

Certified Professional in Human Factors in Health Care (CPHFH)

Examination Content Outline

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 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	1	Assess and Analyze 39
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 24 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	1A	Work Systems and Interactions
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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 24 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	1A2	Tools and Technology
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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 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	1A4	Environment
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 2 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	1A5	Organization
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	1A6	External Factors
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	1B	Process
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1C3 Issue/Event Identification and Analysis 2 Design 2 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	1C1	
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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		•
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		
 User Elicitation Design Specification Design Testing Modalities/Prototyping Evaluation Frameworks, Methods, and Tools Usability Analysis Task Analysis Human Reliability Analysis Macroergonomics User-Centered Design and Process Design Principles and Standards Collaboration Integration with Adjacent Disciplines/Fields 		9
 Design Specification Design Testing Modalities/Prototyping Evaluation Frameworks, Methods, and Tools Usability Analysis Task Analysis Human Reliability Analysis Macroergonomics User-Centered Design and Process Design Principles and Standards Collaboration Integration with Adjacent Disciplines/Fields 		
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		
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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		
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		
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		
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		
2B4 Macroergonomics 2B5 User-Centered Design and Process 2B6 Design Principles and Standards 2C Collaboration 2C1 Integration with Adjacent Disciplines/Fields		•
2B5 User-Centered Design and Process 2B6 Design Principles and Standards 2C Collaboration 2C1 Integration with Adjacent Disciplines/Fields		
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3A Improvement		· · · · · · · · · · · · · · · · · · ·

- 3A1 Proactive Safety Management
- 3A2 Iterative Improvement
- 3B Measurement and Evaluation
- 3B1 Data Analysis, Methods, and Outcomes
- 3B2 Data Presentation and Dissemination
- 3B3 Monitoring and Feedback

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.