

Certified Professional in Human Factors in Health Care

# Candidate Handbook

March 2025



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All questions and requests for information about the CPHFH examination should be directed to:

Institute for Healthcare Improvement  
53 State Street, 18th Floor  
Boston, MA 02109  
Voice: 617-391-9927  
Email: [certification@ihi.org](mailto:certification@ihi.org)  
Website: [www.ihi.org/cphfh](http://www.ihi.org/cphfh)

All questions and requests for information about examination scheduling should be directed to:

PSI Candidate Services  
18000 W. 105th St.  
Olathe, KS 66061-7543  
Phone: 855-579-4641  
Fax: 913-895-4650  
Email: [examschedule@psionline.com](mailto:examschedule@psionline.com)  
Website: <https://test-takers.psiexams.com/cbpps>

## ABOUT THE EXAMINATION

The Certified Professional in Human Factors in Health Care™ (CPHFH) credential establishes core standards for the field of human factors in health care, benchmarks requirements necessary for professionals in the field, and sets an expected proficiency level. Candidates may include human factors practices as an integral component of current or future professional responsibilities. These professionals may work in a variety of settings, including but not limited to, hospitals, health systems, the home, ambulatory and other outpatient settings, academia, the community, and providers of service to the healthcare industry. The CPHFH is open to candidates from the United States as well as practitioners outside of the U.S.

The certification exam is a rigorous and comprehensive credentialing process consisting of 120 questions, 100 of which are scored. The other 20 are pretest questions. You will be asked to answer these questions, but they will not be factored into your scored examination result. These pretest questions are dispersed within the examination and are not marked in any way. This ensures candidates answer pretest questions in the same manner as scored questions, allowing the pretest questions to be validated as accurate and appropriate before being included as a measure of candidate competency.

There are three types of questions on the exam:

- 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

Only a small percentage of the exam questions are categorized as recall. The rest are divided between application and analysis.

The examination is available in a computerized format on a daily basis at PSI Test Centers across the United States and internationally and by Live Remote Online Proctoring.

## TESTING AGENCY

PSI Services is engaged in educational and occupational measurement and provides examination development and administration to a variety of client organizations. PSI assists the Certification Board for Professionals in Patient Safety (CBPPS) in the development, administration, scoring and analysis of the Certified Professional in Human Factors in Health Care (CPHFH)™ examination.

PSI Services has more than 70 years of experience providing worldwide testing solutions to corporations, federal and state government agencies, professional associations, certifying bodies and leading academic institutions. PSI offers a comprehensive solutions approach from test development to delivery to results processing, including pre-hire

employment selection, managerial assessments, licensing and certification tests, distance learning testing, license management services and professional services..

## NONDISCRIMINATION POLICY

PSI and CBPPS do not discriminate among candidates on the basis of age, gender, race, color, religion, national origin, disability, marital status or any other protected characteristic.

## TEST CENTER ADMINISTRATION

Examinations are delivered by computer at approximately 300 PSI Test Centers located throughout the United States. The examination is administered by appointment only Monday through Friday. Saturday appointments may be scheduled based on availability. Appointment starting times may vary by location. Available dates will be indicated when scheduling your examination. Candidates are scheduled on a first-come, first-served basis.

## LIVE REMOTE ONLINE PROCTORING

Examinations are delivered by Live Remote Online Proctoring to a candidate using their own computer from their home. The candidate must have a computer with a web camera that can be moved to display the entire room, a microphone, and internet connection to download the PSI secure browser. A compatibility check of the computer's audio/video, webcam and system is required prior to scheduling.

Please be advised: Using a work computer for the remote proctored exam, even one which passes the System Compatibility Check, is highly discouraged due to administrator fire walls and IT security systems which frequently prevent exam launch.

## INTERNATIONAL EXAMINATION SERVICES

International candidates may book and pay for their examination through the online registration portal at <https://test-takers.psiexams.com/cbpps>.

For information regarding the availability of international computerized test centers, please visit <http://schedule.psiexams.com>. If you are an international candidate, you will need to submit a completed application form and the application fee. All rules and regulations regarding the computerized examination apply to international examinations. Examinations will be given in computerized format only. International candidates will not receive instant score reports. Results will be sent within two business days after completion of the examination to the candidate's address of record. International candidates may also view score reports through the online PSI portal.

## TEST CENTER LOCATIONS

PSI Test Centers have been selected to provide accessibility to the most candidates in all states and major metropolitan areas. A current listing of PSI Test Centers, including addresses and driving directions, may be viewed at <http://schedule.psiexams.com>. Specific address information will be provided when you schedule an examination appointment.

## SPECIAL ARRANGEMENTS FOR CANDIDATES WITH DISABILITIES

PSI and CBPPS comply with the Americans with Disabilities Act and strives to ensure that no individual with a disability (as defined by the ADA as a person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such an impairment, or a person who is perceived by others as having such an impairment) is deprived of the opportunity to take the examination solely by reason of that disability. PSI will provide reasonable accommodations for candidates with disabilities. Candidates requesting special accommodations must call PSI at 800-367-1565 ext. 6750 to schedule their examination.

The site is WCAG 2.1 AA Compliant which enables any accessibility program, such as screen reader, to read the page.

1. Wheelchair access is available at all established Test Centers. Candidates must advise PSI at the time of scheduling that wheelchair access is necessary.
2. Candidates with visual, sensory, physical or learning disabilities that would prevent them from taking the examination under standard conditions may request special accommodations and arrangements.

Verification of the disability and a statement of the specific type of assistance needed must be submitted online to PSI at least 45 calendar days prior to your desired examination date by completing PSI's online form at: [https://psi-cdexp.zendesk.com/hc/en-us/requests/new?ticket\\_form\\_id=360000150872](https://psi-cdexp.zendesk.com/hc/en-us/requests/new?ticket_form_id=360000150872). Attach the Documentation of Disability-Related Needs form (which must be completed by an appropriate licensed professional) with your online request. PSI will review the request and will contact you regarding the decision for accommodations.

## EXAMINATION FEES

US/Domestic: \$549\*

Payment may be made by credit card (VISA, Master Card, American Express, or Discover), cashier's check, company check, or money order made payable to PSI Services Inc. Personal checks are not accepted. Examination registration fees are not refundable or transferrable and expire in one year.

Credit card transactions that are declined will be subject to a \$25 handling fee. A cashier's check or money order for

the amount due, including the handling fee, must be sent to PSI to cover declined credit card transactions.

\* International candidates, please add \$100 (U.S. dollars) for international examination fee.

## REGISTERING FOR AN EXAMINATION

1. Online: You may register online by going to <https://test-takers.psiexams.com/cbpps> and selecting "Begin Scheduling. Test taker may use a computer, tablet, or mobile device to schedule their examination. The computer will guide you through the process. After your application information and credit card payment (VISA, Master Card, American Express, or Discover) have been submitted, you will be prompted to schedule an examination appointment at a Test Center or to schedule a Remote Online Proctored Exam or to supply additional eligibility information.
2. Paper: Complete and mail the paper application included in this handbook with appropriate fee (credit card, cashier's check or money order). An application is considered complete only if all information requested is complete, legible and accurate; if you are eligible for the examination; and if the appropriate fee accompanies the application.

If you contact PSI by 3:00 p.m. Central Time on...	Depending on availability, your examination may be scheduled as early as...
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday/Saturday
Thursday	Monday
Friday	Tuesday

Approximately two weeks after receipt, PSI will send you a confirmation notice including a unique identification number, a website address and toll-free telephone number to schedule an examination appointment (see following table). If your eligibility cannot be confirmed, notification why your application is incomplete will be sent. If you do not receive information about your application within four weeks, call PSI at 855-579-4641.

When you schedule your Test Center appointment, be prepared to confirm a location and a preferred date and time for testing. You will be asked to provide your unique identification number. When you call or go online to schedule your examination appointment, you will be notified of the time to report to the Test Center, and if an email address is provided, you will be sent an email confirmation notice.

If special accommodations are being requested, complete the Request for Special Examination Accommodations and Documentation of Disability-Related Needs forms included in this handbook and submit it to PSI at least 45 days prior to the desired examination date.

Candidates who wish to schedule a Remote Online Proctored Exam MUST FIRST CHECK THE COMPATIBILITY

OF THE COMPUTER to include Audio/Video Check, Webcam Check and System Check. You must use Google Chrome Browser. Please note that if your computer performs any system update (i.e. software, server, fire wall, webcam, etc.) from the time you schedule your exam to when you attempt to launch your exam, you may experience issues with your compatibility. It is best to conduct another compatibility check on the machine that you will be taking your exam at least 24 hours prior to your scheduled exam. You may also check your compatibility before or after registering for your exam at <https://home.psiexams.com/static/#/bcheck>.

**Please be advised:** Using a work computer for the remote proctored exam, even one which passes the System Compatibility Check, is highly discouraged due to administrator fire walls and IT security systems which frequently prevent exam launch.

## ELIGIBILITY AUDITS

CBPPS randomly audits a limited number of applications per year to confirm eligibility requirements are met. If your application is selected for audit, please be prepared to provide documentation attesting to your education and experience.

## RESCHEDULING AN EXAMINATION

You may reschedule your appointment ONCE at no charge online at <https://test-takers.psiexams.com/cbpps> or by calling PSI at 855-579-4641. Any examination reschedule must occur at least 2 business days prior to your scheduled appointment.

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

## MISSED APPOINTMENTS AND FORFEITURES

You will forfeit your examination registration and all fees paid to take the examination under the following circumstances. A new, complete application and examination fee are required to reapply for examination.

- You cancel your examination after confirmation of eligibility is received.
- You wish to reschedule an examination but fail to contact PSI at least two business days prior to the scheduled testing session.
- You wish to reschedule a second time.

- You appear more than 15 minutes late for an examination.
- You fail to report for an examination appointment.

## INCLEMENT WEATHER, POWER FAILURE OR EMERGENCY

In the event of inclement weather or unforeseen emergencies on the day of an examination, PSI will determine whether circumstances warrant the cancellation, and subsequent rescheduling, of an examination. The examination will usually not be rescheduled if the Test Center personnel are able to open the Test Center.

You may visit [www.psonline.com/openings](http://www.psonline.com/openings) prior to the examination to determine if PSI has been advised that any Test Centers are closed. Every attempt is made to administer the examination as scheduled; however, should an examination be canceled at a Test Center, all scheduled candidates will receive notification following the examination regarding rescheduling or reapplication procedures.

If power to a Test Center is temporarily interrupted during an administration, your examination will be restarted. The responses provided up to the point of interruption will be intact, but for security reasons the questions will be scrambled.

## PREPARING FOR THE EXAMINATION

The method of preparation and amount of time spent preparing for the examination can be driven by the candidate's study preferences, level of professional and relevant experience, or academic background. Some methods of preparation may include, but are not limited to:

### Review of the Content Outline and Resource List

Review the content categories and related tasks. Identify and focus review on tasks that you do not perform regularly or with which you are less familiar.

Review the resource list curated by The Expert Oversight Committee and other subject matter experts. Identify and focus review on resources that cover content areas with which you are less familiar.

Remember that most questions in the CHPFH Examination are job-related/experience-based and test the application and analysis of information rather than just the recall of facts.

Both the CHPFH Examination Content Outline and Resource List can be found at [www.ihf.org/CPHFH](http://www.ihf.org/CPHFH).

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

A Self-Assessment Examination (SAE) or practice exam is an online tool created by the CPHFH to simulate the CPHFH Examination. The SAE is available for purchase at <https://www.psonlinestore.com/>. The 50-question online

practice exam 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 show performance by domain and can be helpful in directing study and use of resources. The questions presented in the SAE are different from the questions contained on the certification examination.

CBPPS does not endorse resources designed to prepare candidates to take the certification exam. Completion of the SAE is optional and not required to take or pass the certification exam. Taking the SAE does not guarantee a passing score or improved performance on the exam.

## TESTING AT A PSI TEST CENTER

Your examination will be given by computer at a PSI Test Center. You do not need any computer experience or typing skills to take your examination. On the day of your examination appointment, report to the Test Center 30 minutes prior to your scheduled testing time. Once you arrive at the location, look for signs indicating PSI Test Center check-in. IF YOU ARRIVE MORE THAN 15 MINUTES AFTER THE SCHEDULED TESTING TIME, YOU WILL NOT BE ADMITTED.

## IDENTIFICATION

To gain admission to the Test Center, you must present one valid (current) form of government-issued identification that includes your name, signature and photograph. No form of temporary identification will be accepted. You will also be required to sign a roster for verification of identity.

- Examples of valid forms of identification are: driver's license with photograph; state identification card with photograph; passport; or military identification card with photograph.
- If your name on your registration is different than it appears on your identification, you must bring proof of your name change (e.g., marriage license, divorce decree or court order).

Candidates must have proper identification to gain admission to the Test Center. Failure to provide appropriate identification at the time of the examination is considered a missed appointment. There will be no refund of examination fees.

## SECURITY

PSI administration and security standards are designed to ensure all candidates are provided the same opportunity to demonstrate their abilities. The Test Center is continuously monitored by audio and video surveillance equipment for security purposes.

The following security procedures apply during the examination:

- Examinations are proprietary. No cameras, notes, tape recorders, pagers or cellular/smart phones 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 examination.
- Only silent, non programmable calculators without alphabetic keypad or printing capabilities are allowed in the testing room if needed.
- No guests, visitors or family members are allowed in the testing room or reception areas.

## PERSONAL BELONGINGS

No personal items, valuables or weapons should be brought to the Test Center. Only wallets and keys are permitted. Large coats and jackets must be left outside the testing room. You will be provided a soft locker to store your wallet and/or keys with you in the testing room. The proctor will lock the soft locker prior to you entering the testing room. You will not have access to these items until after the examination is completed. Please note the following items will not be allowed in the testing room except securely locked in the soft locker.

- watches
- hats
- wallets
- keys

Once you have placed your personal belongings into the soft locker, you will be asked to pull out your pockets to ensure they are empty. If you bring personal items that will not fit in the soft locker, you will not be able to test. The site will not store or be responsible for your personal belongings.

If any personal items are observed or heard (e.g., cellular/smart phones, alarms) in the testing room after the examination is started, you will be dismissed and the administration will be forfeited.

## EXAMINATION RESTRICTIONS

- No documents or notes of any kind may be removed from the Test Center.
- No questions concerning the content of the examination may be asked during the examination.
- Eating, drinking or smoking will not be permitted in the Test Center.
- No breaks allowed.

## TESTING BY LIVE REMOTE ONLINE PROCTORING

Candidates may log in to their account up to 30 minutes prior to the scheduled start time. By not starting your exam within 15 minutes after your scheduled appointment time, you forfeit your examination scheduling fee or exam eligibility. Fees and exam eligibilities are non-refundable.

If you have any questions regarding your compatibility check, or if you experience issues launching your exam, you may contact our remote proctoring technical support team at (844) 267-1017. You may also initiate a chat after you close the Secure Browser Software by [clicking here](#).

Please be advised: Using a work computer for the remote proctored exam, even one which passes the System Compatibility Check, is highly discouraged due to administrator fire walls and IT security systems which frequently prevent exam launch.

## IDENTIFICATION

You must present proper identification to the proctor. One valid (current) form of government-issued identification that includes your name, signature and photograph is required. No form of temporary identification will be accepted.

Acceptable forms include a current driver's license with photograph, a current state identification card with photograph, a current passport or passport card, Green card, Alien registration, Permanent resident card or National identification card. **A military identification card is not acceptable for remote online proctored exams.**

Failure to provide appropriate identification at the time of the examination is considered a missed appointment. There will be no refund of examination fees.

## EXAMINATION RESTRICTIONS

- You are prohibited from reproducing, communicating or transmitting any test content in any form for any purpose. This behavior will result in the disqualification of examination results, will be reported to your Licensing Authority/Sponsor and may lead to legal action.
- With the exception of your testing machine, electronic devices and recording devices of any kind (including but not limited to cell phones, pagers, and cameras) are NOT permitted during the remote online proctored exam.
- Only silent, non programmable calculators without alphabetic keypad or printing capabilities are allowed.
- No breaks are allowed. You may not exit the camera view during the examination.
- No food is allowed. Drinks are allowed in a clear bottle/glass only. No additional time is given to clean up a spill.
- No Scratch Paper is allowed during Live Remote Proctoring administrations.

Please be advised: Using a work computer for the remote proctored exam, even one which passes the System Compatibility Check, is highly discouraged due to administrator fire walls and IT security systems which frequently prevent exam launch.

## MISCONDUCT

If you engage in any of the following conduct during the examination, you may be dismissed, your scores will not be reported and examination fees will not be refunded.

Examples of misconduct are when you:

- create a disturbance, are abusive, or otherwise uncooperative;
- display and/or use electronic communications equipment such as pagers, cellular/smart phones;
- talk or participate in conversation with other examination candidates;
- give or receive help or are suspected of doing so;
- leave the Test Center or exit the camera view during the administration;
- attempt to record examination questions or make notes;
- attempt to take the examination for someone else;
- are observed with personal belongings; or
- are observed with notes, books or other aids without it being noted on the roster.

## COPYRIGHTED EXAMINATION QUESTIONS

All examination questions are copyrighted. 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 subject you to severe civil and criminal penalties.

## COMPUTER LOGIN

After your identification has been confirmed, you will be directed to a testing carrel or the remote online exam will be released. You will be instructed on screen to enter your unique identification number. Your photograph, taken before beginning the examination, will remain on screen throughout your examination session. This photograph will also print on your score report.

## PRACTICE EXAMINATION

Prior to attempting the examination, you will be given the opportunity to practice taking an examination on the computer. The time you use for this practice examination is NOT counted as part of your examination time or score.

When you are comfortable with the computer testing process, you may quit the practice session and begin the timed examination.

## TIMED EXAMINATION

Following the practice examination, you will begin the timed examination. There are 100 items plus 20 pretest items on the examination. You will have 2.5 hours to complete the examination. Before beginning, instructions for taking the examination are provided on screen.



The computer monitors the time you spend on the examination. The examination will terminate if you exceed the time allowed. You may click on the "Time" box in the lower menu bar on the screen to monitor your time. A digital clock indicates the time remaining for you to complete the examination. The Time feature may be turned off during the examination.

Only one examination question is presented at a time. The question number appears in the lower right of the screen. Choices of answers to the examination question are identified as A, B, C, or D. You must indicate your choice by either typing in the letter in the response box in the lower left portion of the computer screen or clicking on the option using the mouse. To change your answer, enter a different option by typing A, B, C, or D or by clicking on the option using the mouse. You may change your answer as many times as you wish during the examination time limit.

To move to the next question, click on the forward arrow (>) in the lower right portion of the screen. This action will move you forward through the examination question by question. If you wish to review any 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 double arrows (>>) to advance to the next unanswered or bookmarked question on the examination. To identify all unanswered and bookmarked questions, repeatedly click on the double arrows (>>). When the examination is completed, the number of examination questions answered is reported. If not all questions have been answered and there is time remaining, return to the examination and answer those questions. Be sure to provide an answer for each examination question before ending the examination. There is no penalty for guessing. 100%100%

## CANDIDATE COMMENTS

During the examination, you may make comments 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. Comments will be reviewed, but individual responses will not be provided.

## FOLLOWING THE EXAMINATION

After completing the examination, you are asked to answer a short evaluation of your examination experience. Your results will be provided on screen and an official score report will be sent to your email address as a PDF after the examination session ends.

## SCORES CANCELLED BY CBPPS OR PSI

PSI is responsible for the validity and integrity of the scores they report. On occasion, occurrences, such as computer malfunction or misconduct by a candidate, may cause a score to be suspect. CBPPS and PSI reserve the right to void or withhold examination results if, upon investigation, violation of its regulations is discovered.

## PASS/FAIL SCORE DETERMINATION

CBPPS uses a criterion-referenced methodology in scoring the certification examination. With this type of scoring methodology, there is no "curve," and candidates do not compete against one another. Instead, candidate performance is compared to the criterion of acceptable practice of a qualified human factors in health care professional. The passing score for the examination is determined by using a process known as the Angoff method, in which experts in the field estimate the difficulty of each item on the examination for the minimally qualified candidate. These judgments are averaged to determine the minimum passing score, which represents the amount of knowledge a minimally qualified candidate would likely demonstrate on the examination. A statistical process called equating is used to ensure candidates are assessed using forms that have equivalent difficulty and reliability. These steps help ensure that all candidates are held to the same standard of performance. This process is used to ensure fairness to all candidates.

Your pass/fail result is based on your total score. Content area scores are provided to offer a general indication of your relative strengths and weaknesses in each content area. The examination is designed to provide a consistent and precise determination of your overall performance and is not designed to provide complete information regarding your performance in each content area. This information should only be used as feedback for your future educational needs.

## IF YOU PASS THE EXAMINATION

If you pass the examination, you will be able to use the CPHFH designation to indicate certification status. Recertification will be required every three years.

## IF YOU DO NOT PASS THE EXAMINATION

Unsuccessful candidates may retake the examination after a 30 day wait period. The candidate is required to reapply to PSI and remit all applicable fees and documentation. The candidate may retake the exam up to three (3) times in a one-year period. If the candidate fails the exam on the third attempt, they must wait one year to take the exam again. The waiting period is designed to allow the candidate time to review the exam content and prepare for the exam.

## FAILING TO REPORT FOR AN EXAMINATION

If you fail to report for an examination, you will forfeit the registration and all fees paid to take the examination. A completed application form and examination fee is required to reapply for examination.

## CONFIDENTIALITY

Information about candidates for testing and their examination results are considered confidential. Studies and reports concerning candidates will contain no information identifiable with any candidate, unless authorized by the candidate.

## DUPLICATE SCORE REPORT

You may purchase additional copies of your results at a cost of \$25 per copy. Requests must be submitted to PSI in writing. The request must include your name, unique identification number, mailing address, telephone number, date of examination and examination taken. Submit this information with the required fee payable to PSI Services Inc. in the form of a money order or cashier's check. Duplicate score reports will be mailed within approximately five business days after receipt of the request and fee. Requests must be submitted within one year of your examination to be processed.

## RECERTIFICATION

Following successful completion of the CPHFH examination, the certificant is required to maintain certification by fulfilling continuing education (CE) requirements, or through successful retest.

Recertification cycle: 3 years

CE requirement: 45 hours total

Accepted types of CE:

- All CE that follows the CPHFH content outline is accepted.
- CE options include: education programs, self-study, CPHFH item writing, academic coursework, and more.

For detailed recertification guidelines and forms visit [www.ihf.org/CPHFH](http://www.ihf.org/CPHFH).

## CODE OF CONDUCT

CPHFH certified professionals have made a commitment to the field of human factors in health care and the way they conduct themselves reflects on the profession, the specialty, and the healthcare field overall. Compliance with the CBPPS Code of Conduct is critical to the integrity of the CPHFH credential and the profession. Violations of the CBPPS Code of Conduct will be reviewed and may result in discipline.

A CPHFH professional must:

- Act with integrity, honesty, and respect.
- Communicate openly and listen to understand.
- Accurately and truthfully state credentials, education, and experience.
- Ensure confidentiality of sensitive information.
- Seek out opportunities for continuous improvement and learning.
- Conduct oneself in a manner that reflects positively on the human factors in health care profession and the CPHFH certification.
- Abide by the policies established by the CBPPS.

## DISCIPLINE AND COMPLAINTS

Violations of the CBPPS Code of Conduct may result in review that leads to disciplinary action, up to and including, revocation of the CPHFH credential. For full detail on the CBPPS Disciplinary Policy please visit <https://www.ihf.org/education/certification/governance-and-oversight>.

## APPEALS/RECONSIDERATION OF ADVERSE DECISIONS

Applicants who are notified that they do not meet the requirements for eligibility or recertification may request a reconsideration of this decision by sending a written notice to the CBPPS staff within 30 days of communication of the adverse eligibility or recertification decision. The staff will review the applicant's information and will make a final decision regarding eligibility or recertification. The appeal will be reviewed within 45 days of receipt. Written notice from the staff of the final decision will be sent to the new applicant or candidate for recertification within 30 days of review.

CBPPS will not consider reconsideration requests related to the content of the exam or exam scores. Candidates may request a reconsideration if the exam administration was disrupted, or procedures were not followed.

CBPPS will also consider appeals regarding adverse disciplinary decisions.

Appeals and reconsideration requests should be submitted by email to [certification@ihf.org](mailto:certification@ihf.org).

For full detail on the CBPPS Appeals and Reconsideration of Adverse Decisions Policy please visit <https://www.ihf.org/education/certification/governance-and-oversight>.

# CERTIFIED PROFESSIONAL IN HUMAN FACTORS IN HEALTH CARE™ (CPHFH) EXAMINATION APPLICATION

This form is to be used for exams given at established PSI Test Centers only.

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

PSI • CPHFH Examination • 18000 W. 105th St. • Olathe, KS 66061-7543

Fax: 913-895-4650

## PERSONAL INFORMATION

Name: First \_\_\_\_\_ MI \_\_\_\_\_ Last \_\_\_\_\_

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

Organization: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

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

State: \_\_\_\_\_ Zip: \_\_\_\_\_ Country: \_\_\_\_\_

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

## ELIGIBILITY FOR EXAMINATION

Human factors practices as an integral component of current or future professional responsibilities, in addition to:

- ☐ Diploma (e.g., associates, bachelors) plus 3 years of experience in Human Factors in Health Care Related Field over five years (either full time or part-time)

-or-

- ☐ Master/Doctorate in Human Factors Related Field plus 1 year of full-time experience or 2 years of part time experience in Human Factors in Health Care Related Field over five years

CBPPS randomly audits a limited number of applications per year to confirm eligibility requirements are met. If your application is selected for audit, please be prepared to provide documentation attesting to your education and experience.

## APPLICATION STATUS

- ☐ I am applying as a new candidate.
- ☐ I am applying as a reapplicant. – Candidates are required to wait 30 days between attempts of the examination and may not test more than 3 times in a one-year period.

## EXAMINATION FEE

### Examination Fee

Payment may be made by credit card, company check, cashier's check or money order payable to PSI Services Inc. Personal checks are not accepted.

- ☐ US/Domestic: .....\$549 (U.S. dollars)\*

\*International candidates, add \$100 (U.S. dollars) for international fee.

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

CVC/CVV Code

Signature

## SPECIAL ACCOMMODATIONS

Do you require special disability related accommodations during testing?

- ☐ No ☐ Yes

If yes, please complete the Request for Special Examination Accommodations and Documentation of Disability-Related Needs forms included with this handbook and submit it with an application and fee at least 45 days prior to the desired testing date. Specific information about special accommodations is provided in the handbook.

## DEMOGRAPHIC INFORMATION

Responses to these questions will be used by CPHFH only in the aggregate to evaluate the CPHFH Certification Program. (Select only one response unless directed otherwise.)

1. Please Indicate:

- ☐ Male  
☐ Female

2. Indicate years in the health care industry:

- ☐ 3-5 years  
☐ 6-10 years  
☐ 11-15 years  
☐ 16-20 years  
☐ 21-30 years  
☐ 30+ years

3. Which of the following best describes your organization?

- ☐ Academic Medical Center  
☐ Ambulatory Care Facility  
☐ Consulting Practice  
☐ Group Practice  
☐ Health Care Association/Society  
☐ Health Care Solutions Provider/Supplier/Manufacturer  
☐ Health Plan  
☐ Hospital/Health System  
☐ Military Health Care Facility  
☐ Physician Office  
☐ Other Health Care Organization  
☐ Other \_\_\_\_\_

4. Which of the following best describes the approximate size of your organization (Full Time Employees)?

- ☐ 1-100  
☐ 101-250  
☐ 251-500  
☐ 501-1,000  
☐ 1,001-5,000  
☐ More than 5,000  
☐ Not Applicable

5. Which of the following best describes your discipline?

- ☐ Administration  
☐ Education  
☐ Environmental Services  
☐ Finance/Business  
☐ Governance/Regulatory Services  
☐ Health Information Management  
☐ Human Factors  
☐ Information Technology  
☐ Medicine  
☐ Nursing  
☐ Patient Care Services  
☐ Patient Safety  
☐ Pharmacy  
☐ Physical Therapy  
☐ Quality Management  
☐ Rehabilitation Services  
☐ Respiratory Therapy  
☐ Risk Management  
☐ Usability and Industrial Design  
☐ Other \_\_\_\_\_

6. Which of the following best describes your job category?

- ☐ Administrator  
☐ Analyst  
☐ Board Member  
☐ Clinician  
☐ Coordinator  
☐ Department Head  
☐ Designer  
☐ Director  
☐ Engineer  
☐ Executive  
☐ Frontline Staff  
☐ Manager  
☐ Professor  
☐ Researcher  
☐ Safety/Quality Officer  
☐ Scientist  
☐ Technician  
☐ Technologist  
☐ Therapist  
☐ Other \_\_\_\_\_

7. Please list credentials earned:

\_\_\_\_\_

8. Please indicate for which of the below you are seeking this credential:

- ☐ Current position  
☐ Future position

## SIGNATURE

I certify that I agree to abide by regulations of the CPHFH program contained in this handbook. I believe that I comply with all admission policies for the CPHFH examination. 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: \_\_\_\_\_

# REQUEST FOR SPECIAL EXAMINATION ACCOMMODATIONS

If you have a disability covered by the Americans with Disabilities Act, please complete this form and provide the Documentation of Disability-Related Needs on the next page 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 to PSI at least 45 days prior to the desired testing date.

## CANDIDATE INFORMATION

Name (Last or Family Name, First, Middle Initial, Former Name)

Mailing Address

City

State/Province

Zip Code/Postal Code and Country

Daytime Telephone Number with country code if outside of North America

## SPECIAL ACCOMMODATIONS

I request special accommodations for the \_\_\_\_\_ examination.

Please provide (check all that apply):

- ☐ Reader
- ☐ Extended examination time (time and a half)
- ☐ Reduced distraction environment
- ☐ Large print examination (paper and pencil administration only)
- ☐ Circle answers in examination booklet (paper and pencil administration only)
- ☐ Other special accommodations (Please specify.)

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Comments: \_\_\_\_\_

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## PLEASE READ AND SIGN:

I give my permission for my diagnosing professional to discuss with PSI staff my records and history as they relate to the requested accommodation.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Submit your request for exam accommodations online at  
[https://psi-cdexp.zendesk.com/hc/en-us/requests/new?ticket\\_form\\_id=360000150872](https://psi-cdexp.zendesk.com/hc/en-us/requests/new?ticket_form_id=360000150872)

If you have questions, call Candidate Services at 800-367-1565 ext. 6750.

# DOCUMENTATION OF DISABILITY-RELATED NEEDS

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

## PROFESSIONAL DOCUMENTATION

I have known \_\_\_\_\_ since \_\_\_\_ / \_\_\_\_ / \_\_\_\_ in my capacity as a  
Candidate Name Date (month/date/year)

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 Request for Special Examination Accommodations form.

Description of Disability: \_\_\_\_\_

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

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

Address:

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

Date: \_\_\_\_\_ License # (if applicable): \_\_\_\_\_

Submit this form with your online request at

[https://psi-cdexp.zendesk.com/hc/en-us/requests/new?ticket\\_form\\_id=360000150872](https://psi-cdexp.zendesk.com/hc/en-us/requests/new?ticket_form_id=360000150872)

If you have questions, call Candidate Services at 800-367-1565 ext. 6750.



