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ASHRM CPHRM Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> 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.
Topic 2	<ul style="list-style-type: none"> Risk Financing: This domain covers managing financial risks through insurance programs, claims coordination, loss analysis, and developing strategies to reduce financial exposure.
Topic 3	<ul style="list-style-type: none"> 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.

Topic 4	<ul style="list-style-type: none"> • 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.
Topic 5	<ul style="list-style-type: none"> • Clinical • 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.

ASHRM Certified Professional in Health Care Risk Management (CPHRM) Sample Questions (Q121-Q126):

NEW QUESTION # 121

Which of the following should be included in a risk management plan?

- * purpose of the program
- * budget for the department
- * process of risk management activities
- * structure of the program

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

Answer: C

Explanation:

According to Health Care Risk Management standards defined by ASHRM and the American Hospital Association Certification Center, a formal risk management plan is a governance document that outlines the framework, scope, and operational processes of the program. It is intended to define how risk management activities support organizational objectives and regulatory compliance. The plan should clearly state the purpose of the program, establishing its mission, goals, and alignment with patient safety and enterprise risk management strategies. It must also describe the structure of the program, including reporting relationships, committee oversight, leadership roles, and accountability mechanisms.

Additionally, the process of risk management activities should be detailed, including event reporting, investigation procedures, claims management, education initiatives, and performance evaluation methods.

While financial planning is important for departmental operations, the budget for the department is typically addressed in administrative or financial planning documents rather than the risk management plan itself. The plan focuses on governance, structure, and operational processes rather than line-item budgeting.

Therefore, inclusion of the program's purpose, structural framework, and operational processes appropriately defines a comprehensive risk management plan.

NEW QUESTION # 122

What group reports information (historically HIPDB content; now within NPDB) related to fraud/abuse oversight?

- A. Restaurant inspectors
- B. Any patient advocacy blog
- C. School boards
- D. Peer review organizations (for certain state/federal reporting categories)

Answer: D

Explanation:

The Healthcare Integrity and Protection Data Bank (HIPDB) was created to combat healthcare fraud and abuse; it is no longer operational as a separate bank, and its content was merged into the NPDB. Reporting and querying are governed by HRSA rules defining authorized entities, including certain peer review and oversight organizations in specific reporting frameworks. Risk management objectives include ensuring organizations understand which actions must be reported, ensure due process, and comply with data handling rules. Proper reporting supports system integrity by preventing practitioners or entities with serious adverse actions from moving undetected across organizations. For hospitals and health plans, this strengthens credentialing and contracting

decisions, reducing organizational exposure to negligent credentialing and improper network participation risks.

NEW QUESTION # 123

If there is no OSHA standard for a given potential health hazard, OSHA may:

- A. Transfer it to the FDA
- **B. Govern it under the General Duty Clause**
- C. Have no authority at all
- D. Ignore it if it is expensive

Answer: B

Explanation:

OSHA can cite employers under the General Duty Clause when a recognized serious hazard exists and no specific standard applies. Risk management objectives require proactive hazard identification and controls even when regulations are not prescriptive: risk assessments, engineering controls where feasible, administrative controls (policies, training), and PPE as a final layer. In healthcare, this is relevant for emerging hazards (novel chemical exposures, workplace violence risks, certain ergonomic hazards) where specific standards may be limited. Maintaining documentation of hazard recognition and mitigation is essential for defensibility during inspections and for staff safety outcomes.

NEW QUESTION # 124

Which of the following should be the primary consideration when designing a new risk management program for a facility?

- A. size of the facility
- B. history of the facility
- C. type of insurance the facility carries
- **D. mission and vision of the facility**

Answer: D

Explanation:

According to Health Care Risk Management standards supported by ASHRM and the American Hospital Association Certification Center, the primary consideration in designing a risk management program is alignment with the organization's mission and vision. A risk management program must support the strategic goals, values, and patient care objectives of the facility. This ensures that risk identification, mitigation strategies, and reporting structures are integrated into the broader organizational framework.

While facility size, insurance structure, and historical claims experience are important operational factors, they are secondary to strategic alignment. The mission and vision guide priorities such as patient safety, quality improvement, regulatory compliance, and financial stewardship. Risk management activities should be structured to advance these priorities, reinforce leadership commitment, and support governance oversight.

An effective program reflects organizational culture, scope of services, and community role. It establishes reporting mechanisms to leadership, integrates enterprise risk management principles, and promotes collaboration across departments.

Health Care Operations objectives emphasize governance integration, strategic alignment, and organizational accountability.

Therefore, the mission and vision of the facility should be the primary consideration when designing a new risk management program.

NEW QUESTION # 125

Which of the following is an essential component of a risk management policy and procedure manual?

- **A. department organizational chart**
- B. loss run report
- C. actuarial report
- D. medical staff bylaws

Answer: A

Explanation:

According to Health Care Risk Management standards outlined by ASHRM and the American Hospital Association Certification Center, a risk management policy and procedure manual should clearly define the structure, authority, and operational framework of the risk management program. An organizational chart is an essential component because it identifies reporting relationships, lines of

