



## CPHQ FAQ

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## Certification/Recertification Contact

For general inquiries and questions about the exam or recertification, contact HQCC by phone at 800.966.9392, fax 847.375.6320, or E-mail: [info@cphq.org](mailto:info@cphq.org).

## About the Examination

- The certification examination is an objective, multiple-choice examination consisting of 140 questions. In addition to 125 scored questions, the CPHQ examination also includes 15 unscored pretest questions. Pretest questions will be disbursed within the examination, and you will not be able to determine which of the questions are being pretested and which will be included in your score.
- You will have 3 hours to complete the examination.
- The score report you receive as you leave the assessment center will include your photograph, taken prior to the start of the examination. This is an unofficial score report. You may not use the CPHQ credential until you receive your official documentation by mail approximately 6–8 weeks after completing the examination.

## Why should I consider the CPHQ?

The purpose of certification in the healthcare quality field is to promote excellence and professionalism. The program certifies individuals who demonstrate their knowledge and expertise in this field by passing a written examination. The CPHQ designation provides the healthcare employer and the public with the assurance that certified individuals possess the necessary skills, knowledge, and experience in healthcare quality to perform competently. This certification is recognized nationally.

## What are the requirements to sit for the exam?

There are no formal eligibility requirements to sit for the exam. It is recommended that candidates have at least 2 years of experience in the HCQ field. The examination is written with the 2 year healthcare quality professional in mind. Please refer to the content outline for detailed content information and other tools to assess readiness.

## How long does it take to prepare to take the exam?

This varies by individual based on your level of experience in the field and your study habits. Based on a recent survey of candidates who successfully passed the exam, on average candidates spent 6 weeks – 3 months preparing.

## What study materials are suggested?

There are a variety of study materials available dependent upon your learning style and level of experience. Visit the Preparation page for information on preparation materials which include live and online review courses, practice exams, and books.

## What is the difference between the live and online review course?

Both formats cover the same content, which is a review of the concepts in the CPHQ content outline. The content is broken into five modules, including: Course Introduction & Examination Review, Quality Leadership & Structure, Information Management, Performance Measurement & Process Improvement, and Patient Safety. Both formats include interactive activities and a few practice problems.



The [live course](#) is an in-person course led by NAHQ-approved instructor that is held over the course of 2 days, 8 hours each day. During this course, you have the opportunity to ask questions and get immediate answers, and network with other participants. This option is only available in select U.S. cities. You may cancel registration up to 14 days prior for a full refund less a \$70 processing fee; refunds will not be provided for cancellations less than 14 days prior to the event. You cannot take the exam at the in-person review course, it must be applied for and scheduled separately.

The [online course](#) is self-paced and typically takes approximately 4-6 hours to complete. You have access to the product for one year and can move through the modules in any order and complete the course as many times as you'd like. There are no refunds or exchanges once this product is purchased.

### Can I take the online practice exam more than once?

Yes, users have unlimited access to this product for 90 days upon purchase. The [practice exam](#) includes 65 multiple choice question is designed to help you assess your readiness to sit for the CPHQ certification exam. This exam aligns with the current CPHQ content outline and features immediate feedback with correct answer rationales for each question.

### What if I cannot afford to take the exam?

There are grants available through the [Healthcare Quality Foundation](#) that are awarded twice a year that assist recipients with the cost of the exam or their preparation materials. We suggest that you apply prior to applying for the exam.

### What topics are covered in the exam?

Quality Leadership and Structure; Information Management; Performance Measurement and Quality Improvement; and Patient Safety. They are all included in the [content outline](#) here.

### How often does the exam content change?

HQCC periodically conducts a practice analysis which surveys healthcare quality professionals to ensure that the content outline accurately reflects current practice in the field. The current content outline became effective January 1, 2015. The exam content outline will be updated next on January 1, 2018.

### What is a passing score?

The passing point for the exam is based on criterion-referenced study, and varies based on the difficulty of the individual form. The number of correct answers required to pass is generally around 73%.

### How many times can I take the exam if I fail?

Domestic: You must wait 90 days before attempting the exam again. You may test three times in 365 days. If a candidate fails to pass the exam after three attempts in 365 days, he or she must wait 365 days from time of the third attempt to sit for the exam again.

International: If you do not pass the certification examination, you may reapply for the examination. You cannot test in consecutive windows. For example, if you fail the examination in the first window, you may apply for the third window of the year.

Repeat candidates must submit a new application and full examination fee. Names of candidates who do not pass the examination are confidential and are not revealed under any circumstances except by legal compulsory process.



## Where are the testing centers located?

NAHQ contracts with AMP to provide examination services both domestically and internationally. A current listing of AMP assessment centers, including addresses and driving directions, may be viewed [here](#).

Examinations will not be offered on the following U.S. holidays:

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

## Rescheduling an Examination

Domestic: You may reschedule your appointment ONCE at no charge within your eligibility window by calling AMP at 1-888-519-9901 at least 2 business days prior to your scheduled appointment. See the schedule in the appropriate [candidate handbook](#).

International: If you are unable to schedule an exam date during the testing window for which you applied, you are allowed ONE transfer to the next exam window, you will need to contact AMP at [AMPIntlExamServices@goAMP.com](mailto:AMPIntlExamServices@goAMP.com) to process this request. You are only allowed to change your exam window one time. Requests to transfer, along with your requested exam dates, must be received 2 business days prior to the application deadline for that window.

## When will I receive my results after I test?

U.S. certificants will receive a certificate information by mail approximately 6–8 weeks after completing the examination. If you do not receive your certificate, contact [info@cphq.org](mailto:info@cphq.org) within 6 months of passing the exam. After 6 months, a replacement certificate will be issued for \$25.

International Certificants will receive an e-mail congratulatory letter and information packet that includes a certificate. Your name, as stated on the application, will appear on the certificate. HQCC will attempt to e-mail the materials to the candidate's primary e-mail address on file. A physical certificate can be requested by completing the [online form](#) and paying the required \$25 fee. Delivery with package tracking may be selected for an additional \$100.

## How many CE's do I need to recertify?

Recertification requires 30 CE hours over a 2 year period, and all CE content must be aligned within the current CPQH content outline. Refer to the CPHQ Recertification Handbook for additional information.

## When can I start earning CE's towards my recertification?

You can begin earning CE toward your recertification beginning January 1st of the year following your exam date. For example, if you took the exam in June of 2014, you cannot begin earning CE until January 1, 2015. CE earned from January 1, 2015-December 31, 2016 can be used toward recertification.