Institute *for* Healthcare Improvement

Certified Professional in Human Factors in Health Care (CPHFH) Recertification Handbook

June 2025

CPHFH | Certified Professional in **Human Factors in Health Care**

ihi.org/cphfh

Contents

Recertification Guidelines

The Certified Professional in Human Factors in Health Care (CPHFH) program certifies health care professionals who meet the competency requirements in the areas of human factors engineering, and who demonstrate the ability to apply this knowledge to effectively plan and implement human factors initiatives.

The CPHFH credential establishes core standards for the field of human factors in health care, benchmarks requirements necessary for health care professionals, and sets an expected proficiency level. It gives those working in human factors a means to demonstrate their proficiency and skill in the discipline and provides a way for employers to validate a potential candidate's human factors knowledge and skill base, critical competencies in today's health care environment.

The purpose of recertification is to promote continued competence in the field of human factors. When asked, human factors professionals indicated to CBPPS that they believed the science of human factors engineering is frequently changing with relevant developments, discoveries, and recommendations on a monthly to yearly basis. This answer helped inform the Board's decision to set the recertification interval to every three years. This decision was further supported by the Board's commitment to a Job Analysis/Study of Practice every 3-5 years. The Board felt these requirements would serve to promote continued competence while not being overly burdensome to the certified professional.

Following successful completion of the CPHFH examination, the certificant is required recertify every three years. There are currently two acceptable paths to recertification. Recertification Path I includes obtaining and maintaining documentation of 45 CE hours over the 3-year recertification cycle and payment of a recertification fee. All CE must relate to areas covered in the most current examination content outline. Recertification Path II requires sitting for and passing the CPHFH examination within one year prior to their expiration date.

Recertification Cycle

Each recertification cycle is 3 years in length. Certificants must apply for recertification by the end of the month in which they originally received certification (i.e., an individual certified on June 1, 2025, must reapply by June 30, 2028).

Application Refusal

Applications may be refused, candidates may be barred from future examinations, or candidates or individuals may be sanctioned including revocation of the CPHFH designation, for the following reasons:

1. Attesting to false information on the application or on recertification documents
2. Unauthorized possession or distribution of any official testing or examination materials
3. Representing oneself falsely as a designated CPHFH

Credential Revocation

If you do not recertify by your expiration date, your certification will be revoked for failure to comply with recertification requirements. Individuals whose credentials have been revoked may not use the CPHFH credential when representing themselves. Recertification applications must be submitted by the end of the calendar month in which you were certified. A grace period exists for up to 30 days post expiration date (additional fees may apply). Beyond the 30 days, CBPPS will not approve any appeals for missed deadlines. You will be required to sit for the examination to use the credential again.

Inactive Status Policy

Because the field of human factors is changing and evolving continually, the CPHFH must pursue ongoing education to stay current. For this reason, an inactive path, retired path, or waiver of the CE requirement is not available.

> Two paths to recertification are available, as described below. Please submit your application to certification@ihi.org.

Path I: CPHFH Recertification by Continuing Education (CE) Hours

To be eligible for recertification by continuing professional education (CE hours), the certificant must obtain and maintain documentation of 45 CE hours over the 3-year recertification period and pay the recertification fee. All CE must relate to areas covered in the most current examination content outline. Please refer to the Continuing Education table on pages 5-8 of this handbook for a complete list of accepted activities.

All continuing professional education that follows the CPHFH Content Outline is accepted. It is not a requirement to have the hours approved as CPHFH hours.

Activities completed as part of your job or work responsibilities are not accepted for recertification. Continuing professional education for CPHFH recertification may include, but is not limited to, activities such as:

Educational Programs
Participation in lectures, workshops, education sessions or case presentations provided by a health care association or society, health care facility or provider of services to a health care facility, or an industry-recognized provider of education.

Self-Study

Examples include:

- Audio conferences/webinars
- Online educational programs
- Writing questions for the CPHFH Examination
- Completion of the CPHFH Practice Examination administered by PSI

Professional Speaking/Teaching

Examples include presentations/abstracts made by you at a national, regional, state, or local professional association/society. Presentations given as part of your job or work responsibilities are not accepted for recertification. Credit may be declared for twice the length of the educational program or speech.

Formal Publication of Articles or Books

Authoring a chapter in a published book earns 10 CEs. Authoring an article published in peer-reviewed journals or periodicals earns 5.0 CEs. Authoring a blog earns 2.5 CEs. Poster presentations at conferences earn 2.5 CEs.

Path II: CPHFH Recertification by Examination

To be eligible for recertification by examination, the certificant must sit for and pass the CPHFH examination within one year prior to their certification expiration date.

Continuing Education (CE) Table (Path I)

Type	Type Code	Description	CPHFH CE Calculation	Documentation
Education program And/or Self-study, including audio conference, or online education program	A	Participation in an online or in-person lecture, workshop, or education session provided by a professional health care association/society, health care facility, or an industry-recognized provider of education. Multiple participations in the same	1 hour = 1 CE	Documentation of attendance or completion of program: • Certificate of Completion or • Official course description and proof of registration

		course may only be counted once. Earning a different certification cannot be applied towards your recertification. If you attended a review course preparing for a certification during your recertification cycle, this may be counted if the course content relates to one or more of the exam domains.		
Academic coursework (in person or online)	B	From an accredited college or university.	1 semester credit = 15 CEs 1 trimester credit = 12.5 CEs 1 quarter credit = 10 CEs Completed dissertation, thesis, or graduate-level scholarly project = 30 CEs	Academic transcript (official or unofficial)
Professional speaking/teaching	C	At an educational program or a meeting of a national, regional, state, or local professional association/society. Multiple presentations of the same speech/program may only be counted once.	1 hour presentation = 2 CEs	Letter from the organization to which you spoke or copy of conference book indicating session and your name listed as a speaker.
Academic course development	D	Academic course developed and accepted as part curriculum. Content relates to one of the exam domains.	1 hour of course content developed = 2 CEs	Documentation (letter or curriculum outline) from the academic institution in which the course has been presented.
Academic course delivery	E	Academic course delivery (teaching). Content relates to one of the exam domains.	1 semester credit = 30 CEs 1 trimester credit = 25 CEs	Documentation (letter, website, or curriculum outline) from the academic institution in which the course was

		Teaching at an accredited college or university (permitted only if this is not your full-time job)	1 quarter credit = 20 CEs	taught.
Item writing	F	For a CBPPS/IHI Certification, SAE, or Review Course.	0.5 CEs per submitted item	Letter from CBPPS verifying participation (contact certification@ihi.org to obtain your letter)
Exam Development/ Review Committees	G	For a CBPPS/IHI Certification Examination or SAE.	1 CE per hour of review	Letter from CBPPS verifying participation (contact certification@ihi.org to obtain your letter)
Self-Assessment Examination	H	Completion of a CBPPS/IHI Self-Assessment Examination.	2 CEs	Copy of score report or completion email.
Authoring/ Publishing	I	Formal publication of articles, books, blogs, or poster presentations.	Authoring a chapter in a published book earns 10 CEs. Authoring an article published in peer-reviewed journals or periodicals earns 5.0 CEs. Authoring a blog earns 2.5 CEs. Poster presentations at conferences earn 2.5 CEs.	Book/Article: Copy of chapter, article, or publication showing your name listed as author. Blog: Image of or link to blog showing you as the author. Poster: Letter or email confirmation from the organization to which your poster was accepted indicating acceptance and your name listed.
Research	J	An institutional review board (IRB) research project related to one of the exam domains, completed during your 3-year certification	1 project = 15 CEs	Copy of IRB approval letter or IRB letter of exemption and a onepage abstract, no more than 250 words,

		period, for which you are clearly identified as one of the primary researchers, and research is not a primary component of your employment responsibilities.		describing the research study and findings and the period when the research was conducted.
Professional Service	K	Participation in volunteer service during your certification period with an international, national, state, or local health care related organization in which your certification specialty expertise is required. Accepted volunteer activities including serving on boards of directors, committees, editorial boards, review boards, expert panels, and task forces, as an article/journal reviewer, and/or leading safety improvement (i.e, MIPs).	1 CE credit per hour of service.	The official description of your volunteer duties (e.g., copy of an official letter or other documents from the organization attesting to your service and dates and hours of service).
IHI Conferences	L	Attendance at annual IHI meetings.	CE hours vary.	Certificate of completion
IHI Certification Review Course	M	Participation in a review course. Live, webinar, or online.	CE hours vary.	Certificate of completion

Content Code	CPHFH Content Outline Category
1	Assess and Analyze
2	Design
3	Improve and Monitor

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	

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.

CPHFH RECERTIFICATION APPLICATION

Date Certified (MM/DD/YYYY): _____

Name: _____

| First | Middle Initial | Last |

Organization: _____

Job Title: _____

Mailing Address: _____

_____

_____

Contact Phone: _____

Email: _____

PATH I: Recertification by Continuing Education (CE) Hours

Requirements:

☐ **Certificant Information**

☐ **Completed Continuing Education Documentation Worksheet**

☐ **Supporting Documentation For Claimed Activity**

☐ **Recertification Fee**

PATH II: Recertification by Examination

☐ **Certificant Information**

☐ **PSI Passing Score Report**

I hereby verify that the information contained in this recertification application is true and accurate.

_____   _____

Signature   Date

Payment (Path I: Continuing Education *only*)

Please visit ihi.org/cphfh to pay online.

Amount:

☐ United States: $225 US

☐ International: $275 US*

*International fee includes an additional fee to cover higher processing expenses to addresses outside the US.

Continuing Education Documentation

Title and Description of Activity	Provider or Sponsoring Organization	Date of Activity	Conten Code (1-3)	Type Code (A-K)	CE Hours	Documentation Attached?

If you encounter any issues completing the Continuing Education table, please use **this linked Excel sheet** as an alternative to document your CE activities.

Title and Description of Activity	Provider or Sponsoring Organization	Date of Activity	Conten Code (1-3)	Type Code (A-K)	CE Hours	Documentation Attached?

If you encounter any issues completing the Continuing Education table, please use this linked Excel sheet as an alternative to document your CE activities.