

CPHQ FAQ

Preparation for the Exam:

- **How much time and experience do you recommend people have before taking the CPHQ?**
 - To take the CPHQ, you must determine for yourself if you have the knowledge base of a quality professional and feel you are prepared for the exam. However, the exam is designed for someone who has spent at least 2 years in a quality role.
- **What are the four topic areas that are covered on the exam?**
 - Quality Leadership and Structure; Information Management; Performance Measurement and Quality Improvement; and Patient Safety. They are all included in the content outline.
- **Is Q Solutions enough of a resource for preparation or do you recommend other study materials?**
 - This is entirely dependent upon your learning style and which resources would best suit your style. However, multiple study materials are recommended and provided on the CPHQ website.
- **How can I find out about other live CPHQ Review Courses?**
 - CPHQ Review Course info can be found on the Quality Events Calendar at www.nahq.org/education/events/calendar.
- **What is the level of detail discussed in the live CPHQ Review Course?**
 - The live CPHQ Review Course does not go into great detail about the quality field but is more of a resource on how to take the exam and prepare for the exam. It is a very high level overview of the exam content.
- **Do the Q Solutions books include practice questions?**
 - Q Solutions does not include practice questions as it is also a resource for quality professionals not preparing to take the exam. The Self-Assessment exam is a good resource for testing your knowledge prior to taking the exam.
- **How/who can I contact to answer my questions after completing the Self-Assessment Exam to make sure I got the correct answers?**
 - You will receive feedback on the self-assessment exam following completion, letting you know what items you got wrong and how to better answer them along with an explanation of the correct answer.

- **When can I get the Self-Assessment Exam and for how long?**
 - The self -study course is good for one year from time of purchase.
- **Is there any assistance available for those who cannot afford to pay for the exam and are not at an executive level where their employer will pay for it?**
 - 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.
- **If I purchase the Self-Assessment exam, can I take it multiple times?**
 - You can only submit answers for the Self-Assessment exam once and will then be provided feedback on your answers. You have up to one year from time of purchase to take the exam.

Taking the Exam:

- **Are there questions that have answers with more than one correct option?**
 - No, each question has one best answer. While it may seem like some questions have more than one possible answer, there is one BEST answer for each question.

Post-Exam:

- **When a candidate has sat for the exam and they receive their scores onsite, are those scores official or unofficial scores?**
 - These are unofficial scores. You cannot use the CPHQ credential nor are you considered a passing candidate until you receive your official documentation and certificate 4-6 weeks following the end of the month that you took the exam.
- **What is the passing score?**
 - The number of correct answered required to pass is generally around 75% of questions.
- **When can I begin using the CPHQ credential?**
 - You cannot begin using the CPHQ credential until you have received your official documents in the mail.
- **How many times can I take the exam if I do not receive a passing score on my first attempt?**

- You must wait 90 days before attempting the exam again and you then have 3 opportunities within a 365 day period to pass the exam.

Recertification:

- **How many CE's do I need over the 2 year recertification period?**
 - Recertification requires 30 CE hours over a 2 year period.
- **When can I start earning CE's towards my recertification if I have passed the exam?**
 - 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.
- **Are there CE opportunities available online through NAHQ?**
 - Members receive special benefits when it comes to CE in that they have opportunities to earn CE through JHQ Article reviews, IHI Open School courses, and many other members -only opportunities.
- **Can I use college course hours in place of CE?**
 - Yes, for each 1 hour of college credit, you can earn 10 CE hours.
- **Can continuing education hours be used interchangeably? For example same submitted for nursing licensure, case management, etc.**
 - Yes, so long as the hours align with the current content outline then they can be used toward recertification.