a candidate. If selected for an audit, the candidate may be asked to submit documentation as proof of meeting the eligibility requirements.

To apply for the CPHRM Examination, an eligible candidate must submit the appropriate fee (see below) with a complete CPHRM Examination Application to PSI.

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

- Payment may be made by credit card (VISA, MasterCard, American Express or Discover). Cash and personal checks are not accepted.
- Examination-related fees are nonrefundable and nontransferable.
- Candidates who fail a CPHRM Examination and apply to retake the CPHRM Examination must pay the full CPHRM Examination fee as listed above.

### ***Online Application and Scheduling***

#### ***For computer administrations at PSI Test Centers and Live-Remote Proctoring***

Complete the CPHRM Examination application and scheduling process in one online session. Visit [www.aha.org/certification](http://www.aha.org/certification), then click on “CPHRM.”

If you are a current member of an AHA Personal Membership Group (PMG), you are eligible for the reduced AHA member rate for CPHRM Examination fee.

Your preferred mailing and email addresses designated in AHA’s membership database are used for all records and communications. For information on your membership record, please contact ASHRM at 312-422-3980 or AHA’s Support Center at 312-422-3702.

After completing the CPHRM Examination application and submitting credit card payment information (VISA, MasterCard, American Express, Discover), you will receive an Authorization to Test (ATT) email confirming eligibility and prompting you to schedule a CPHRM Examination appointment or supply additional eligibility information. The candidate must schedule a CPHRM Examination date within the assigned 90-day eligibility window.

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## ***Application Processing and CPHRM Examination Scheduling***

Once eligibility is confirmed, the AHA will send the candidate their Authorization to Test notice by email with instructions on scheduling a testing appointment online.

***For a computer administration at a PSI Test Center or Live-Remote Proctoring***, a candidate's application is valid for 90 days from the date of eligibility. The candidate must schedule an appointment and take the CPHRM Examination within this 90-day period. A candidate who fails to schedule an appointment within the 90-day period forfeits the application and all fees paid to take the CPHRM Examination. A complete application and full examination fee are required to reapply for CPHRM Examination.

***For a Live Remote Proctoring exam***, candidates must complete the system compatibility check to ensure your laptop or PC supports PSI's Live-Remote Proctoring software prior to scheduling your exam. For detailed instructions and procedures please refer to PSI's Online Proctoring Guide at <https://www.psiexams.com/test-takers/online-proctoring-guide/>.

For ***special administrations***, approximately ten (10) business days after AHA's receipt of application, a notice is sent by email to the candidate stating the application has been received and approved. If the application is incomplete, a letter will be sent to the candidate listing the deficiency. Generally, candidates receive their admission letter to the testing about two (2) to three (3) weeks prior to the CPHRM special administration date. The notice includes the date, location and check-in time for the CPHRM Examination.

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

## ***Rescheduling a CPHRM Examination***

Although CPHRM Examination application fees are nonrefundable, a candidate who is unable to take the CPHRM Examination ***may reschedule the CPHRM Examination online at least two business days prior*** to a scheduled administration date via the AHA Certification Portal. The CPHRM Examination must be rescheduled within your original ninety (90) day eligibility window. If you wish to change your mode of testing from Live-Remote Proctoring to Test Center, or vice versa, you may do so online ***at least two (2) business days prior to a scheduled administration date via the AHA Certification Portal***.

A candidate who wants to ***reschedule a CPHRM Examination or cancel the examination after the 90-day period*** forfeits the application and all fees paid to take the exam. A new, complete application and ***full*** CPHRM Examination fee are required to reapply for the CPHRM Examination.

## **ON THE DAY OF THE CPHRM EXAMINATION**

### ***Reporting for the CPHRM Examination***

Bring with you the ***Authorization to Test notice*** provided by the AHA. It contains the unique identification number required to take the test and is required for admission to the testing room.

***For a computer administration***, report to the PSI Test Center 30 minutes before the scheduled testing time. After entering the Test Center follow the signs indicating PSI Test Center Check-In.

***For a special administration (laptop or paper-and-pencil)***, report to the designated testing room at the time indicated on the confirmation notice. The CPHRM Examination will begin after all scheduled candidates are checked-in and seated and no more than one hour after the scheduled registration begins. Follow the signs provided in the hotel/convention center to locate the testing room.

***For a Live-Remote Proctoring exam***, log in to the exam no later than the scheduled testing time. The check in process will take 10-15 minutes and can begin up to 15 minutes prior to the scheduled testing time.

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

# CPHRM CANDIDATE HANDBOOK

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## ***Failing to Report for the CPHRM Examination***

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

- A candidate who is not admitted due to late arrival forfeits the application and all fees paid to take the CHFM Examination. A complete application and full examination fee are required to reapply for CHFM Examination.
- A candidate who does not reschedule a CPHRM Examination session that is within the ninety (90)-day period forfeits the application and all fees paid to take the exam. A complete application and full exam fee are required to reapply for the exam.



# CPHRM CANDIDATE HANDBOOK

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## ***On-site Security***

The AHA-CC and PSI maintain CPHRM 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 at PSI Test Centers is continuously monitored by audio and video surveillance equipment or CPHRM Examination personnel.

## ***Identity Verification***

To gain admission to the PSI Test Center, a testing room, or a Live-Remote Proctoring exam the candidate must present two (2) forms of identification. The primary form must be government issued, current, and include the candidate's name, signature and photograph. Candidates testing at a PSI Test Center will also be required to sign a roster for verification of identity. A candidate without proper identification will not be permitted to take the CPHRM Examination.

- Examples of valid primary forms of identification are current driver's license with photograph, current state identification card with photograph, current passport, or current military identification card with photograph.
- The secondary form of identification must display the candidate's name and signature for the candidate's signature verification. (e.g., credit card with signature, social security card with signature, employment/student ID card with signature, etc.)
- If the candidate's name on the registration list is different than it appears on the forms of identification, the candidate must bring proof of the name change (e.g., marriage license, divorce decree, or court order).
- No form of temporary identification will be accepted.

## ***Use of Calculators***

Some CPHRM Examination questions may require calculations. Use of a silent, nonprogrammable calculator without paper tape-printing capability or alpha keypad is permitted during the CPHRM Examination. Use of a computer or a cell phone is not permitted. Calculators will be checked for conformance with this regulation before candidates are allowed admission to the PSI Test Center or testing room. Calculators that do not comply with these specifications are not permitted in the PSIT Test Center or testing room.

## ***Inclement Weather or Emergency***

In the event of inclement weather or unforeseen emergencies on the day of the CPHRM Examination, the AHA-CC, in concert with PSI, will determine whether circumstances warrant the cancellation and subsequent rescheduling of a CPHRM Examination. If testing personnel are able to conduct business, the CPHRM Examination usually proceeds as scheduled.

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

For computer administrations at PSI Test Centers, candidates may visit [www.psonline.com/openings](http://www.psonline.com/openings) prior to the CPHRM Examination to determine if any PSI Test Centers have been closed.

In the event of a personal emergency on the day of the CPHRM Examination, a candidate may request consideration of rescheduling the CPHRM 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.

## TAKING THE CPHRM EXAMINATION

After identity of the candidate has been verified and his/her calculator has been approved, the candidate is directed to a testing carrel for a computer administration or an assigned seat for a special administration. For computer-based testing, including laptop administrations, each candidate is provided one sheet of scratch paper for calculations that must be returned to the CPHRM Examination proctor at the completion of testing.

For a **paper-and-pencil administration**, the candidate is provided oral and written instructions about the CPHRM Examination administration process.

For a **computer administration at a PSI Test 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 CPHRM Examination session. Prior to attempting the CPHRM Examination, the candidate is provided a short tutorial on using the software to take the CPHRM Examination. Tutorial time is NOT counted as part of the two (2) hours allowed for the CPHRM Examination. Only after a candidate is comfortable with the software and chooses to do so does the CPHRM Examination begin.

The **computer monitors the time spent on the CPHRM Examination**. The CPHRM Examination terminates at the two-hour mark. Clicking on the **TIME** button in the lower right portion of the screen reveals a digital clock that indicates the time remaining. The **TIME** feature may also be turned off during the CPHRM Examination.

**Only one (1) CPHRM Examination question is presented at a time.** The question number appears in the lower right portion of the screen. The entire CPHRM Examination question appears on-screen (stem and four options labeled A, B, C and D). Select an answer either by entering the letter of the option (A, B, C or D) or using the mouse to click on the option. 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. This action allows the candidate to move forward through the CPHRM 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 CPHRM Examination.

**A CPHRM Examination question may be left unanswered for return later in the testing 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 double arrows (>>) to advance to the next unanswered or bookmarked question on the CPHRM Examination. To identify all unanswered or bookmarked questions, repeatedly click on the double arrows (>>).

When the CPHRM Examination is completed, the number of CPHRM Examination questions answered is reported. If fewer than 110 questions were answered and time remains, return to the CPHRM Examination and answer the remaining questions. Be sure to answer each CPHRM Examination question before ending the CPHRM Examination. There is no penalty for guessing.

**Candidates may provide comments about a test item.** Comments will be reviewed, but individual responses will not be provided.

- For a **computer administration**, online comments may be provided for any question by clicking on the Comment button 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 CPHRM Examination.

# CPHRM CANDIDATE HANDBOOK

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## ***Rules for CPHRM Examination***

All CPHRM Examination candidates must comply with the following rules during the CPHRM Examination administration:

1. No personal items (including watches, hats, and coats), valuables or weapons should be brought into the testing room. Only keys, wallets, and items required for medical needs are permitted. Books, computers, or other reference materials are strictly prohibited. If personal items are observed in the testing room after the examination is started, the exam administration will be forfeited. PSI is not responsible for items left in the reception area.
2. Pencils will be provided during check-in. No personal writing instruments are allowed in the testing room.
3. CPHRM Examinations are proprietary. CPHRM Examination questions may not be recorded or shared with any individual in any manner. No cameras, notes, tape recorders, pagers, cellular/smart phones, or other recording devices are allowed in the testing room. Possession of a cellular/smart phone or other electronic devices is strictly prohibited and will result in dismissal from the CPHRM Examination.
4. Eating, drinking, and smoking is not permitted in the testing room.
5. No documents or notes of any kind may be removed from the testing room. Each CPHRM candidate will be provided one sheet of scratch paper that must be returned to the CPHRM Examination proctor at the completion of testing.
6. No questions concerning the content of the CPHRM Examination may be asked of anyone during the CPHRM Examination.
7. Permission from the CPHRM Examination proctor is required to leave the testing room during the exam. 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.

Candidates observed engaging in any of the following conduct during the CPHRM Examination may be dismissed from the CPHRM Examination session, their score on the CPHRM Examination voided and the CPHRM Examination fees forfeited. Evidence of misconduct is reviewed by the Appeal Board of the AHA-CC to determine whether the CPHRM candidate will be allowed to reapply for CPHRM Examination. If re-examination is granted, a complete CPHRM Examination application and full CPHRM Examination fee are required.

- Gaining unauthorized admission to the CPHRM Examination
- Creating a disturbance, being abusive or otherwise uncooperative
- Displaying and/or using electronic communications equipment including but not limited to pagers, cellular/smart phones, etc.
- Talking or participating in conversation with other CPHRM Examination candidates
- Giving or receiving help or being suspected of doing so
- Leaving the PSI Test Center or testing room during the CPHRM Examination
- Attempting to record CPHRM Examination questions in any manner or making notes
- Attempting to take the CPHRM Examination for someone else
- Having possession of personal belongings
- Using notes, books, or other aids without it being noted on the roster
- Attempting to remove CPHRM Examination materials or notes from the PSI Test Center or the testing room.

## ***Copyrighted CPHRM Examination Questions***

All CPHRM 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 CPHRM Examination questions by any means, in whole or in part. Doing so may result in severe civil and criminal penalties.

## TAKING THE EXAM VIA LIVE-REMOTE PROCTORING

For detailed instructions and procedures please refer to PSI's Online Proctoring Guide at <https://www.psiexams.com/test-takers/online-proctoring-guide/>.

## FOLLOWING THE CPHRM EXAMINATION

### **CPHRM Examination Score Reports**

Score reports are issued by PSI, on behalf of the AHA-CC. 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.

- A candidate who takes the CPHRM Examination in **paper-and pencil format** receives his/her score report from PSI by mail generally about three (3) to five (5) weeks after the CPHRM Examination.
- A candidate who takes the CPHRM Examination **on a computer at a PSI Test Center or on laptop** receives his/her score report on-screen and via email.

The score report indicates a “Pass” or “Fail”, which is determined by the raw score on the CPHRM Examination. The score report also includes raw scores for each of the major categories of the CPHRM Examination Content Outline. A raw score is the number of questions answered correctly. Responses to individual CPHRM Examination questions will not be disclosed to the candidate. Even though the CPHRM Examination consists of 110 questions, the CPHRM Examination score is based on 100 questions. Ten (10) questions are “pretest” questions and do not impact the candidate’s score.

Recognition of certification and information about certification renewal are issued from the AHA-CC generally about four (4) to six (6) weeks of successfully completing the CPHRM Examination. This package is mailed to the address contained in the AHA member database.

### **How the CPHRM Examination passing score is set**

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 CPHRM Examination. These ratings are averaged to determine the preliminary minimum passing score (i.e., the number of correctly answered questions required to pass the CPHRM Examination). This method takes into account the difficulty of the CPHRM 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 CPHRM Examination.

When new forms of the CPHRM Examination are introduced, a certain number of CPHRM Examination questions in the various content areas are replaced by new CPHRM Examination questions. These changes may cause one form of the CPHRM 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 CPHRM Examinations that have different passing scores, the equating process helps ensure that the levels of examinee knowledge are equivalent on the various CPHRM Examination forms.

### **Passing the CPHRM Examination**

An eligible candidate who passes the CPHRM Examination is awarded the Certified Professional in Healthcare Risk Management (CPHRM) credential. Generally about four (4) to six (6) weeks after the candidate passes a CPHRM Examination, the AHA-CC mails to the candidate a certificate of recognition, a pin and information about CPHRM certification renewal requirements. The name on the certificate and the address to which the package is mailed is based on information in the candidate’s membership record. It is the candidate’s responsibility to keep current this information.

The AHA-CC, in concert with the personal membership group (PMG), 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 not successful in achieving certification.

# CPHRM CANDIDATE HANDBOOK

Name, address, telephone number and email address of a candidate who passes the CPHRM Examination will be shared with the PMG. *Scores are never reported.* If you do NOT wish to have your personal information shared, please opt out by contacting the AHA-CC in writing via e-mail at [certification@aha.org](mailto:certification@aha.org).

# CPHRM CANDIDATE HANDBOOK

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## ***Failing the CPHRM Examination***

If a candidate does not pass the CPHRM Examination and wishes to **retake the exam**, a new application is required. Candidates may apply by using the online application and scheduling feature.

Every retake requires submitting a CPHRM Examination application and the full CPHRM Examination fee. There is no limit to the number of times an individual may take the CPHRM Examination.

## ***CPHRM Examination Scores Cancelled by the AHA-CC***

The AHA-CC and PSI are responsible for maintaining 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 CPHRM Examination results if, upon investigation, violation of CPHRM Examination regulations is discovered.

## ***CPHRM Examination Score Confidentiality***

Information about a candidate for testing or renewal of certification and CPHRM Examination results is 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 when beneficial to the candidate. Scores are never reported to anyone other than the candidate, unless the candidate directs such a request in writing.

## ***Administrative Matters***

### ***Duplicate CPHRM Examination score report***

Duplicate score reports can be obtained via request to [info@psionline.com](mailto:info@psionline.com).

### ***Name and address change***

Certificants are responsible for keeping current all contact information. The AHA-CC is not responsible for communication not received due to incorrect contact information. To update any contact information, please contact ASHRM at 312-422-3980 or the AHA Support Center at 312-422-3702.

# CPHRM CANDIDATE HANDBOOK

## RENEWAL OF CPHRM CERTIFICATION

Achieving 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 and to demonstrate ongoing commitment to remain current in the field. Initial certification or renewal of CPHRM certification is valid for three (3) years.

Eligible candidates who successfully complete the CPHRM Examination are provided information about certification renewal requirements in a certification package sent by the AHA-CC. ***The CPHRM Certification Renewal Application must be submitted to the AHA-CC up to one (1) year prior to the expiration date. For an additional nonrefundable fee of \$50, certification renewals may be submitted up to 30 days past the expiration date.***

As a courtesy, the AHA-CC sends notices to certificants of their pending certification expiration. ***Certificants are responsible for keeping their contact information accurate.*** The AHA-CC is not responsible for communications not received due to incorrect contact information in a certificant's record.

The current CPHRM Certification Renewal Application and fees are available at [www.aha.org/certification](http://www.aha.org/certification).

A certificant shall renew the CPHRM credential through one of the following two ways:

- **Successful re-examination.** To renew this way, successfully pass the CPHRM Certification Examination no more than one (1) year prior to expiration of your CPHRM certification (subject to usual fees and provisions for testing). ***An additional Certification Renewal Application fee is not required if a candidate selects this way to renew the CPHRM designation.***
- **Completion of 45 contact hours of eligible continuing professional education** over the three (3)-year period and payment of the renewal fee. To renew this way, submit a completed CPHRM Certification Renewal Application with the appropriate fee and report all eligible continuing professional education activities that you completed during your renewal period. Eligible activities include attending or teaching academic courses, completing on-line course, attending professional organization conferences and completing AHA-CC CPHRM Self Assessment Examinations, among other activities. Some activities have limitation on maximum allowable hours. Refer to the current CPHRM Certification Renewal Application for a description of eligible activities and other provisions for renewing your certification.

CPHRM Certification Renewal Application processing is generally about two (2) weeks from receipt of application. Certificants who meet the renewal requirements receive in the mail (at the address in their membership record) a new certificate of recognition. Certificants are afforded an opportunity to remove deficiencies. Certificants are responsible for keeping current contact information in their membership record.

### ***Failing to Renew CPHRM Certification***

A certificant who fails to renew his or her CPHRM certification will receive written notification that he/she is no longer considered certified and may not use the CPHRM credential in professional communications including but not limited to letterhead, stationery, business cards, directory listings and signatures. To regain certification, the individual must retake and pass the CPHRM Examination (subject to the usual fees and provisions for testing).



# CPHRM CANDIDATE HANDBOOK

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## APPEALS

A candidate who believes he or she was unjustly denied eligibility for CPHRM Examination, who challenges results of a CPHRM 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, 155 N. Wacker Drive, Suite 400, Chicago, IL 60606. The candidate for certification or renewal of certification must provide evidence satisfactory to the Appeal Board that a severe disadvantage was afforded the candidate during processing of an application for CPHRM Examination or renewal of CPHRM certification or prior to or during administration of a CPHRM 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 (payable to the AHA-CC) with the written appeal. The fee will be refunded to the candidate if deemed justified through action of the Appeal Board. For additional regulations related to the appeal process, contact the AHA-CC.

### ***Checklist for becoming certified***

- Meet the CPHRM Certification Examination Eligibility Requirements.
- Prepare for the CPHRM Certification Examination.
- Read the CPHRM Candidate Handbook fully. Use the CPHRM Examination Content Outline to focus study efforts.
- Apply for the CPHRM Examination online at [www.aha.org/certification](http://www.aha.org/certification) and click on “CPHRM”.
- Appear on time for the CPHRM Examination on the date and at the time and location selected. Bring the Authorization to Test notice provided by AHA and identification as described in the CPHRM Candidate Handbook.



# DOCUMENTATION OF DISABILITY-RELATED NEEDS

Please have this section completed by an appropriate professional (education professional, physician, psychologist, psychiatrist, etc.) to ensure the AHA and PSI are able to provide the required CPHRM Examination accommodations. The information provided will be treated with strict confidentiality. Return this form with the Request for Special Examination Accommodations form and your CPHRM Examination application and fee to AHA at least 45 days prior to the desired testing date.

## 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 as described on the Request for Special Examination Accommodations form.

**Description of disability.** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signed: \_\_\_\_\_ Title: \_\_\_\_\_

Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_

License Number (if applicable) \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Telephone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

Email: \_\_\_\_\_

### Return this form to:

AHA Certification Center, American Hospital Association,  
155 N. Wacker Dr, Suite 400, Chicago, IL 60606

If you have questions, call the AHA Certification Center at (312) 422-3702  
or email at [certification@aha.org](mailto:certification@aha.org)

