



Institute for
Healthcare
Improvement

CPHFH

Certified Professional in
Human Factors
in Health Care

Certified Professional in Human Factors in Health Care (CPHFH)

Informational Session

Thursday, September 4, 2025

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Certification Team Members



Patricia McGaffigan, RN, MS, CPPS
President, CBPPS
Senior Advisor, Safety, IHI



Sarah Blossom, ICE-CCP
Director, Certification



Krissy Cronin
Project Manager



Zoë Mahoney
Project Manager



About CPHFH

The Certified Professional in Human Factors in Health Care (CPHFH)[™] is earned by professionals who have demonstrated a high level of proficiency in applying the core standards of human factors, systems thinking, and design to health care improvement.



Why Certification is Important

This professional certification program establishes core standards for the field of human factors in health care, benchmarks requirements necessary for health care professionals, and sets an expected proficiency level.

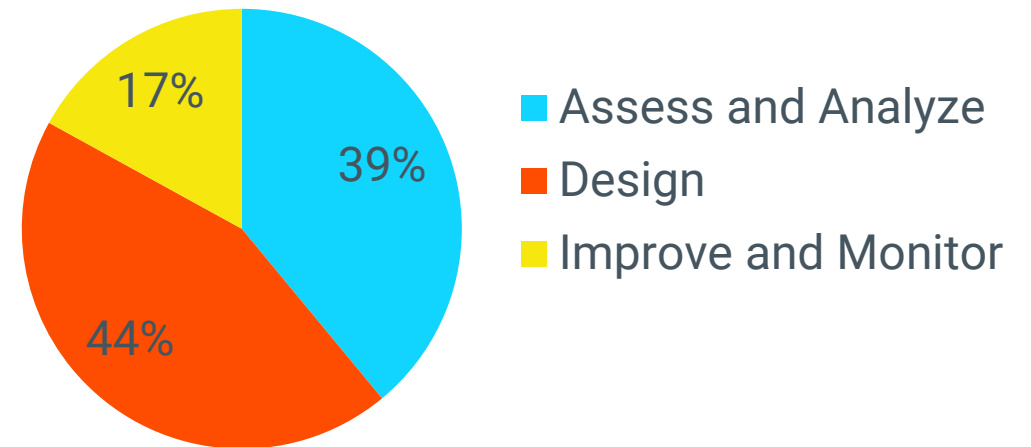
For professionals, the CPHFH credential provides those working in human factors a means to demonstrate their proficiency and skill in the discipline.

For organizations, requiring the CPHFH credential provides a way for employers to validate a potential candidate's human factors knowledge and skill base, critical competencies for today's health care challenges.



What is Covered on the Exam?

1. Assess and Analyze
 - 1A. Work Systems and Interactions
 - 1B. Process
 - 1C. Work System and Process Measures
2. Design
 - 2A. Design Process
 - 2B. Frameworks, Methods, and Tools
 - 2C. Collaboration
3. Improve and Monitor
 - 3A. Improvement
 - 3B. Measurement and Evaluation



To view detailed content outline, please visit www.ihl.org/cphfh



What are the Eligibility Requirements?

Candidates for the CPHFH credential are those who include human factors practices as an integral component of current or future professional responsibilities. Candidates must also possess academic and professional experience at one of the following levels:

- 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



Who Should Consider Certification



- Physicians, Nurses, and Pharmacists
- Patient Safety Professionals
- Quality, Improvement, and Risk Professionals
- Human Factors and Systems Engineering Professionals
- Health Care Executives
- Non-Clinical Health Care Professionals
- All other health care professionals with the requisite background



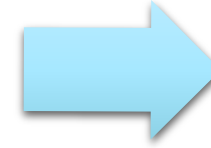
Prepare

- Review course
- Practice exam
- Content outline
- Resource list
- Handbook



Certify

- Take the exam
- Remotely
 - or
 - In-person



Recertify

- Every 3 years
- CE credit
 - or
 - Re-testing



What Does it Cost?

CPHFH Product	Pricing
Review Course	\$449
Practice Exam / Self-Assessment Exam (SAE)	\$99
Certification Exam	\$549* US/Domestic *Additional \$100 fee applies to international candidates
Recertification (every 3 years)	\$225* *Additional \$50 fee applies to international candidates

How Do I Prepare for the Exam?

- ☐ Fully review the Candidate Handbook
- ☐ Exam Content Outline
- ☐ Resource List
- ☐ CPHFH Practice Exam
- ☐ CPHFH Review Course (live, online, webinar formats)

All available at www.ihl.org/cphfh



Photo by [Green Chameleon](#) on [Unsplash](#)



Upcoming CPHFH Review Courses

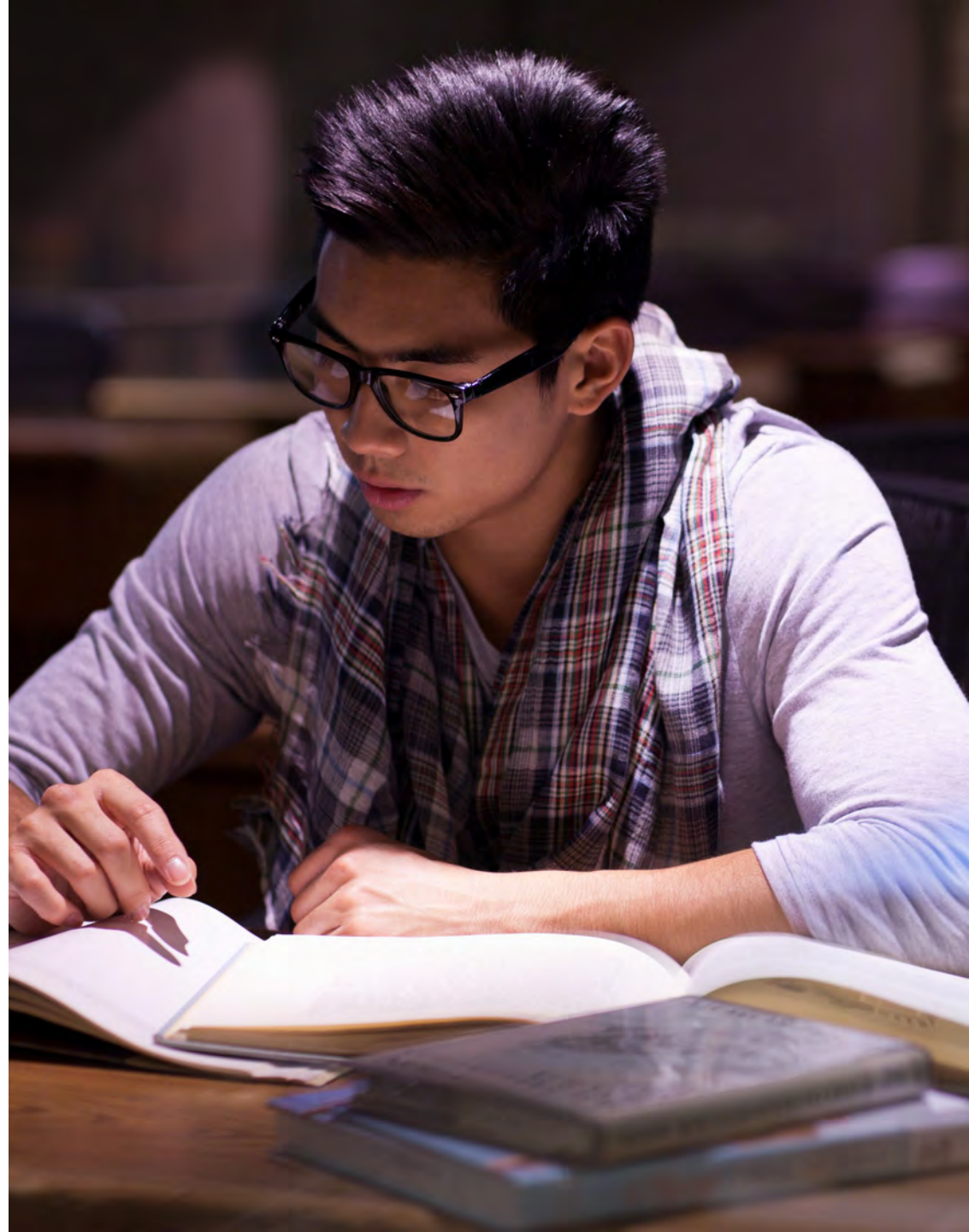
- In-person courses
 - **Sunday, December 7** at the IHI Forum in Anaheim, CA
- Live webinars
 - **September 16 – 17, 2025**
 - **January 14 – 15, 2026**
 - **March 4 – 5, 2026**



CPHFH Mentors Available

Mentors are CPHFH certified professionals interested in helping others on their journey to certification; they cannot share exam content or examples of actual exam questions

If you are interested in being matched with a volunteer mentor, please reach out to certification@ihi.org.



Ready to Take the CPHFH Exam?

Register and select a date and time at a testing center near you OR choose to test virtually from your home or office with a remote proctor

2.5 hour timed exam

- Time to practice before timer starts
- No scheduled breaks
- Ability to bookmark questions to return later
- On screen clock (can be turned off)
- 120 questions; 100 scored

Check out with proctor

- In US, internationally, and virtually: receive instant score report

Learn more at www.ihf.org/cphfh



What is the passing score?

The passing score for the examination is 500. Scores ranges from 200 to 800.

You will only see your exact score if you do NOT pass the exam.

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 patient safety professional. 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.



Maintaining your CPHFH Designation

3-year recertification period

Recertification may be achieved by:

- 45 credits of documented continuing education and/or other qualified activities
- Re-testing

Continuing education courses and other qualified activities must address at least one of the tested domains

Recertification Handbook at www.ihl.org/cphfh



Certification creates community

- Once you receive CPHFH, you become a part of a community with opportunities for
- Networking
- Exam Development and Item Writing
- Mentoring
- Blogging/Sharing News
- Opportunities to join subject matter expert and faculty groups



Looking Ahead

CBPPS and IHI are developing two new certifications that may be of interest to you and your networks.

Coming October 1, 2025:

Certified Professional in Age-Friendly Health Care (CPAFH)

Certified Professional in Clinical Health Equity (CPCHE)



Questions, Discussion and Reflections



certification@ihi.org

