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## ASHRM CPHRM Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>• Clinical</li> <li>• Patient Safety: This domain focuses on improving patient safety by promoting a safety culture, managing incident reporting, educating staff and patients, addressing ethical concerns, and implementing corrective actions to reduce risks and prevent harm.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>• Healthcare Operations: This domain involves managing operational risk activities such as conducting risk assessments, developing policies, coordinating risk programs, supervising staff, and supporting patient safety initiatives.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• Risk Financing: This domain covers managing financial risks through insurance programs, claims coordination, loss analysis, and developing strategies to reduce financial exposure.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• Legal and Regulatory: This domain focuses on ensuring compliance with healthcare laws and regulations, protecting patient information, managing reporting requirements, and supporting accreditation and regulatory responses.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>• Claims and Litigation: This domain focuses on handling potential claims and legal cases, including claim reporting, litigation support, legal documentation management, and analyzing claims data to understand risk exposure.</li> </ul>

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## **ASHRM Certified Professional in Health Care Risk Management (CPHRM) Sample Questions (Q92-Q97):**

### **NEW QUESTION # 92**

According to The Joint Commission, which of the following should be done to patient-owned electrical devices entering the facility?

- **A. conduct an electrical safety inspection**
- B. tag by biomedical engineering
- C. sequester the electrical device
- D. inventory with patient belongings

**Answer: A**

### **NEW QUESTION # 93**

Which of the following should prompt a risk manager to give notice to a malpractice carrier?

- A. internal incident report
- B. disclosure to a patient
- C. written medical record request from an attorney
- **D. demand letter from a patient**

**Answer: D**

Explanation:

Under Health Care Risk Management principles established by ASHRM and the American Hospital Association Certification Center, timely notice to a malpractice carrier is a critical obligation, particularly under claims-made policies. A demand letter from a patient constitutes a clear assertion of liability and a request for compensation, which typically meets the definition of a claim under most malpractice insurance policies. Failure to notify the carrier promptly may jeopardize coverage.

A written medical record request from an attorney may signal potential litigation, but it does not necessarily constitute a claim unless accompanied by an allegation of wrongdoing or a demand for damages. An internal incident report is a risk management tool used for quality and safety improvement and does not itself trigger insurance notification requirements. Similarly, disclosure to a patient regarding an adverse event aligns with transparency practices but does not automatically represent a formal claim.

Risk management objectives emphasize understanding policy language, particularly definitions of claim and reporting requirements. Because a demand letter explicitly alleges harm and seeks compensation, it most clearly triggers the duty to notify the malpractice carrier to preserve coverage and initiate appropriate claims handling procedures.

### **NEW QUESTION # 94**

What are the four elements of the SBAR situational briefing model?

- A. Scene, Background, Assessment, Response
- B. Situation, Behavior, Action, Result
- C. Summary, Background, Action, Review
- **D. Situation, Background, Assessment, Recommendation**

**Answer: D**

Explanation:

SBAR is a standardized communication framework used to reduce preventable harm caused by incomplete, unclear, or delayed clinical communication—especially during handoffs, escalations, and urgent updates. The four elements are Situation (what is happening now), Background (clinical context and relevant history), Assessment (what you think the problem is based on data), and Recommendation (what you need/request as the next step). By forcing concise structure, SBAR improves shared situational awareness, supports early recognition of deterioration, and reduces ambiguity ("hinting and hoping"). From a risk management standpoint, SBAR strengthens frontline reliability, decreases communication-related sentinel events, and supports defensible care by demonstrating a consistent escalation process. It also aligns with patient safety objectives: clearer teamwork, faster response to clinical changes, and fewer omissions during transitions of care.

### NEW QUESTION # 95

Which of the following can be considered evidence in a malpractice claim?

- \* photographs of injuries
- \* thank you note from the patient to the physician
- \* patient journal of the hospital stay
- \* gift from the patient to a volunteer

- A. 1, 3, and 4 only
- **B. 1, 2, and 3 only**
- C. 2, 3, and 4 only
- D. 1, 2, and 4 only

**Answer: B**

Explanation:

According to Health Care Risk Management standards supported by ASHRM and the American Hospital Association Certification Center, evidence in a malpractice claim includes any relevant material that may help establish facts related to duty, breach, causation, or damages. Photographs of injuries are routinely admissible as demonstrative or documentary evidence to illustrate the nature and extent of harm. A thank you note from a patient to a physician may be introduced to reflect the patient's contemporaneous perception of care, credibility, or satisfaction at a particular time, depending on context. A patient's personal journal documenting experiences during hospitalization may also be considered evidence, particularly if it describes symptoms, interactions, or emotional distress relevant to damages.

A gift from a patient to a volunteer, however, is generally not probative of negligence or injury unless directly tied to issues of undue influence or misconduct. In typical malpractice litigation, such a gift does not establish standard of care, breach, or damages and would not ordinarily be considered relevant evidence.

Claims and litigation objectives emphasize careful documentation, preservation of relevant materials, and coordination with counsel regarding evidentiary matters. Therefore, photographs, written communications, and patient journals may be considered evidence in a malpractice claim.

### NEW QUESTION # 96

A hospital's Ethics Committee is seeking advice on a case involving the elective sterilization of an adolescent patient who is developmentally disabled. One of the parents is refusing consent. The risk manager should evaluate which of the following?

- \* who has consent authority
- \* competency level of the patient
- \* diagnosis of the patient
- \* state statutes and laws

- A. 1, 3, and 4 only
- B. 2, 3, and 4 only
- C. 1, 2, and 3 only
- **D. 1, 2, and 4 only**

**Answer: D**

Explanation:

Under Health Care Risk Management principles outlined by ASHRM and the American Hospital Association Certification Center, cases involving sterilization of minors, particularly those who are developmentally disabled, raise significant legal and regulatory concerns. The risk manager's primary responsibility is to ensure compliance with applicable consent laws and protect patient rights while minimizing organizational liability.

First, determining who has legal consent authority is essential. When parents disagree, state law typically governs whether both parents must consent, whether one parent's consent is sufficient, or whether court involvement is required. Second, evaluating the competency level of the patient is critical because decision-making capacity influences whether the patient can participate in consent or assent processes. Capacity assessments may require clinical and legal evaluation.

Third, state statutes and laws are highly relevant, as many jurisdictions impose strict legal requirements or court approval for sterilization of minors or individuals with developmental disabilities. These laws are designed to protect vulnerable populations. The patient's diagnosis alone is not the determining legal factor; rather, decision-making capacity and statutory requirements are central. Therefore, the risk manager must evaluate consent authority, competency, and applicable state laws to ensure regulatory compliance and ethical integrity.

## NEW QUESTION # 97

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