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## CPHRM SAMPLE TEST QUESTIONS (WITH COMPLETE SOLUTIONS)

What are the four elements of the SBAR situational briefing model? correct answers Situation, background, assessment, recommendation

Which of the following is not one of the patient rights enumerated in the Patient Self Determination Act? correct answers Patients have the right to select their medication.

What is one advantage of a voluntary error reporting system over a mandatory error reporting system? correct answers Voluntary systems elicit more reports from frontline practitioners.

What in particular is the process chain in a laboratory subject to? correct answers Variability.

A root cause analysis of inpatient suicides would be most likely to discover problems with correct answers The physical environment.

What are the types of quality problems identified by the Institute of Medicine's Roundtable on Health Care Quality? correct answers Misuse, Abuse, and Overuse.

Which of the following conditions must be met for a patient to no longer be deserving of service under the Emergency Medical Treatment and Active Labor Act? correct answers The patient must have provided the contact information of a person who can care for him upon discharge.

Who are most likely not to report errors? correct answers Primary care physicians.

When Computerized Provider Order Entry (CPOE) is implemented, that is almost always a decline in correct answers Medication Errors.

Whenever possible, order should be by correct answers Dose

When a hospital notes that most errors are occurring at the sharp end what does that mean? correct answers They occur during interaction between caregiver and patient (frontline...doctors, nurses, etc.)

People make fewer errors when correct answers When staff work as a team.

Information from the Health Care Integrity and Protection Data Bank can be requested by correct answers Professional societies with formal peer review.

What factors are included in a calculation of risk priority number? correct answers Severity of possible adverse effects; likelihood of an adverse event, cost of controls.

When conducting a safety audit in an Emergency Department, what does an administrator need to obtain first? correct answers A written set of safety standards.

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### ASHRM CPHRM Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• <b>Claims and Litigation:</b> 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>
Topic 2	<ul style="list-style-type: none"><li>• <b>Legal and Regulatory:</b> 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 3	<ul style="list-style-type: none"><li>• <b>Risk Financing:</b> 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>• <b>Clinical</b></li><li>• <b>Patient Safety:</b> 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 5	<ul style="list-style-type: none"><li>• <b>Healthcare Operations:</b> 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>

### ASHRM Certified Professional in Health Care Risk Management (CPHRM) Sample Questions (Q47-Q52):

#### NEW QUESTION # 47

A 22-year-old man has been treated at a hospital for a psychiatric condition. His mother requests that a copy of the patient's medical record be released to her. The risk manager's advice to the medical records department should be to

- A. check with the psychiatrist for a recommendation to release the medical record.
- B. contact the hospital's legal counsel to authorize the release of the medical record.
- C. request evidence that the mother is the guardian of the patient and then release the medical record.
- **D. verify that a specific release of information form has been signed by the patient and then release the medical record.**

**Answer: D**

#### NEW QUESTION # 48

What in particular is the process chain in a laboratory subject to?

- A. Exclusively equipment failure
- **B. Variability across pre-analytical, analytical, and post-analytical phases**
- C. Standardization only
- D. Zero human factors influence

**Answer: B**

Explanation:

Laboratory testing is best understood as a total testing process (from test ordering through specimen collection, analysis, and result

reporting). Across this chain, error risk is heavily influenced by variability- especially in pre-analytical steps (patient identification, tube labeling, specimen handling, transport conditions) and post-analytical steps (timely reporting, critical value communication, interpretation). Risk management objectives emphasize controlling variation through standard work, barcoding, competency training, environmental controls, and quality indicators for each phase. Importantly, many lab failures arise outside the analyzer itself; focusing only on the analytical instrument misses major sources of harm. Reducing variability improves reliability, reduces redraws and diagnostic delay, and supports defensible performance in accreditation and event review. In short: the lab process chain is a high-volume, multi-step clinical production system-variation is inevitable, but unmanaged variation increases patient safety risk.

#### NEW QUESTION # 49

An organization's chief of orthopedics has scheduled an implant of a new artificial hip for the next day. The chief developed the artificial hip while working as a consultant for a medical device company. The device has not yet been approved by the FDA or the Institutional Review Board. The risk manager's best immediate course of action is to

- A. call the chief of surgery to discuss canceling the procedure.
- B. verify the informed consent for the procedure.
- C. call a special meeting of the Institutional Review Board.
- D. contact the FDA to clarify the status of the device.

**Answer: A**

Explanation:

Under Health Care Risk Management standards supported by ASHRM and the American Hospital Association Certification Center, the implantation of a medical device that lacks FDA approval and Institutional Review Board oversight presents significant legal and regulatory violations. Use of an unapproved device outside of an approved investigational protocol may violate federal regulations governing human subject research and medical device approval processes.

The risk manager's primary responsibility is to immediately mitigate regulatory and liability exposure.

Because the procedure is scheduled for the next day, urgent intervention is required. Contacting the FDA would not resolve the immediate risk. Verifying informed consent is insufficient, as patient consent cannot legitimize use of an unapproved device outside regulatory pathways. Calling a special IRB meeting would not retroactively authorize an unapproved device without appropriate investigational device exemption processes.

Escalating the issue to the chief of surgery to halt or cancel the procedure is the most appropriate immediate step. This ensures that organizational leadership addresses the compliance violation before patient harm occurs. Risk management objectives emphasize proactive prevention of regulatory breaches, protection of patient safety, and preservation of institutional integrity. Therefore, stopping the procedure is the correct and immediate action.

#### NEW QUESTION # 50

The ultimate goal of Enterprise Risk Management (ERM) is to:

- A. Transfer all risk to patients
- B. Optimize risk mitigation and risk financing aligned to organizational objectives
- C. Replace clinical governance
- D. Eliminate all risk permanently

**Answer: B**

Explanation:

ERM integrates clinical, operational, financial, legal, and strategic risks into a single governance approach so leadership can prioritize resources based on enterprise objectives-patient safety, quality, financial sustainability, and regulatory compliance. The goal is not "zero risk," but optimized risk response: reduce likelihood and severity where feasible, and align risk financing (insurance, reserves, captives, contractual transfer) to the organization's risk appetite and volatility. Risk management objectives in healthcare ERM include strengthening high-reliability clinical systems, improving compliance, preventing reputational harm, and ensuring continuity of operations during crises. ERM also improves board oversight by providing a transparent risk register, consistent scoring, and accountability for mitigation plans. Ultimately, ERM is a decision system that helps leaders invest where risk reduction and value are highest.

#### NEW QUESTION # 51

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

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

**Answer: D**

## NEW QUESTION # 52

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