Certified Professional in Human Factors in Health Care (CPHFH) Examination Content Outline

1	**Assess and Analyze**	**39**
1A	Work Systems and Interactions	
1A1	Human(s)	
1A2	Tools and Technology	
1A3	Tasks	
1A4	Environment	
1A5	Organization	
1A6	External Factors	
1B	Process	
1B1	Workflow	
1B2	Adaptations	
1C	Work System and Process Measures	
1C1	Process/Outcomes Measures	
1C2	Interpretations & Limitations of Measures	
1C3	Issue/Event Identification and Analysis	
2	**Design**	**44**
2A	Design Process	
2A1	Stakeholder Identification	
2A2	User Elicitation	
2A3	Design Specification	
2A4	Design Testing Modalities/Prototyping	
2A5	Evaluation	
2B	Frameworks, Methods, and Tools	
2B1	Usability Analysis	
2B2	Task Analysis	
2B3	Human Reliability Analysis	
2B4	Macroergonomics	
2B5	User-Centered Design and Process	
2B6	Design Principles and Standards	
2C	Collaboration	
2C1	Integration with Adjacent Disciplines/Fields	
2C2	Co-Design and Collaboration	
2C3	Integrating Implementation	
3	**Improve and Monitor**	**17**
3A	Improvement	

Secondary Classifications

1. Investigate sociotechnical systems from a human factors perspective to understand how work is done.
2. Identify appropriate data sources while considering limitations and potential uses.
3. Design and execute an investigation plan, compile, and analyze data (e.g., qualitative and quantitative), and share key findings.
4. Assess and analyze sociotechnical systems from a variety of methodological perspectives/models and frameworks.
5. Apply user experience principles and theories to conduct a targeted or holistic usability assessment.
6. Use findings to inform and optimize human and system performance.
7. Use inclusive and collaborative design approaches to develop and refine solutions.
8. Advocate for interventions and solutions for safety management.
9. Demonstrate ability to work collaboratively with multidisciplinary stakeholders, including patients/family members/guardians as appropriate.
10. Recognize and design solutions to address and/or close gaps in inequities.
11. Apply ethical considerations and adhere to ethical principles in human factors work.
12. Determine which regulatory, external, or other requirements are applicable to human factors work.
13. Contribute to fair and just culture by providing a human factors perspective.
14. Recognize the importance of context when considering interventions and solutions.
15. Recognize process/quality improvement and implementation methods and principles.
16. Develop and monitor measures to evaluate outcomes of human factors design and interventions.
17. Advocate/educate on and articulate the value of human factors science and principles.
18. Contribute human factors perspective to event reviews and development of action plans.
19. Share lessons learned/project findings to contribute to organizational learning.
20. Demonstrate basic project management skills.
21. Present data and outcomes to support the value of designs and/or solutions.
22. Design communications based on intended audience.