



جامعة الإمام عبد الرحمن بن فيصل
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CPHQ Examination Handbook

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Introduction

The Certified Professional in Healthcare Quality (CPHQ) is a certificate that you can get after taking the certifying examination, which is offered by the Healthcare Quality Certification Commission (HQCC) the “certifying arm” of the National Association for Healthcare Quality (NAHQ).

This concise handbook is designed to provide you with important information on a number of issues related to the examination content and process such as what are the domains covered in the CPHQ examination, information on the examination format, and fees among others. Please read it carefully and check the resources listed in this handbook.

Why take the CPHQ certificate

According to the certifying body website the benefit of CPHQ is to “Set yourself up for success in advancing the profession by earning the CPHQ and:

1. Demonstrate your competence in healthcare quality distinguish yourself from other healthcare quality professionals
2. Enhance your credibility
3. Demonstrate your dedication to the profession
4. Show your preparedness to improve outcomes across the continuum of care.”

Objectives of the CPHQ examination

According to the official document developed by HQCC, the CPHQ examination have four main objectives:

1. Promote professional standards and improve the practice for quality
2. Give special recognition to those professionals who demonstrate an acquired body of knowledge and expertise in the field through successful completion of the examination process
3. Identify acceptable knowledge of the principles and practice of healthcare quality for employers, the public, and members of allied professions
4. Foster continuing competence and maintain the professional standard in healthcare quality through the recertification program

Content of the CPHQ examination

CPHQ domains:

The CPHQ exam cover four main domains, totaling 125 questions:

1. Organizational leadership with 35 items, and this domain is further divided into three categories which are structure and integration; regulatory, accreditation, and external recognition; and education, training, and communication
2. Health data analytics with 30 items and it covered two categories: design and data management about how to “maintain confidentiality of performance/quality improvement records and reports” among others and measurement and analysis which include how to “use data management systems” and how to “use statistics to describe data” among other issues
3. Performance and process improvement with 40 items and it has two categories under it, identifying opportunities for improvement, covering how to establish priorities and development of action plans as well as how to facilitate implementation of performance improvement methods such as PDCA. The other subsection is called implementation and evaluation and it cover issues such as how to “establish teams, roles, responsibilities, and scope” as well as how to “use a range of quality tools and techniques (e.g., fishbone diagram, FMEA, process map” among others
4. The final domain is patient safety with 20 items, and it included two categories: assessment and planning about issues such as assessment of the culture of safety in the organization and risk management assessment. The other category is about implementation and evaluation covering issues such as how “facilitate the ongoing evaluation of safety activities” and “use safety principles”

The following table summarized this information and indicated the percentage for each domain out of 100.

Domain	Number of questions (%)
Organizational Leadership	35 questions (28%)
Health Data Analytics	30 questions (24%)
Performance and Process Improvement	40 items (32%)
Patient Safety	20 items (16%)
Total	125 (100%)

Types of questions:

The CPHQ examination has approximately 23% of the items that can be classified as recall questions, 57% of the items can be classified as application of knowledge, and 20% of the total items can be classified as one that require analysis.

In addition to the 125 scored items, the test has 15 unscored “pretest items”, resulting in 140 items. Finally, it should be noted that the exam questions' get updated regularly and thus, the next time you set for the exams, the items will be different.

General information about the exam

Exam format:

The CPHQ is a computerized exam and you are allowed to try what they call a “practice examination” in which you answer questions, but it will not be timed or counted as part of your score. The “practice examination” can be stopped once you feel comfortable taking the exam.

The exam questions are presented as multiple-choice questions, in which you have to select the correct answer out of four choices.

Duration of the exam:

You are given three hours to complete the examination, in which you are allowed to take breaks but they will not be given additional time to account for the lost time.

Fees:

The fees for taking the examination are \$473 for NAHQ member and \$579 for the non-member.

Failing the exam:

In case you did not pass the exam, you can reapply but it would not be possible to retake it in next consecutive window.

Recertifying:

Once you passed the CPHQ examination you are required to maintain the certification by having no less than 30 continuing education (CE) hours over the 2 years recertification cycle. More information can be found at:

https://nahq.org/UPLOADS/certification/Candidate_Recertification_Handbook.pdf

Preparation for the exam:

There are centers that provide training sessions for CPHQ exam including the one by King Fahd University Hospital and you can access more information on this file:

https://www.iau.edu.sa/sites/default/files/resources/preparation_brochure.pdf

Further, there are many materials related to the exam including sample questions that can be found online.

Examination centers in Saudi Arabia:

There are six examination centers in Saudi Arabia. Following are the centers with their addresses.

Al Khobar, Saudi Arabia At King Fahd University Hospital Bashar Ibn Burd Street, Al-Aqrabiyah Al Khobar, 31952 SAUDI ARABIA

Madinah, Saudi Arabia (Female Site) Khalid Bin Waleed Road Opposit to Jarir Book Store Al Qiblatayn, Medina, 42351 SAUDI ARABIA

Dhahran, Saudi Arabia Room - 32, Building LIP-3132 Dhahran, 31311 SAUDI ARABIA

Jeddah, Saudi Arabia Health Sciences Library, 2nd Floor Deanship of Postgraduate Education, Mecca Rd Jeddah, SAUDI ARABIA

Madinah, Saudi Arabia (Male Site) Qadad bin Ammar Street, Near Volcano Cafe KSA Al Madinah Al Munawwarah Madinah Al Munawwara, SAUDI ARABIA

Riyadh, Saudi Arabia King Khalid University Hospital 2nd Floor, Old Building, Near Ward 25 Riyadh, 2925 SAUDI ARABIA

Rules for the examination

Following are some of the general rules you need to adhere to before and during the examination

1. To get into the examination center you need to have two valid forms of identification, one of them must have a recent photo
2. No cameras or phones are allowed in the testing room
3. You have to arrive no less than 15 minutes before the examination
4. Follow the common rules for any other examination such as no cheating, no eating...etc

Helpful resources

The official website for the CPHQ examination can be your first step towards getting most of the needed information about the exam.

<https://nahq.org/certification/cphq-preparation>

https://nahq.org/UPLOADS/certification/International_Handbook.pdf

In addition, some books such as the Healthcare quality by Janet Brown and you can find it at Amazon or you can find an earlier copy of the book for free uploaded as an electronic version.

<https://www.amazon.com/Healthcare-Quality-Handbook-FNAHQ-Janet/dp/0972726489>

Finally, this QR code provided courtesy of Mr. Abdullah Alfallah included further information related to the exam and the exam materials.

