ASHRM AMERICAN SOCIETY FOR HEALTH CARE RISK MANAGEMENT

CPHRM Prep Course

Course Description

The Certified Professional in Health Care Risk Management (CPRHM) Exam Preparation Course is designed to provide the student with information related to the CPHRM exam, assisting in preparation for taking the test and becoming a Certified Professional in Health Care Risk Management. The exam content includes health care operations, clinical/patient safety, risk financing, claims/litigation and legal and regulatory, based on ASHRM's job analysis survey done every three to five years. This course is not meant to be an all-encompassing source of information for the exam.

Call Dates & Times *(All calls in Central Time)*:

- Registration Closed & Course Opens: October 11
- Pre-Work Due: October 14
- Module 1 Call: October 19 @ 12 – 1:45p
- Module 2 Call: October 26 @ 12 – 1:45p
- Module 3 Call: November 2 @ 12 – 1:45p
- Module 4 Call: November 9 @ 12 – 1:45p
- Module 5 Call: November 16 @ 12 – 1:45p
- Course Closes & Evaluations Sent: November 26

Discussion Boards:

- Initial Posts due on Fridays
- Reply Posts due on Sundays

Knowledge Check Assessments:

- Due on Sundays

Practice Activities:

- Due on Sundays

Module 0: Course Pre-Work

Opens October 11, 2027

What you will need to do prior to the course

Assignments & Due Dates		
Title	**Due Date(s)**	**Time on Task (+/-)**
Pre-Course Work Pt. 1 ■ Course How-Tos ■ Course Introductions ■ Meet your Faculty ■ Exam Overview ■ Operations Pre-Test ■ Discussion Board Posts	10/14	40 Minutes
Total Module Timing: **+/- .5 Hours**		

Module 1: Operations

Begins October 18, 2027

Module 1 Description
This module is a review of health care risk management operations from an enterprise risk management perspective, utilizing a five-step management decision-making model. Health care operations involve administrative, financial, legal, regulatory, clinical, and quality improvement activities of an organization that are necessary to run its business and to support the core functions of treatment and payment. An effective enterprise risk management program is crucial to healthcare operations, and it incorporates several building blocks, including key structural elements, sufficient scope to identify and manage risk holistically by considering all risks across the organization, appropriate risk strategies, and written policies and procedures. After completing this module, the learner will take away a better understanding of the components needed in building a comprehensive enterprise risk management program.

Assignments & Due Dates		
Title	**Due Date(s)**	**Time on Task (+/-)**
Pre-Call Assignments Topic: ■ Suggested Readings* * Indicates content that is not mandatory	10/19	N/A
Live Call Resources: ■ PowerPoint Slides ■ Call Recording	10/19	105 Minutes
Initial Discussion Board Post	10/22	15-20 Minutes
Discussion Board Replies	10/24	10-15 Minutes
Knowledge Check Assessments Topics: ■ Operations Post-Test ■ Patient Safety Pre-Test	10/24	20 Minutes
Total Module Timing: **+/- 2.5 Hours**		

Module 2: Patient Safety

Begins October 25, 2027

Module 2 Description
Clinical risk management and patient safety efforts play a critical role in risk reduction strategies and exemplify safe and trusted healthcare. Risk professionals need to be aware of the current state of patient safety within an organization while also having an awareness of current activities of authoritative sources related to patient safety. Risk professionals have a role in guiding staff and leadership throughout the continuum of care. Risk management needs to be viewed as proactive and collaborative. The risk professional also works to develop corrective action plans, patient safety initiatives, and education throughout the organization. In this section, we will explore many aspects of the risk professional's role in patient safety and key areas of interest for the examination. These topics include incident reporting, data analysis, high-risk clinical areas, patient safety initiatives, patient engagement, and clinical risk mitigation. There are 35 questions on this topic in the exam, which is the largest functional area of the exam: 7 recall, 10 application & 18 analysis type of questions. You need to be strong in this section. The most recent role delineation study suggests that this area is the space where most risk managers spend the majority of their time. So, your experience will be helpful in getting you through this section. Exam tip: since this section has the greatest number of questions means you have a greater opportunity to impact your score, give it the needed/appropriate study time. (Adapted from CPHRM Exam Preparation Guide, p. 25)

Assignments & Due Dates		
Title	**Due Date(s)**	**Time on Task (+/-)**
Pre-Call Assignments Topic: ■ Suggested Readings* * Indicates content that is not mandatory	10/26	N/A
Live Call Resources: ■ PowerPoint Slides ■ Call Recording	10/26	105 Minutes
Initial Discussion Board Post	10/29	15-20 Minutes
Discussion Board Replies	10/31	10-15 Minutes
Patient Safety Practice Activities	10/31	30 Minutes
Knowledge Check Assessments Topics: ■ Patient Safety Post-Test ■ Risk Financing Pre-Test	10/31	20 Minutes
Total Module Timing: **+/- 3 Hours**		

Module 3: Risk Financing

Begins November 1, 2027

Module 3 Description
Module 3 and 4 is a review of risk financing and claims management in a healthcare organization. They explore the elements of a robust risk finance program including retention and transfer of risks. Management of a broad comprehensive insurance program including activities such as insurance purchasing and coordination, captive management, administering self-insured coverage, and managing or coordinating the management of claims for all lines of insurance. Also, the role of contracts in the insurance transfer process and legal contract essentials will be examined. Implementation of a claims management program to assist in the mitigation of negative consequences and reduce financial loss to the organization will also be discussed. After completing these modules, the learner will take away a better understanding of components needed in building comprehensive enterprise risk financing and claims management programs.

Assignments & Due Dates		
Title	**Due Date(s)**	**Time on Task (+/-)**
Pre-Call Assignments Topic: ■ Suggested Readings* * Indicates content that is not mandatory	11/2	N/A
Live Call Resources: ■ PowerPoint Slides ■ Call Recording	11/2	105 Minutes
Initial Discussion Board Post ■ Risk Financing	11/5	15-20 Minutes
Discussion Board Replies ■ Risk Financing	11/7	10-15 Minutes
Knowledge Check Assessments Topics: ■ Risk Financing Post-Test ■ Claims Management Pre-Test	11/7	20 Minutes
Risk Financing Scenario ■ Submit Response	11/7	30 Minutes
Total Module Timing: **+/- 3 Hours**		

Module 4: Claims Management

Begins November 8, 2027

Module 4 Description
Module 4 is a review of risk financing and claims management in a healthcare organization. They explore the elements of a robust risk finance program including retention and transfer of risks. Management of a broad comprehensive insurance program including activities such as insurance purchasing and coordination, captive management, administering self-insured coverage, and managing or coordinating the management of claims for all lines of insurance. Also, the role of contracts in the insurance transfer process and legal contract essentials will be examined. Implementation of a claims management program to assist in the mitigation of negative consequences and reduce financial loss to the organization will also be discussed. After completing these modules, the learner will take away a better understanding of components needed in building comprehensive enterprise risk financing and claims management programs.

Assignments & Due Dates		
Title	**Due Date(s)**	**Time on Task (+/-)**
Pre-Call Assignments Topic: ■ Suggested Readings* * Indicates content that is not mandatory	11/9	N/A
Live Call Resources: ■ PowerPoint Slides ■ Call Recording	11/9	105 Minutes
Initial Discussion Board Post ■ Claims Management	11/12	15-20 Minutes
Discussion Board Replies ■ Claims Management	11/14	10-15 Minutes
Claims Activity	11/14	15 Minutes
Knowledge Check Assessments Topics: ■ Claims Management Post-Test ■ Legal & Regulatory Pre-Test	11/14	20 Minutes
Total Module Timing: **+/- 2.75 Hours**		

Module 5: Legal & Regulatory

Begins November 15, 2027

Module 5 Description
The risk professional plays a significant role in an organization's legal and regulatory domain. They ensure compliance with federal, state, and local regulatory agencies, which often establish mandatory rules and regulations for industry. Risk professionals need to be knowledgeable of accreditation standards and regulatory requirements. The risk professional also provides awareness through investigation and resolution of patient complaints or grievances, policy development, guidance, and education. Risk management reporting data is rich and can be utilized to ensure timely reporting and monitoring of device issues and regulatory inquiries. The function of risk management interactions needs to be viewed as a collaborative partnership. This section is designed to give a broad overview of key regulations, ethical considerations, and legal principles important for the risk professional to understand. Out of 100 questions, that means that there will be 20 questions related to legal and regulatory that count towards your final score. The number of questions is actually based on the most recent job task analysis, which defines the task, the knowledge, and the skillset most pertinent to a risk manager's role. (Adapted from CPHRM Exam Preparation Guide, p. 81)

Assignments & Due Dates		
Title	**Due Date(s)**	**Time on Task (+/-)**
Pre-Call Assignments Topic: ■ Suggested Readings* * Indicates content that is not mandatory	11/16	N/A
Live Call Resources: ■ PowerPoint Slides ■ Call Recording	11/16	105 Minutes
Initial Discussion Board Post	11/19	15-20 Minutes
Discussion Board Replies	11/21	10-15 Minutes
Legal & Regulatory Practice Activities	11/21	20 Minutes
Knowledge Check Assessments Topics: ■ Legal & Regulatory Post-Test	11/21	10 Minutes
All Outstanding Assignments Due	11/26	
Course Evaluation Sent	11/26	
Total Module Timing: **+/- 2.75 Hours**		