



Candidate Handbook

Effective May 23, 2018

For questions regarding HIMSS certification programs, contact:

Healthcare Information and Management Systems Society

33 West Monroe Street, Suite 1700

Chicago, IL 60603-5616

Phone: 703-722.0580

Email: certification@himss.org

Website: www.himss.org

Copyright 2018 by Healthcare Information and Management Systems Society. All rights reserved. Any duplication or reproduction of all or any of these materials without the express written permission of HIMSS is prohibited.

Table of Contents

Contents

Table of Contents	1	Use of Calculators.....	15
CPHIMSCandidateHandbookandApplication	2	Inclement Weather or Emergency.....	15
About HIMSS	2	Failing to Report for the CPHIMS Examination.....	15
HIMSS Vision	2	Taking the CPHIMS Examination	16
HIMSS Mission	2	Rules for CPHIMS Examination	16
HIMSS Certification Program Examinations.....	2	Copyrighted Examination Questions	17
Testing Agency	3	Testing Experience	17
CPHIMSCertificationProgram.....	3	Following the CPHIMS Examination.....	18
CPHIMSEligibilityRequirements	3	Score Reports.....	18
CPHIMSExamination.....	3	How the CPHIMS Passing Score is Set	18
CPHIMSExaminationPreparation	8	Passing the CPHIMS Examination	19
Review the Content Outline and Competency Gap		Failing the CPHIMS Examination	19
Assessment.....	8	Scores Cancelled by HIMSS	19
Develop a Learning Plan	8	Score Confidentiality.....	19
Complete the CPHIMS Practice Exam	8	Administrative Matters	19
The CPHIMS Review Guide, 3 rd Edition.....	8	Name and Address Change	19
HIMSS Dictionary of Healthcare Information		Renewal of CPHIMS Certification	20
Technology Terms, Acronyms and Organizations,		Failing to Renew	20
Fourth Edition	9	Appeals	21
HIMSS Learning Center CPHIMS Review	9	Checklist for Becoming Certified	22
Use Other Study Resources	9		
CPHIMSExaminationAdministration	9		
Computer Administration at Prometric Assessment			
Centers.....	9		
Testing Outside of the United States	10		
Special Arrangements for Candidates with Disabilities			
.....	10		
Adhering to Professional Standards of Conduct and Terms of			
Confidentiality	11		
CPHIMSExaminationApplicationandSchedulingProcess....	13		
Online Application and Scheduling	13		
Special Accommodations	14		
English As a Second Language	14		
Re-Scheduling or Cancelling a CPHIMS Examination ..	14		
On the Day of the CPHIMS Examination	14		
Reporting for the CPHIMS Examination.....	14		
On-Site Security.....	15		
Identity Verification	15		

CPHIMS Candidate Handbook and Application

This Candidate Handbook provides information about the Certified Professional in Healthcare Information and Management Systems (CPHIMS) program, including CPHIMS Examination administration policy and process as well as the CPHIMS Examination Application. Keep this Candidate Handbook until after the examination is completed. Additional copies of this Candidate Handbook may be obtained by downloading a copy from www.himss.org/health-it-certification. The most current version of the Candidate Handbook is posted here and supersedes any other version.

About HIMSS

HIMSS is a cause-based, not-for-profit organization focused on better health through information technology (IT). HIMSS leads global efforts to optimize health engagements and care outcomes using information technology.

HIMSS is a cause-based, global enterprise producing health IT thought leadership, education, events, market research and media services around the world. Founded in 1961, HIMSS encompasses more than 71,000 individuals, of which more than two-thirds work in healthcare provider, governmental and not-for-profit organizations across the globe, plus over 640 corporate members and 450 nonprofit partner organizations, that share this cause. HIMSS, headquartered in Chicago, serves the global health IT community with additional offices in the United States, Europe, and Asia.

HIMSS Vision

Better health through information and technology.

HIMSS Mission

Globally, lead endeavors optimizing health engagements and care outcomes through information technology.

Statement of Nondiscrimination

HIMSS does not discriminate among candidates on the basis of age, gender, race, color, religion, national origin, disability or marital status.

HIMSS Certification Program Examinations

HIMSS conducts certification examinations for programs in healthcare information and management systems:

- CPHIMS (Certified Professional in Healthcare Information and Management Systems)
- CAHIMS (Certified Associate in Healthcare Information and Management Systems)

Each certification examination is designed to test a well-defined body of knowledge representative of professional practice in healthcare information and management systems. Successful completion of a certification examination is an indicator of broad-based knowledge in healthcare information and management systems. Certification examinations conducted by HIMSS are independent of each other. Each leads to a certification credential in healthcare information and management systems.

Content of each examination was defined by an international or national role delineation study. The study involved surveying practitioners in the field to identify tasks that are performed routinely and considered important to competent practice. Each edition of a certification examination is developed through a combined effort of qualified subject-matter experts and testing professionals, who construct the examination in accordance with the Examination Content Outline.

Testing Agency

HIMSS contracts with Prometric, Inc. to assist in the development, administration, scoring, score reporting and analysis of the CPHIMS Examination. You can learn more at: www.prometric.com/HIMSS

CPHIMS Certification Program

The CPHIMS certification program promotes the healthcare information and management systems field through certification of qualified individuals and the following program elements:

- Recognizing formally those individuals who meet the eligibility requirements of CPHIMS and pass the examination
- Requiring certification renewal through continued personal and professional growth in the practice of healthcare information and management systems
- Providing an international standard of requisite knowledge for certification; thereby assisting employers, the public and members of health professions in assessing healthcare information and management systems professionals

CPHIMS Eligibility Requirements

Candidates who meet eligibility requirements and pass the CPHIMS Examination attain the CPHIMS designation. HIMSS reserves the right, but is not obligated to, accuracy of information supplied by or on behalf of a candidate.

Eligibility for the CPHIMS Examination requires fulfilling one (1) of the following requirements:

- **Baccalaureate degree from an accredited college or university plus five (5) years of information and management systems hands-on work experience.** Information and management systems experience refers to work experience in systems analysis; design; selection, implementation, support, and maintenance; testing and evaluation; privacy and security; information systems; clinical informatics; management engineering. **Of those five (5) years of experience, at least three (3) of those years must be in a healthcare setting.** A healthcare setting is defined to include experience with a provider of health services or products to a healthcare facility (e.g., hospital; healthcare consulting firm; vendor; federal, state, or local government office; academic institution; payer; public health, etc.).
- **Graduate degree or higher from an accredited college or university plus three (3) years of information and management systems experience.** Information and management systems experience refers to work experience in systems analysis; design; selection, implementation, support, and maintenance; testing and evaluation; privacy and security; information systems; clinical informatics; management engineering. **Of those three (3) years of experience, at least two (2) of those years must be in a healthcare setting.** A healthcare setting is defined to include experience with a provider of health services or products to a healthcare facility (e.g., hospital; healthcare consulting firm; vendor; federal, state, or local government office; academic institution; payer; public health, etc.).

CPHIMS Examination

The CPHIMS Examination is structured as follows:

- Composed of 115 multiple-choice questions. A candidate's score is based on 100 of these questions. Fifteen (15) are 'trial' or 'pretest' questions that are interspersed throughout the examination.
- A candidate is allowed two (2) hours in which to complete the CPHIMS Examination.
- The CPHIMS Examination is based on the three (3) major content areas listed in the Content Outline.
- CPHIMS Examination questions are categorized by the following cognitive levels:
 - **Recall (RE):** ability to recall or recognize specific information
 - **Application (AP):** ability to comprehend, relate or apply knowledge to new or changing situations
 - **Analysis (AN):** ability to analyze and synthesize information, determine solutions or evaluate the solution

CPHIMS Examination Detailed Content Outline (effective March 01, 2013)	Cognitive Level			TOTAL
	Recall	Application	Analysis	
1. General	22	6	0	28
A. Healthcare Environment	10	4	0	14
1. Articulate characteristics and services of different types of healthcare organizations (e.g., hospitals, clinics, ambulatory centers, community health organizations, healthcare payers, regulators, research and academic)				
2. Articulate characteristics of interrelationships within and across healthcare organizations (e.g., health information exchange, public, private, continuity of care)				
3. Differentiate the roles and responsibilities of healthcare information and management systems professionals within the organizational structures in which they work				
4. Describe roles of governmental, regulatory, professional, and accreditation agencies related to healthcare and their impact on clinical outcomes and financial performance				
B. Technology Environment	12	2	0	14
1. Articulate characteristics of applications commonly used in healthcare (e.g., clinical, administrative, financial, consumer, business intelligence)				
2. Articulate characteristics of technology infrastructure that support the healthcare environment (e.g., network, communications, data integration, privacy and security)				
2. Systems	3	22	15	40
A. Analysis	2	10	4	16
1. Define the problem or opportunities				
2. Conduct a needs analysis				
3. Define requirements				
4. Prioritize requirements				
5. Analyze current business and clinical processes (e.g., process mapping, flow diagramming, gap analysis)				
6. Formulate alternate processes and potential solutions				
7. Evaluate if a proposed solution aligns with the organization's strategic and operational plans				
8. Perform cost-benefit analysis to evaluate impact on issues related to healthcare systems (e.g., customer satisfaction, patient care quality, economics, access to care, business process improvement)				
9. Develop proposals that include recommended approaches and solutions, and plans for realizing benefits				
10. Present interpretations and recommendations of data analyses to decision makers				
11. Manage projects and/or resources, including:				
a. assessing resource requirements (e.g., space, personnel, environmental, communication, productivity)				
b. utilizing project management skills and tools				

CPHIMS Examination Detailed Content Outline (effective March 01, 2013)	Cognitive Level			TOTAL
	Recall	Application	Analysis	
<ul style="list-style-type: none"> c. conducting a risk assessment d. facilitating project status and business value assessments e. facilitating change management f. controlling scope, schedule, and budget of project g. maintaining project materials and documentation h. developing implementation strategies 				
12. Promote and apply: <ul style="list-style-type: none"> a. problem solving and quality improvement methodologies b. analytical tools to optimize systems function c. organizational change management techniques 				
13. Understand the roles and responsibilities of health professionals and the associated workflow in the environments where they work				
14. Analyze future trends in healthcare and technology to anticipate how technology and IT services evolve to meet changing needs				
15. Perform gap analysis to evaluate where current systems can be enhanced				
B. Design <ul style="list-style-type: none"> 1. Identify system designs to accommodate business processes 2. Develop requests for information and/or requests for proposals 3. Ensure compatibility of software, hardware, network components, and medical devices 4. Ensure compliance with applicable industry, regulatory, and organizational standards 5. Ensure a process exists to incorporate industry, technology, infrastructure, legal and regulatory environment trends 6. Design an information infrastructure that supports current and anticipated business needs (e.g., business continuity, disaster recovery) 7. Evaluate existing and emerging technologies to support organization's future growth and strategy 8. Employ data management practices 	0	3	3	6
C. Selection, Implementation, Support, and Maintenance <ul style="list-style-type: none"> 1. Facilitate solution selection criteria 2. Select and review team members 3. Conduct solution selection activities (e.g., demonstrations, site visits, reference checks) 4. Employ organizational change management techniques in support of solution implementation 5. Provide knowledge transfer through user and operational manuals and training 6. Execute the implementation of solutions 7. Integrate systems to support business requirements 8. Manage healthcare information systems (e.g., operate, upgrade) 	0	4	3	7

CPHIMS Examination Detailed Content Outline (effective March 01, 2013)	Cognitive Level			TOTAL
	Recall	Application	Analysis	
9. Analyze data for problems and trends (e.g., error reports, help desk logs, surveys, performance metrics, network monitoring) 10. Prioritize issues to ensure critical functions are repaired, maintained, or enhanced 11. Incorporate solution into organizational disaster recovery and business continuity plans 12. Develop system and personnel downtime procedures D. Testing and Evaluation 1. Design a formal testing methodology to demonstrate that solutions meet functional requirements (e.g., unit test, integrated test, stress test, acceptance test) 2. Implement internal controls to protect resources and ensure availability, confidentiality, and integrity during testing (e.g., security audits, versioning control, change control) 3. Validate implementations against contractual terms and design specifications 4. Corroborate that expected benefits are achieved (e.g., return on investment, benchmarks, user satisfaction) E. Privacy and Security 1. Participate in defining organizational privacy and security requirements, policies and procedures 2. Assess privacy and security risks 3. Mitigate privacy and security vulnerabilities 4. Ensure user access control according to established policies and procedures 5. Ensure confidentiality, integrity, and availability of data 6. Define organizational roles (e.g., information security, physical security, compliance) 7. Develop data management controls (e.g., data ownership, criticality, security levels, protection controls, retention and destruction requirements, access controls) 8. Validate disaster recovery and business continuity plans 9. Coordinate privacy and security audits 10. Validate security features in the evaluation of existing and new systems	0	2	3	5
3. Administration	5	18	9	32
A. Leadership 1. Participate in organizational strategic planning (e.g. measure performance against organizational goals) 2. Assess the organizational environment (e.g., corporate culture, values, and drivers) 3. Forecast technical and information needs of an organization by linking resources to business needs	3	10	9	22

CPHIMS Examination Detailed Content Outline (effective March 01, 2013)	Cognitive Level			TOTAL
	Recall	Application	Analysis	
4. Develop an IT strategic plan and departmental objectives that align and support organizational strategies and goals 5. Evaluate performance (e.g., goal/performance indicators, systems effectiveness) 6. Evaluate effectiveness and user satisfaction of systems and services being provided 7. Promote stakeholder understanding of information technology opportunities and constraints (e.g., business and IT resources, budget, project prioritization) 8. Develop policies and procedures for information and systems management 9. Comply with legal and regulatory standards 10. Adhere to ethical business principles 11. Employ comparative analysis strategies (e.g., indicators, benchmarks) 12. Prepare and deliver business communications (e.g., presentations, reports, project plans) 13. Facilitate group discussions and meetings (e.g., consensus building, conflict resolution) 14. Provide consultative services to the organization on IT matters 15. Develop educational strategies regarding the information and management systems function 16. Maintain organizational competencies on current IT technologies and trends 17. Assure that risk management is embedded in internal and external management processes, and consistently applied (e.g., risk assessment, risk mitigation) 18. Ensure quality standards and practices are followed by monitoring internal and external performance B. Management 1. Define roles, responsibilities, and job descriptions for IT-related functions 2. Assure staff competency in information and management systems skills 3. Manage projects and portfolios of projects (e.g., initiate, plan, execute, control, close) 4. Manage relationships with vendors (e.g., contract cost, schedule, support, maintenance, performance) 5. Facilitate steering committee meetings and/or topics 6. Assure adherence to industry best practices (e.g., change control, project management) 7. Maintain system, operational, and department documentation 8. Provide customer service (e.g., service level management, request tracking, problem resolution) 9. Manage budget and financial risks 10. Manage customer relationships with business unit leaders				
Total	30	46	24	100

CPHIMS Examination Preparation

The method of preparation and amount of time spent preparing for the CPHIMS Examination can be driven by a variety of factors, including the candidate's preferred study style, level of professional experience, or academic background. Some methods of preparation may include but are not limited to the following methods:

Review the Content Outline and Competency Gap Assessment

Candidates who have passed the CPHIMS Examination report that study should begin by reviewing the CPHIMS Examination Content Outline. Review the content categories and related tasks. Identify and focus review on tasks that you do not perform regularly or with which you are not familiar. Remember that all questions in the CPHIMS Examination are job-related/experience-based and test the application and analysis of information, not just the recollection of isolated facts. The best way to conduct this review is to use [Competency Gap Assessment](#) which will help you identify areas where additional study or review may be most needed.

Once you have identified topics where you would like to learn more or focus your review, you can identify the best sources to fill those gaps.

Develop a Learning Plan

Preparation for an exam takes commitment and planning. It is suggested that you identify when you would like to test and work a study plan back from that date. Make a weekly appointment with yourself to set aside time to study or review. Time each week can be used to shadow a colleague in an area where you have less experience or to meet up with colleagues who are also preparing for the CPHIMS exam. HIMSS has developed a suggested [Learning Plan](#) to assist you in pacing your preparation and to keep you on track.

Complete the CPHIMS Practice Exam

A practice exam for the CPHIMS Examination is an online tool created by HIMSS to familiarize you with the format of the CPHIMS Examination. This tool is available for purchase at <http://marketplace.himss.org/store/product?productid=549154635>

The 100-question online practice examination was developed using the same procedures as the CPHIMS Examination, and conforms to examination specifications in content, cognitive levels, format, and difficulty. It should be used to familiarize yourself with format and type of questions you will find on the actual CPHIMS exam. This set of practice questions is not designed to be a predictor of performance on the actual exam. Feedback during the practice exam provides you with a narrative rationale for the correct answer and may assist you in self-identifying areas for further review or study. The questions presented in the practice exam are different from the questions contained on the CPHIMS Performance on the practice exam should not be considered predictive of final performance on the actual CPHIMS exam.

The CPHIMS Review Guide, 3rd Edition

Available in softcover and eBook versions. Whether you're taking the CPHIMS examination, or simply want the most current and comprehensive overview in healthcare information and management systems today, this updated publication has it all. For those preparing for the CPHIMS examination, this text book is an ideal study partner. The content reflects the examination content outline covering healthcare and technology environments; systems analysis, design, selection, implementation, support, maintenance, testing, evaluation, privacy and security; and administration leadership and management. While no single source can fully prepare a candidate for the exam, this tool may be helpful in learning or reviewing concepts you may find on the exam. Candidates can challenge themselves with the sample multiple choice questions at the end of the book. Visit the HIMSS Store to [purchase](#) the [CPHIMS Review Guide, 3rd Edition](#).

HIMSS Dictionary of Healthcare Information Technology Terms, Acronyms and Organizations, Fourth Edition

This dictionary was developed and extensively reviewed by more than 50 industry experts and serves as a quick reference for students, health information technology professionals and healthcare executives to better navigate the ever-growing health IT field. The resource includes:

- 3000+ definitions, organizations and references
- Acronyms list with cross-references to current health IT definitions

For more information and to [order a copy](#), visit the [HIMSS Store](#)

HIMSS Learning Center CPHIMS Review

The CPHIMS exam is designed to test not only your knowledge of HIT topics, but your ability to apply that knowledge in actual on-the-job scenarios. While no single course is designed to prepare you for the exam, and HIMSS courses do not “teach to the test”, there are review courses available to support you in preparing for the exam. The Learning Center offers three options to assist candidates in preparing for the CPHIMS Examination.

- Option 1: Self-Study Course
- Option 2: Virtual Instructor Led Training Only (four live webinars offered at various times throughout the year)
- Option 3: Resource Bundle (includes self-study course, plus four recorded webinars)

For more information and the upcoming schedule, visit himss.learn.com.

Use Other Study Resources

HIMSS recommends that study for the CPHIMS Examination focus on references and programs that cover the information summarized in the CPHIMS Examination Content Outline. It should not be inferred that questions in the CPHIMS Examination are selected from any single reference or set of references, or that study from specific references guarantees a passing score on the examination. For information about references, study guides and review sessions offered by HIMSS, visit www.himss.org/health-it-certification.

CPHIMS Examination Administration

The CPHIMS Examination is administered via a network of secure, computer-based testing centers through our testing partner, Prometric, and during special administrations at conferences, meetings or other specially-arranged sessions. In accordance with the Americans with Disabilities Act (ADA), special accommodations can be made for candidates with a documented disability.

Computer Administration at Prometric Assessment Centers

The primary mode of delivery of the CPHIMS Examination is by computer at Prometric Testing Centers geographically distributed throughout the world. Testing Center locations, detailed maps, and directions are available at on the [HIMSS page of the Prometric website](#).

A candidate who meets eligibility requirements for the CPHIMS Examination may submit an application and fee at any time via the [HIMSS website](#). Once an application is submitted, it is reviewed. If approved, within 3-5 business days, candidates are sent an Authorization to Test (ATT) email. The ATT email has instructions for a candidate to make his/her personal testing appointment at any worldwide Prometric testing center.

A candidate must make an appointment for testing and take the CPHIMS Examination within ninety (90) days from confirmation of eligibility from HIMSS. The CPHIMS Examination is administered by appointment only. Most, but not all, Prometric testing centers are open six (6) days a week from 8AM – 8PM, with the exception of holidays. Candidates are scheduled on a first-come, first-served basis.

Candidates are encouraged to make their appointment soon after receiving their ATT email to ensure the first choice of testing dates and locations.

Testing Outside of the United States

Candidates who are eligible for the CPHIMS Examination can take the exam at any one of Prometric's global testing centers. To find the testing center closest to you, go to : www.prometric.com/HIMSS

Special Arrangements for Candidates with Disabilities

In compliance with the provisions of the Americans with Disabilities Act (1990) and Title VII of the Civil Rights Act, as amended (42 USCG 2000e, et.seq.), the Professional Certification Committee of HIMSS provides qualified candidates with a disability, who supply appropriate documentation, reasonable and appropriate accommodations in order for the candidate to take the CAHIMS or CPHIMS exam. The Professional Certification Committee follows the *Principles of Fairness* set forth by the Institute for Credentialing Excellence.

Under the ADA, a disability is defined as "a physical or mental impairment that substantially limits one or more major life activities." Examples of major life activities include:

- Caring for one's self
- Performing manual tasks
- Walking
- Seeing
- Breathing
- Learning
- Working

Qualified Candidates with a Disability

A "qualified individual with a disability" is one who has a disability and satisfies all the requisite skill, experience, education and other requirements for certification and, with or without accommodations, can perform the essential duties required of his/her job role. A person must be a "qualified individual with a disability" to be protected under the ADA.

Reasonable Accommodation

Reasonable accommodations provide a candidate with a disability a fair and equal opportunity to demonstrate his/her knowledge and skill in the essential duties being measured by the exam. Reasonable accommodations are decided upon based on the individual's specific request, disability and documentation submitted as well as the appropriateness of the request. Reasonable accommodations do not include steps that fundamentally alter the purpose or nature of the exam.

Proper Documentation

The candidate must submit documentation provided by an appropriate licensed professional or certified specialist who diagnosed the disability and is recommending reasonable accommodations. The documentation must be submitted on the professional's letterhead. The documentation must provide a diagnosis of the disability and the test(s) used to determine the disability. The professional must also recommend specific accommodations. These recommendations should be based on testing that is not older than 4 years prior to the application. The confidentiality of all documentation submitted by the candidate is protected.

Procedure

A candidate requesting special accommodations must do so in writing by completing the Request for Special Accommodations Form. Candidates must first declare they will be requesting Special Accommodations as part of their online application for certification. Candidates should then submit a completed Request for Special Accommodations. The request must include proper documentation from a licensed professional or certified specialist who diagnosed the disability condition AND the specific testing aids or modifications being requested.

Accommodations, if approved, will be provided at no additional charge.

The Professional Certification Committee will review the request and provide a response in writing to the candidate along with his/her eligibility determination. If the candidate has been deemed eligible to take the exam, the Authorization to Test Notice will include the accommodations that have been approved.

All special accommodation forms and related documentation are confidential and will not be released without the written consent of the candidate.

Documentation Requirements

It is the responsibility of the candidate to ensure that all required forms and supporting documentation are submitted to the Professional Certification Committee. A request for special testing accommodations will not be reviewed until all documentation is received. Required documentation includes:

- A completed Request for Special Accommodations form. This form consists of two sections—one to be completed by the candidate, and one to be completed by the healthcare professional.
- Evaluation of the candidate's disability, to be completed by the healthcare professional. Note: The healthcare professional must be a licensed or otherwise qualified practitioner whose credentials are appropriate to diagnose and evaluate the specific disability. Candidates requesting accommodations for learning disorders or mental disabilities must be diagnosed by a psychiatrist, psychologist, or other professional with a minimum of a Master's degree, with credentials recognized as competent to diagnose a mental disorder or learning disability.
- If the candidate did not receive special accommodations during his/her years of higher education, a written explanation of why accommodations are being requested now is required. This is completed by the healthcare professional.

For either a computer or a special administration of the CPHIMS Examination, complete the Request for Special Examination Accommodations form included in this Candidate Handbook and submit to certification@himss.org once you have submitted a CPHIMS Examination application and fee. Once your application and Special Accommodations request is reviewed, you will receive an ATT email with instructions on how to schedule your exam.

Adhering to Professional Standards of Conduct and Terms of Confidentiality

Those holding HIMSS' Certified Associate in Healthcare Information and Management Systems (CAHIMS) and Certified Professional in Healthcare Information and Management Systems (CPHIMS) designation represent, through knowledge and conduct, the highest professional standards expected of a healthcare information and management systems leader. Those seeking and holding the CAHIMS or CPHIMS agree to abide by the HIMSS' Certification Candidate and Certificant Code of Conduct and Terms of Confidentiality set forth below.

Certified Associate in Healthcare Information and Management Systems (CAHIMS) and Certified Professional in Healthcare Information and Management Systems (CPHIMS) Code of Conduct:

Those seeking or holding the CAHIMS or CPHIMS certification agree to:

- Comply with all local, state, and federal laws, regulations, and statutes applicable to the field of healthcare information and management systems, including the HIMSS Business Conduct Guidelines for Healthcare IT;

- Demonstrate the highest standards of integrity and professional conduct;
- Encourage others in the profession to act in an ethical and professional manner;
- Fully and accurately disclose any professional or business-related conflicts or potential conflicts of interest in a timely manner;
- Refrain from offering or accepting payments or other forms of compensation or tangible benefits, which do not conform with applicable laws and which may provide unfair advantage for themselves or others they may represent;
- Conduct professional activities in a manner that is fair, honest, accurate, unbiased, and otherwise appropriate;
- Respect and protect the intellectual property rights of others, and properly disclose and recognize the professional and intellectual contributions of others;
- Strive to enhance professional capabilities, skills and knowledge; and accurately and truthfully represent professional qualifications;
- Not discriminate on the basis of race, color, religion, national origin, age, sex, disability, family status, or any other local, state, or federally protected class;
- Not obtain or attempt to obtain certification or re-certification by misrepresentation, bribery, fraud, or deception.

Terms of Confidentiality

Those seeking or holding the CAHIMS or CPHIMS certification agree as follows:

- The questions and answers on the CAHIMS and CPHIMS exam are the exclusive and confidential property of HIMSS, are copyrighted, and are protected by HIMSS' intellectual property rights.
- Not to disclose the exam questions or answers or discuss any of the content of the exam materials with any person without prior written approval of HIMSS.
- Not to remove from the examination room any exam materials of any kind provided to you or any other material related to the exam, including, without limitation, any notes or calculations.
- Not to memorize, copy, or attempt to make copies (written, photocopied, digitally, electronically, or otherwise) of any exam materials, including, without limitation, any exam questions or answers.
- Not to sell, license, publish, reproduce, transmit, distribute, give away, or obtain from any other source other than HIMSS the exam materials, including, without limitation, any exam questions or answers without the prior written approval of HIMSS.
- That obligations under the Terms of Confidentiality will continue in effect after the examination and, if applicable, after termination of your certification, regardless of the reason or reasons for termination and whether such termination is voluntary or involuntary.

By applying for certification or recertification, I agree that I have read the HIMSS Code of Conduct and Terms of Confidentiality, and I agree to uphold and abide by its terms. I understand that a violation of the HIMSS Code of Conduct and/or the Terms of Confidentiality may be grounds for disciplinary action, including cancellation of exam scores, denial or revocation of certified status, and/or disqualification from future examinations and programs. I also understand that the Code of Conduct and/or the Terms of Confidentiality Policy may be revised by HIMSS at any time.

Infraction of these *Professional Standards of Conduct or Terms of Confidentiality* is misconduct for which granting of a certification or renewal of a certification may be delayed or denied, or for which a certification may be revoked by HIMSS.

Reporting Violations. To protect the international credential and to ensure responsible practice by its holders, HIMSS depends upon its candidates, professionals, employers, regulatory agencies and the public to report incidents that may be in violation of these Professional Standards of Conduct. A certified individual who has violated these Standards should voluntarily surrender his/her certification.

Written reports of infraction of these Standards may be sent to HIMSS, Director of Certification, 33 West Monroe Street, Suite 1700, Chicago, Illinois 60603-5616 USA. Only signed, written communication will be considered.

HIMSS will become involved only in matters that can be factually determined, and commits to handling any situation as fairly and expeditiously as possible. During its investigation and decision, HIMSS will protect the confidentiality of those who provide information to every possible extent. The named individual will be afforded a reasonable opportunity to respond in a professional and legally defensible manner, in accordance with policies established by HIMSS.

CPHIMS Examination Application and Scheduling Process

After fulfilling the CPHIMS eligibility requirements, a candidate may [apply](#) for the CPHIMS Examination on the [HIMSS website](#).

Documentation of eligibility does not need to be submitted with a CPHIMS Examination Application. HIMSS reserves the right, but is not obligated, to verify accuracy of information supplied by or on behalf of a candidate. If selected for an audit, the candidate will be asked to submit documentation as proof of meeting the eligibility requirements.

To apply for the CPHIMS Examination, an eligible candidate must submit the appropriate fee (see below) when completing their online application in order for it to be considered. Once an application is approved, a candidate must test within ninety (90) days.

HIMSS Individual Organizational	
Affiliate Member	\$295 U.S.
HIMSS Regular, Corporate or	
Student Member	\$325 U.S.
Non-Member	\$410 U.S.

(Chapter Only and Online Only Members are not eligible for the Member rate)

- Payment may be made by credit card (VISA , MasterCard, American Express or Discover)
- Examination-related fees are non-refundable.
- Candidates may request to re-schedule a scheduled appointment up to five (5) business days prior to the scheduled administration. If cancelled far enough in advance, the CPHIMS Examination may be re-scheduled without incurring an additional fee during the original 90 days of eligibility. Additional re-scheduling of a CPHIMS Examination date is subject to a \$75 U.S. re-scheduling fee.
- Candidates who are unsuccessful on a CPHIMS Examination must wait sixty (60) days before testing again and must apply to re-take the CPHIMS Examination must pay the full Examination fee as listed above.

Online Application and Scheduling

Once a candidate has applied for the CPHIMS exam, the application will be reviewed. If approved, the candidate will be sent an Authorization to Test (ATT) email. The ATT email will include the Prometric website and additional details needed for the candidate to make his or her personal testing reservation. A candidate cannot make a testing appointment until the ATT email has been received. Approved candidates must test before their eligibility expires, which is ninety (90) days after being approved.

Candidates will use the ATT email details to log in to the website, and enter the city in which the candidate wishes to test. The website will return the closest testing center. A candidate selects the center at which to make an appointment. A calendar is then provided with available testing dates. Once a date is selected, available appointment times will be displayed. A candidate selects the preferred time and then confirms the appointment. A confirmation email is then sent to the candidate.

A candidate is allowed to take only the CPHIMS Examination for which application is made, eligibility from HIMSS is received, and the candidate has received confirmation of a testing appointment from Prometric. Unscheduled candidates (walk-ins) are not allowed to take the CPHIMS Examination.

Special Accommodations

If *special accommodations* are required, complete and submit to HIMSS the *Request for Special Examination Accommodations* form included in this Candidate Handbook and submit it to certification@himss.org after the online CPHIMS Examination application and fee have been submitted.

English As a Second Language

HIMSS certification exams are provided in the English language.

Exam candidates whose first language is not English may bring into the testing center an English-German/Spanish/Dutch/Italian/etc. strict translation (word-to-word) dictionary to the exam. The dictionary will be inspected by the proctor prior to and after the exam is completed. Any attempt to compromise the exam will be grounds for immediate dismissal from the site, invalidation of the exam score, and possible legal action.

Candidates must supply their own dictionary which must conform to the following:

1. Must be in paper format (non-electronic)
2. Must provide only word-to-word translation
3. Must not provide any definitions, pictures, or thesaurus for the word entries.

The dictionary will be inspected on-site by the proctor. The proctor has final determination as to whether the dictionary conforms to the requirements above.

Re-Scheduling or Cancelling a CPHIMS Examination

Although examination application fees are non-refundable, the following options to re-schedule a CPHIMS Examination are available. Please note, CPHIMS exam fees are non-refundable and non-transferable to another person.

- In order to be able to reschedule an exam, the candidates must FIRST CANCEL any existing appointments directly with Prometric via the website. This MUST be done at least five (5) business days in advance of the scheduled appointment to avoid any additional fees or forfeiting exam fees.
- A candidate may then *re-schedule* the CPHIMS Examination on the [Prometric website](#). If a candidate needs to cancel an appointment inside of the five (5) business days required, the appointment MUST first be CANCELLED on the Prometric website. The candidate can then go to the HIMSS website and reapply to Reschedule their exam. A \$75 USD re-scheduling fee will be charged and a new ATT email sent before the candidate can schedule a new appointment. The appointment must be within the original 90 days of eligibility.
- A candidate who does not schedule an appointment during the 90-day eligibility period or who cancels an appointment but does not reschedule it during the 90-day period forfeits the application and all fees paid to take the CPHIMS Examination. A new, complete application and full CPHIMS Examination fee are required to re-apply for the CPHIMS Examination.

On the Day of the CPHIMS Examination

Reporting for the CPHIMS Examination

Bring with you the *confirmation notice* provided by Prometric. It contains the unique identification number required to take the test and is required for admission to the testing room.

Report to the Prometric Testing Center no later than thirty (30) minutes prior to the scheduled testing time. After entering the testing location, follow the signs to the Prometric Testing Center.

A candidate who arrives more than fifteen (15) minutes after the scheduled testing time is not admitted. A candidate who is not admitted due to late arrival must re-schedule to a new date as outlined above, paying the \$75 USD re-scheduling fee. A

candidate who does not show up for a scheduled examination appointment forfeits all fees paid to HIMSS and must reapply, paying the full examination fee.

On-Site Security

HIMSS and Prometric maintain examination administration and security standards are designed to assure that all candidates are provided the same opportunity to demonstrate their abilities. The testing environment at Prometric Testing Centers is continuously monitored by audio and video surveillance equipment or examination personnel. You are encouraged to familiarize yourself with [what to expect](#) regarding [security procedures](#), and their [Break Policy](#) prior to your testing date. Although lockers are available on-site, candidates are encouraged to leave personal belongings at home. Candidates will NOT be permitted to bring ANY belongings into the secure testing area.

Identity Verification

To gain admission to the Prometric Testing Center or a testing room, the candidate must present two (2) forms of identification. The primary form must be government issued, current (valid), and include the candidate's name, signature and photograph. No form of temporary identification will be accepted. The candidate will also be required to sign a roster for verification of identity.

- Examples of valid primary forms of identification are current driver's license with photograph, current identification card with photograph, current passport, or current military identification card with photograph.
- The secondary form of identification must display the candidate's name and signature for the candidate's signature verification. (e.g., credit card with signature, social security card with signature, employment/student ID card with signature, etc.)
- If the candidate's name on the registration list must match the name as it appears on the forms of identification.

Candidates must have proper identification to gain admission to the Testing 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.

Use of Calculators

Some examination questions may require calculations. An on-screen calculator is made available to you during the test. Candidates may not bring their own calculators..

Inclement Weather or Emergency

In the event of inclement weather or unforeseen emergencies on the day of examination, HIMSS, in concert with Prometric, will determine whether circumstances warrant the cancellation and subsequent re-scheduling of a CPHIMS Examination. If testing personnel are able to conduct business, the examination usually proceeds as scheduled.

Every attempt is made to administer a CPHIMS Examination as scheduled; however, should a CPHIMS Examination be canceled, the scheduled candidate will receive notification following the examination regarding a re-scheduled examination date or re-application procedures. In the case of cancellation, no additional fee is required to test.

In the event of a personal emergency on the day of examination, a candidate may request consideration of re-scheduling the examination without additional fee by contacting HIMSS in writing within ten (10) days of the scheduled testing session. A description of the emergency and supporting documentation are required. Re-scheduling without an additional fee being imposed will be considered on a case-by-case basis and is typically restricted to occurrences such as serious illness, death, medical emergency. Work schedules, child care issues, and other similar instances typically do not constitute circumstances that would permit rescheduling without additional fees.

Failing to Report for the CPHIMS Examination

A candidate who fails to report for a scheduled CPHIMS Examination has the option to re-schedule as stated on the previous page or forfeits all fees paid to HIMSS.

Taking the CPHIMS Examination

After identity of the CPHIMS candidate has been verified, the candidate is directed to a testing station. Candidates are provided one sheet of scratch that must be returned to the examination proctor at the completion of testing. Failure to do so will result in the test score report not being released.

The CPHIMS candidate is provided instructions on-screen. Prior to attempting the CPHIMS Examination, the candidate is provided a short tutorial on using the software to take the examination. Tutorial time is NOT counted as part of the two (2) hours allowed for the examination. Only after a candidate is comfortable with the software and chooses to start the Examination does the examination time begin.

The *computer monitors the time spent on the examination*. The CPHIMS Examination terminates at the two (2)-hour mark. There is a countdown timer on each screen that indicates the time remaining.

Only one CPHIMS Examination question is presented at a time. The question number appears along the left-hand side of the screen in an “arrow” format. The entire CPHIMS Examination question appears on-screen (question and four options.) Candidates select an answer by using the mouse to “click” the selected option, highlighting it. To change an answer, the candidate simply selects another option. An answer may be changed multiple times.

To move to the next question, click on the “Next” button in the lower right corner of the screen. This action allows the candidate to move forward through the CPHIMS Examination question by question. To review a question, click the question number on the left side of the screen.

A CPHIMS Examination question may be left unanswered for return later in the testing session. Questions may also be “flagged” for later review by clicking on the “Flag” icon at the bottom center of the screen.

When the CPHIMS Examination is completed, the number of CPHIMS Examination questions answered is reported. If fewer than 115 questions were answered and time remains, return to the CPHIMS Examination and answer the remaining questions. Be sure to answer each examination question before ending the examination. There is no penalty for guessing.

Rules for CPHIMS Examination

All CPHIMS Examination candidates must comply with the following rules during the CPHIMS Examination administration

1. No personal items (including watches, hats and coats), valuables or weapons should be brought into the testing room. Only keys, wallets and items required for medical needs are permitted. Books, computers, or other reference materials are strictly prohibited. If personal items are observed or heard (e.g., cellular/smart phone, alarm) in the testing room after the examination is started, the examination administration will be forfeited. Prometric is not responsible for items left in the reception area.
2. CPHIMS Examinations are proprietary. CPHIMS Examination questions may not be recorded or shared with any individual in any manner. No cameras, notes, tape recorders, pagers or cellular/smart phones or other recording devices 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 CPHIMS Examination.
3. Eating, drinking and smoking will not be permitted in the testing room.
4. No documents or notes of any kind may be removed from the testing room. Candidates are provided one sheet of scratch paper for calculations that must be returned to the examination proctor at the completion of testing. Failure to do so will result in the test score report not being released.
5. No questions concerning the content of the CPHIMS Examination may be asked of anyone during the CPHIMS Examination.
6. Permission from the CPHIMS Examination proctor is required to leave the testing room during the examination. No additional time is granted to compensate for time lost.
7. No guests, visitors or family members are allowed in the testing room or reception areas.

Candidates observed engaging in any of the following conduct during the CPHIMS Examination may be dismissed from the CPHIMS Examination session, their score on the CPHIMS Examination voided and the CPHIMS Examination fees forfeited. Evidence of misconduct is reviewed by HIMSS to determine whether the CPHIMS candidate will be allowed to re-apply for the CPHIMS Examination. If re-examination is granted, a complete CPHIMS Examination application and full CPHIMS Examination fee are required.

- Gaining unauthorized admission to the CPHIMS Examination
- Creating a disturbance, being abusive or otherwise uncooperative
- Displaying and/or using electronic communications equipment including but not limited to pagers and cellular/smart phones
- Talking or participating in conversation with other CPHIMS Examination candidates
- Giving or receiving help or being suspected of doing so
- Leaving the Prometric Testing Center during the CPHIMS Examination
- Attempting to record CPHIMS Examination questions in any manner or making notes
- Attempting to take the CPHIMS Examination for someone else
- Having possession of personal belongings
- Using notes, books or other aids without it being noted on the roster
- Attempting to remove CPHIMS Examination materials or notes from the Prometric Testing Center or the testing room

Copyrighted Examination Questions

All CPHIMS Examination questions are the copyrighted property of HIMSS. It is forbidden under federal copyright law to copy, reproduce, record, distribute or display these CPHIMS Examination questions by any means, in whole or in part. Doing so may result in severe civil and criminal penalties.

Testing Experience

CBT centers are administered by HIMSS' contracted testing partner and administer a wide variety of tests. Very rarely do any issues arise at the test center that may be perceived as having a negative effect on a candidate's performance. However, the HIMSS Professional Certification Committee (the "Committee") takes these issues very seriously.

In order for the Committee to be able to investigate any problems thoroughly, all issues must be reported to the Testing Center Administrator (TCA) before leaving the test center. Issues can be reported on the exam exit survey but must be brought to the attention of the TCA during the exam/before leaving the test center. Problems reported later than the day of testing will not be considered.

Technical Issues

- The Committee expects a candidate to be responsible for immediately notifying the proctor at the testing center should the candidate believe there to be a technical problem with the computer or related equipment during their exam. It may be possible for the TCA to resolve the program and restart the candidate's exam or reschedule the candidate for later the same day.
- Any complaints regarding technical issues should be reported immediately and must be reported to the Testing Center Administrator (TCA) before leaving the testing center. The candidate must also report the issue to the Committee the same day. If it is over a weekend, a voice mail or email message must be sent to the Committee on same day the candidate tested.
- The Committee will investigate all reported technical issues and report back to the candidate within two (2) weeks of receiving the report. Based on the results of the investigation of the reported issue, the Committee may choose to offer a subsequent opportunity to retest.

Disruptive Issues

Candidates should expect an environment suitable to testing but should also understand that they will be testing with

other individuals who may be taking exams of varying length or requiring use of the keyboard. Noise cancelling headphones are available to each candidate, upon request, at the testing center.

Should there be a disruption that the candidate believes is affecting his or her performance on the exam, the situation should be reported to the TCA immediately. Should the candidate believe that his or her performance is hindered by the disruption, the candidate may choose to end the test and inform the TCA of the reason. The candidate must also report the issue to the Committee the same day. If it is over a weekend, a voice mail or email message must be sent to the Committee on same day the candidate tested.

The Committee will investigate all reported disruption issues and report back to the candidate within two (2) weeks of receiving the report. Based on the results of the investigation of the reported issue, the Committee may choose to offer a subsequent opportunity to retest.

Candidate requests for a review of the fairness or accuracy of an exam due to equipment or software failure, or disruptive conditions in a testing center, shall result in the Committee working with its testing vendor to review relevant incident or discrepancy reports, technical data and analyses.

Exam Content

Candidates who have an issue with a particular test question are welcome to put their concerns in writing to the Committee. Such information will be shared with the appropriate exam committee. However, given the security of the exam, the candidate will not receive any response regarding the content of the question, the correct answer, or the rationale for the item.

Candidates are permitted to appeal the appropriateness of content on the exam through its *Policy on Appeals* but cannot be granted access to test questions or an answer key.

Following the CPHIMS Examination

Score Reports

Score reports are issued by Prometric, on behalf of HIMSS, at the Testing Center. Scores are displayed on the screen when a candidate completes the exam, and provided in printed form before leaving the Testing Center. Scores are not reported over the telephone, by electronic mail, or by facsimile.

The score report indicates a “Pass” or “Fail,” which is determined by the score on the total CPHIMS Examination. Scores are represented on a scale from 200 to 800, with a **600** required to pass. The score report also includes a diagnostic scale, in the form of a bar graph, for each of the content area of the CPHIMS Examination Content Outline. The farther to the RIGHT on the bar graph a candidate’s performance is indicated, the more proficient a candidate is in that category. Responses to individual CPHIMS Examination questions will not be disclosed to a candidate. Although the CPHIMS Examination consists of 115 questions, the score is based on 100 questions. Fifteen (15) questions are “pretest” questions and do not impact the candidate’s score.

Recognition of CPHIMS certification and information about CPHIMS certification renewal is issued from HIMSS in about eight (8) weeks of successfully completing the CPHIMS Examination. This package is mailed to the address provided on the CPHIMS Examination application.

How the CPHIMS Passing Score is Set

The methodology used to set the initial minimum passing score is the Angoff method in which expert judges estimate the passing probability of each question on the CPHIMS Examination. These ratings are averaged to determine the preliminary minimum passing score (i.e., the number correctly answered questions required to pass the examination). This method takes into account the difficulty of the CPHIMS Examination. The preliminary minimum passing score is validated by the performance of candidates. The passing standard is applied consistently across the CPHIMS candidates who take the same form of the CPHIMS Examination.

When new forms of the CPHIMS Examination are introduced, a certain number of CPHIMS Examination questions in the

various content areas are replaced by new CPHIMS Examination questions. These changes may cause one form of the CPHIMS Examination to be slightly easier or harder than another form. To adjust for these differences in difficulty, a procedure called “equating” is used. For equated CPHIMS Examinations that have different passing scores, the equating process helps ensure that the levels of CPHIMS examinee knowledge are equivalent on the various CPHIMS Examination forms. This is why a scaled score is used, with the same passing point of 600 required for each candidate, regardless of which form of the exam a candidate took.

Passing the CPHIMS Examination

An eligible candidate who passes the CPHIMS Examination is awarded the Certified Professional in Healthcare Information and Management Systems (CPHIMS) credential. Approximately eight (8) weeks after the candidate passes the CPHIMS Examination, HIMSS mails to the candidate a certificate of recognition. Information about CPHIMS [certification renewal](#) can be found in the [Renewal](#) section of the HIMSS website. The name on the certificate and the address to which the package is mailed is based on information in the candidate’s HIMSS membership record. It is the candidate’s responsibility to keep this information current.

HIMSS reserves the right to recognize publicly any candidate who has successfully completed the CPHIMS Examination. Scores are never reported over the phone.

Failing the CPHIMS Examination

If a candidate does not pass the CPHIMS Examination, the score report includes diagnostic information which may assist a candidate in determining in which content areas of the exam he or she did not perform as well.

- To retake the CPHIMS Examination, a candidate may apply via the HIMSS website, indicating the application is to retake the exam. A new 90-day eligibility period is given with the new application and the full examination fee is required.
- There is no limit to the number of times an individual may take the CPHIMS examination. Every retake requires submitting a CPHIMS Examination application and full CPHIMS Examination fee.

Scores Cancelled by HIMSS

HIMSS and Prometric are responsible for maintaining the integrity of the scores reported. On occasion, occurrences such as computer malfunction or misconduct by a candidate may cause a score to be suspect. HIMSS is committed to rectifying such discrepancies as expeditiously as possible. HIMSS may void CPHIMS Examination results if, upon investigation, violation of CPHIMS regulations is discovered.

Score Confidentiality

Information about a candidate for testing or renewal of certification and examination results is considered confidential; however, HIMSS reserves the right to use information supplied by or on behalf of a candidate in the conduct of research. Studies and reports concerning candidates contain no information identifiable with any candidate, unless authorized by the candidate.

Demographic information about a candidate is shared only when beneficial to the candidate. Scores are never reported to anyone other than the candidate, unless the candidate directs such a request in writing.

Administrative Matters

Name and Address Change

Candidates are responsible for keeping current all contact information. HIMSS is not responsible for communication not received due to incorrect contact information. To update any contact information, the candidate should login to the [HIMSS Member Center](#) or contact *HIMSS Individual Member Services* at membersupport@himss.org.

Renewal of CPHIMS Certification

Achieving CPHIMS certification is an indication of mastery of a well-defined body of knowledge at a point in time. Periodic renewal of the CPHIMS certification is required to maintain certified status and to demonstrate ongoing commitment to remain current in the field. Initial certification or renewal of certification is valid for three (3) years.

Eligible candidates who successfully complete the CPHIMS Examination are provided information about CPHIMS certification renewal requirements in a certification package sent by HIMSS. A copy of the [CPHIMS Renewal Requirements](#) are available on the HIMSS website. All applications for recertification must be completed online on the HIMSS website. *The CPHIMS Renewal Application may be submitted up to six (6) months in advance but no later than 30 days prior to the expiration date listed on the certificate.*

Certificants are responsible for monitoring their own recertification dates. As a courtesy, HIMSS e-mails notices to candidates of their pending certification expiration. Candidates are responsible for keeping their contact information accurate. HIMSS is not responsible for communications not received due to incorrect contact information in a candidate's record.

Candidates may renew the CPHIMS credential through one (1) of the following ways:

Successful re-examination. To renew this way, successfully pass the CPHIMS Examination no more than six (6) months prior to expiration of your CPHIMS certification (subject to usual fees and provisions for testing). An additional CPHIMS Renewal fee is not required if a candidate selects this way to renew the designation.

Completion of 45 clock hours of continuing professional education over the three (3)-year renewal period and payment of the renewal fee. To renew this way, submit a complete [CPHIMS Renewal Application](#) via their online HIMSS record with the appropriate fee and report all eligible continuing professional education activities that you completed during your renewal period. Eligible activities include attending professional organization conferences, completing on-line courses, and attending or teaching academic courses, among other activities. There is no limitation on the maximum allowable hours. Refer to the current [CPHIMS Renewal Requirements](#) for a description of eligible activities and other provisions for renewing your certification.

CPHIMS Renewal Application processing requires eight (8) weeks. Candidates who meet the renewal requirements can print a new certificate of recognition listing the new certification expiration date from their online HIMSS record. Candidates are responsible for keeping current contact information in their membership record.

Failing to Renew

A candidate who fails to renew his/her CPHIMS certification is no longer considered certified and may not use the CPHIMS credential in professional communications including but not limited to letterhead, stationery, business cards, directory listings and signatures. To regain certification, the individual must retake and pass the CPHIMS Examination (subject to the usual fees and provisions for testing.)

Appeals

The HIMSS Professional Certification Committee makes every attempt to make fair and accurate decisions based on the information provided by the applicants and certificants. An appeal procedure is available to those who wish to contest any adverse decision affecting his or her application or certification status. Any individual who does not file a request for an appeal within the required time limit shall waive the right to appeal.

The Professional Certification Committee will review appeals of adverse certification decisions from HIMSS certified individuals ("certificants") and applicants for HIMSS certification ("applicants").

Candidates are permitted to appeal an adverse certification decision on the grounds that the HIMSS Professional Certification Committee did not properly apply specified certification eligibility criteria or the decision was based on a factual error that affected the outcome. Adverse certification decisions include: denial of eligibility for initial certification, denial of recertification, suspension of certification or revocation of certification.

No appeal may be taken from an adverse decision based on an individual's receipt of a failing score on a CAHIMS or CPHIMS certification examination, absent extraordinary circumstances, as determined solely by the Professional Certification Committee.

Individuals cannot appeal (1) the passing score or actions taken in setting a passing score; (2) establishment of eligibility criteria; (3) individual test items; and (4) test content validity.

Privileged Information, including the nature, format, content and results of examinations administered by the HIMSS Professional Certification Committee are considered privileged information. Due to the importance of exam security and item banking, neither exam forms nor answer keys will be disclosed or made available for review by candidates or any other unauthorized third party.

Appeal Process

Upon receipt of the notice of an adverse decision, the applicant or certificant has the option to submit a written notice of appeal to the HIMSS Professional Certification Appeals Committee no more than fifteen (15) days following notice of the adverse decision.

In the written appeal, the applicant or certificants shall detail the nature of the request for appeal and the specific facts and circumstances supporting the request, and, all reasons why the action or decision should be changed or modified. The applicant or certificant must provide additional written, factual documentation to support his/her appeal. The applicant shall bear the burden of proving the adverse decision was based on erroneous factual determination. There is no appeal on the basis of an incomplete application.

Applicants or certificants submitting a request for review to the HIMSS Professional Certification Committee shall receive notification of the results within fifteen (15) days of receipt of the request. Should the candidate not be satisfied with the decision rendered, the candidate may submit a written appeal to the full HIMSS Professional Certification Committee within fourteen (14) days.

The full HIMSS Professional Certification Committee will review the appeal submission and accompanying documents and make a determination. Candidates will be notified of the HIMSS Professional Certification Committee decision within forty five days (45) of receipt of the request. The HIMSS Professional Certification Committee's decision is final.

Checklist for Becoming Certified

- Read the CPHIMS Candidate Handbook. Use the Learning Plan, Competency Gap Assessment, and Examination Content Outline to focus study efforts.
- [Apply](#) for the CPHIMS Examination via the HIMSS website
- Make a personal testing appoint via the [Prometric website](#)
- Appear on time for the examination on the date and at the time and location confirmed. Bring the confirmation notice, identification as described in your Authorization to Test email.

Competency Gap Assessment

Certified Professional in Healthcare
Information & Management Systems



CPHIMS Competency Gap Assessment

HIMSS' Competency Gap Assessment will help you determine your readiness for the CPHIMS certification exam. It can also help you identify personal strengths and areas for growth to support your professional development objectives and help you acquire or strengthen skills and competencies required for success as a 21st century healthcare information technology leader.

The certification exam and this Competency Gap Assessment is built on the Detailed Content Outline for the CPHIMS, which details the knowledge, skills and abilities needed to be a viable and effective information and management professional in today's healthcare environment.

The CPHIMS Detailed Content Outline is comprised of three primary professional categories in the healthcare information and management field. These three categories include 9 essential skill areas:

I. GENERAL KNOWLEDGE – 28%

- A. Healthcare Environment – 50%
- B. Technology Environment – 50%

II. SYSTEMS — 40%

- A. Analysis – 40%
- B. Design – 15%
- C. Selection, Implementation, Support, and Maintenance – 17.5%



- D. Testing and Evaluation – 12.5%
- E. Privacy and Security – 15%

III. ADMINISTRATION — 32%

- A. Leadership Support – 69%
- B. Management Support – 31%

Under each of these essential skill areas are specific competencies identified in the Detailed Content Outline. This Competency Gap Assessment is constructed from those competencies.

In each section of the Competency Gap Assessment, you should review the competency required. Using the keys provided, consider your current level of understanding and experience in each task area. This is your personal assessment of your competence, honesty with yourself is important. Then, determine the gap, if any, that exists and whether any additional development on your part is needed. This exercise will help you assess your current readiness for the CPHIMS certification exam and identify areas where additional experience, study, or mentoring would be beneficial.

Completing this Competency Gap Assessment does not ensure mastery of the competencies required for the CPHIMS certification exam but helps you assess your readiness, identify your current strengths, and chart a plan for gaining knowledge and skills in areas of desired growth.

1 - General - 28%		
Task Statements	Competence	Gap
A. Healthcare Environment	1 2 3 4	1 2 3
Articulate characteristics and services of different types of healthcare organizations (e.g., hospitals, clinics, ambulatory centers, community health organizations, healthcare payers, regulators, research and academic)	1 2 3 4	1 2 3
Articulate characteristics of interrelationships within and across healthcare organizations (e.g., health information exchange, public, private, continuity of care)	1 2 3 4	1 2 3
Differentiate the roles and responsibilities of healthcare information and management systems professionals within the organizational structures in which they work	1 2 3 4	1 2 3
Describe roles of governmental, regulatory, professional, and accreditation agencies related to healthcare and their impact on clinical outcomes and financial performance	1 2 3 4	1 2 3
B. Technology Environment	Competence	Gap
Articulate characteristics of applications commonly used in healthcare (e.g., clinical, administrative, financial, consumer, business intelligence)	1 2 3 4	1 2 3
Articulate characteristics of technology infrastructure that support the healthcare environment (e.g., network, communications, data integration, privacy and security)	1 2 3 4	1 2 3
2 - Systems - 40%		
Task Statements		
A. Analysis	Competence	Gap
Define the problem or opportunities	1 2 3 4	1 2 3
Conduct a needs analysis	1 2 3 4	1 2 3
Define requirements	1 2 3 4	1 2 3
Prioritize requirements	1 2 3 4	1 2 3
Analyze current business and clinical processes (e.g., process mapping, flow diagramming, gap analysis)	1 2 3 4	1 2 3
Formulate alternate processes and potential solutions	1 2 3 4	1 2 3
Evaluate if a proposed solution aligns with the organization's strategic and operational plans	1 2 3 4	1 2 3

KEY:

Level of Competence
 4 – Expert level of understanding/experience
 3 – Moderate level of understanding/experience
 2 – Basic level of understanding/little or no experience
 1 – Little or no exposure

Development Gap
 3 – Little or no development needed
 2 – Some development needed
 1 – Considerable development needed

2 - Systems (continued) - 40%

Perform cost-benefit analysis to evaluate impact on issues related to healthcare systems (e.g., customer satisfaction, patient care quality, economics, access to care, business process improvement)	1 2 3 4	1 2 3
Develop proposals that include recommended approaches and solutions, and plans for realizing benefits	1 2 3 4	1 2 3
Present interpretations and recommendations of data analyses to decision makers	1 2 3 4	1 2 3
Manage projects and/or resources, including: assessing resource requirements (e.g., space, personnel, environmental, communication, productivity)	1 2 3 4	1 2 3
Manage projects and/or resources, including: utilizing project management skills and tools	1 2 3 4	1 2 3
Manage projects and/or resources, including: conducting a risk assessment	1 2 3 4	1 2 3
Manage projects and/or resources, including: facilitating project status and business value assessments	1 2 3 4	1 2 3
Manage projects and/or resources, including: facilitating change management	1 2 3 4	1 2 3
Manage projects and/or resources, including: controlling scope, schedule, and budget of project	1 2 3 4	1 2 3
Manage projects and/or resources, including maintaining project materials and documentation h. developing implementation strategies	1 2 3 4	1 2 3
Manage projects and/or resources, including: developing implementation strategies	1 2 3 4	1 2 3
Promote and apply problem solving and quality improvement methodologies	1 2 3 4	1 2 3
Promote and apply analytical tools to optimize systems function	1 2 3 4	1 2 3
Promote and apply organizational change management techniques	1 2 3 4	1 2 3
Understand the roles and responsibilities of health professionals and the associated workflow in the environments where they work	1 2 3 4	1 2 3
Analyze future trends in healthcare and technology to anticipate how technology and IT services evolve to meet changing needs	1 2 3 4	1 2 3
Perform gap analysis to evaluate where current systems can be enhanced	1 2 3 4	1 2 3
B. Design	Competence	Gap
Identify system designs to accommodate business processes	1 2 3 4	1 2 3
Develop requests for information and/or requests for proposals	1 2 3 4	1 2 3
Ensure compatibility of software, hardware, network components, and medical devices	1 2 3 4	1 2 3

KEY:

Level of Competence

4 – Expert level of understanding/experience

3 – Moderate level of understanding/experience

2 – Basic level of understanding/little or no experience

1 – Little or no exposure

Development Gap

3 – Little or no development needed

2 – Some development needed

1 – Considerable development needed

2 - Systems (continued) - 40%		
Ensure compliance with applicable industry, regulatory, and organizational standards	1 2 3 4	1 2 3
Ensure a process exists to incorporate industry, technology, infrastructure, legal and regulatory environment trends	1 2 3 4	1 2 3
Design an information infrastructure that supports current and anticipated business needs (e.g., business continuity, disaster recovery)	1 2 3 4	1 2 3
Evaluate existing and emerging technologies to support organization's future growth and strategy	1 2 3 4	1 2 3
Employ data management practices	1 2 3 4	1 2 3
C. Selection, Implementation, Support, and Maintenance	Competence	Gap
Facilitate solution selection criteria	1 2 3 4	1 2 3
Select and review team members	1 2 3 4	1 2 3
Conduct solution selection activities (e.g., demonstrations, site visits, reference checks)	1 2 3 4	1 2 3
Employ organizational change management techniques in support of solution implementation	1 2 3 4	1 2 3
Provide knowledge transfer through user and operational manuals and training	1 2 3 4	1 2 3
Execute the implementation of solutions	1 2 3 4	1 2 3
Integrate systems to support business requirements	1 2 3 4	1 2 3
Manage healthcare information systems (e.g., operate, upgrade)	1 2 3 4	1 2 3
Analyze data for problems and trends (e.g., error reports, help desk logs, surveys, performance metrics, network monitoring)	1 2 3 4	1 2 3
Prioritize issues to ensure critical functions are repaired, maintained, or enhanced	1 2 3 4	1 2 3
Incorporate solution into organizational disaster recovery and business continuity plans	1 2 3 4	1 2 3
Develop system and personnel downtime procedures	1 2 3 4	1 2 3
D. Testing and Evaluation	Competence	Gap
Design a formal testing methodology to demonstrate that solutions meet functional requirements (e.g., unit test, integrated test, stress test, acceptance test)	1 2 3 4	1 2 3
Implement internal controls to protect resources and ensure availability, confidentiality, and integrity during testing (e.g., security audits, versioning control, change control)	1 2 3 4	1 2 3

KEY:

Level of Competence

4 – Expert level of understanding/experience

3 – Moderate level of understanding/experience

2 – Basic level of understanding/little or no experience

1 – Little or no exposure

Development Gap

3 – Little or no development needed

2 – Some development needed

1 – Considerable development needed

2 - Systems (continued) - 40%		
Validate implementations against contractual terms and design specifications	1 2 3 4	1 2 3
Corroborate that expected benefits are achieved (e.g., return on investment, benchmarks, user satisfaction)	1 2 3 4	1 2 3
E. Privacy and Security	Competence	Gap
Participate in defining organizational privacy and security requirements, policies and procedures	1 2 3 4	1 2 3
Assess privacy and security risks	1 2 3 4	1 2 3
Mitigate privacy and security vulnerabilities	1 2 3 4	1 2 3
Ensure user access control according to established policies and procedures	1 2 3 4	1 2 3
Ensure confidentiality, integrity, and availability of data	1 2 3 4	1 2 3
Define organizational roles (e.g., information security, physical security, compliance)	1 2 3 4	1 2 3
Develop data management controls (e.g., data ownership, criticality, security levels, protection controls, retention and destruction requirements, access controls)	1 2 3 4	1 2 3
Validate disaster recovery and business continuity plans	1 2 3 4	1 2 3
Coordinate privacy and security audits	1 2 3 4	1 2 3
Validate security features in the evaluation of existing and new systems	1 2 3 4	1 2 3
3 - Administration - 32%		
Task Statements		
A. Leadership	Competence	Gap
Participate in organizational strategic planning (e.g. measure performance against organizational goals)	1 2 3 4	1 2 3
Assess the organizational environment (e.g., corporate culture, values, and drivers)	1 2 3 4	1 2 3
Forecast technical and information needs of an organization by linking resources to business needs	1 2 3 4	1 2 3
Develop an IT strategic plan and departmental objectives that align and support organizational strategies and goals	1 2 3 4	1 2 3
Evaluate performance (e.g., goal/performance indicators, systems effectiveness)	1 2 3 4	1 2 3
Evaluate effectiveness and user satisfaction of systems and services being provided	1 2 3 4	1 2 3
Promote stakeholder understanding of information technology opportunities and constraints (e.g., business and IT resources, budget, project prioritization)	1 2 3 4	1 2 3
Develop policies and procedures for information and systems management	1 2 3 4	1 2 3

KEY:

Level of Competence

4 – Expert level of understanding/experience

3 – Moderate level of understanding/experience

2 – Basic level of understanding/little or no experience

1 – Little or no exposure

Development Gap

3 – Little or no development needed

2 – Some development needed

1 – Considerable development needed

3 - Administration (continued) - 32%		
Comply with legal and regulatory standards	1 2 3 4	1 2 3
Adhere to ethical business principles	1 2 3 4	1 2 3
Employ comparative analysis strategies (e.g., indicators, benchmarks)	1 2 3 4	1 2 3
Prepare and deliver business communications (e.g., presentations, reports, project plans)	1 2 3 4	1 2 3
Facilitate group discussions and meetings (e.g., consensus building, conflict resolution)	1 2 3 4	1 2 3
Provide consultative services to the organization on IT matters	1 2 3 4	1 2 3
Develop educational strategies regarding the information and management systems function	1 2 3 4	1 2 3
Maintain organizational competencies on current IT technologies and trends	1 2 3 4	1 2 3
Assure that risk management is embedded in internal and external management processes, and consistently applied (e.g., risk assessment, risk mitigation)	1 2 3 4	1 2 3
Ensure quality standards and practices are followed by monitoring internal and external performance	1 2 3 4	1 2 3
B. Management	Competence	Gap
Define roles, responsibilities, and job descriptions for IT-related functions	1 2 3 4	1 2 3
Assure staff competency in information and management systems skills	1 2 3 4	1 2 3
Manage projects and portfolios of projects (e.g., initiate, plan, execute, control, close)	1 2 3 4	1 2 3
Manage relationships with vendors (e.g., contract cost, schedule, support, maintenance, performance)	1 2 3 4	1 2 3
Facilitate steering committee meetings and/or topics	1 2 3 4	1 2 3
Assure adherence to industry best practices (e.g., change control, project management)	1 2 3 4	1 2 3
Maintain system, operational, and department documentation	1 2 3 4	1 2 3
Provide customer service (e.g., service level management, request tracking, problem resolution)	1 2 3 4	1 2 3
Manage budget and financial risks	1 2 3 4	1 2 3
Manage customer relationships with business unit leaders	1 2 3 4	1 2 3

KEY:

Level of Competence

4 – Expert level of understanding/experience

3 – Moderate level of understanding/experience

2 – Basic level of understanding/little or no experience

1 – Little or no exposure

Development Gap

3 – Little or no development needed

2 – Some development needed

1 – Considerable development needed