

CERTIFIED PROFESSIONAL IN HEALTHCARE INFORMATION AND MANAGEMENT SYSTEMS (CPHIMS) PRACTICE EXAM (SAMPLE) STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

**VISIT US ONLINE FOR
THE FULL VERSION STUDY GUIDE**

<https://cphims.examzify.com>



Copyright © 2026 by Examzify - A Kaluba Technologies Inc. product.

ALL RIGHTS RESERVED.

No part of this book may be reproduced or transferred in any form or by any means, graphic, electronic, or mechanical, including photocopying, recording, web distribution, taping, or by any information storage retrieval system, without the written permission of the author.

Notice: Examzify makes every reasonable effort to obtain accurate, complete, and timely information about this product from reliable sources.

SAMPLE

Table of Contents

Copyright	1
Table of Contents	2
Introduction	3
How to Use This Guide	4
Questions	5
Answers	8
Explanations	10
Next Steps	16

SAMPLE

Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

SAMPLE

- 1. Which legislation expanded the role of technology in healthcare payment systems?**
 - A. HIPAA
 - B. SOX
 - C. HITECH
 - D. FERPA
- 2. Which aspect of system implementation focuses on addressing potential user pushback?**
 - A. Training
 - B. User resistance planning
 - C. Resource commitment
 - D. Expectation management
- 3. What is the primary objective of clinical quality improvement initiatives?**
 - A. To enhance the quality of care and patient safety
 - B. To reduce healthcare staff workload
 - C. To increase administrative costs
 - D. To restrict patient access to data
- 4. Core measures are related to an organization's compliance with which of the following?**
 - A. Engineering blueprints for a data center
 - B. Financial guidelines for the billing department
 - C. Clinical protocols for patient treatment
 - D. Technology specifications for wireless networks
- 5. What type of analysis is crucial for evaluating capital investments in healthcare?**
 - A. Risk assessment
 - B. Cost/benefit analysis
 - C. Market research
 - D. Vendor assessment

- 6. What should the CIO focus on when implementing an electronic medical record system?**
- A. System usability
 - B. User acceptance
 - C. Education
 - D. Project planning
- 7. Which area does a clinical informatics professional in an acute care setting typically not need expertise in?**
- A. Population health
 - B. Clinical medicine
 - C. Computer science
 - D. Quantitative statistics
- 8. For improving customer service in an IT department, which area should the manager focus on?**
- A. negotiating more achievable SLA goals
 - B. increasing business continuity drills
 - C. requesting an analysis of problem resolution times
 - D. evaluating the utilization of the service request tracking system
- 9. To address frequent system downtimes caused by an outdated electrical system, what is the best short-term solution?**
- A. expand the generator capacity
 - B. notify patients of electrical issues
 - C. install uninterruptible power supply units on critical workstations
 - D. completely replace old wiring
- 10. What are the primary dimensions of healthcare quality measures addressed in the CPHIMS exam?**
- A. Efficiency, efficacy, and safety
 - B. Structure, process, and outcomes
 - C. Cost, quality, and accessibility
 - D. Engagement, communication, and outcomes

Answers

SAMPLE

1. C
2. B
3. A
4. C
5. B
6. D
7. D
8. D
9. C
10. B

SAMPLE

Explanations

SAMPLE

1. Which legislation expanded the role of technology in healthcare payment systems?

- A. HIPAA
- B. SOX
- C. HITECH**
- D. FERPA

The legislation that expanded the role of technology in healthcare payment systems is the Health Information Technology for Economic and Clinical Health (HITECH) Act. This act, passed in 2009 as part of the American Recovery and Reinvestment Act, aimed to promote the adoption and meaningful use of health information technology. One of its key components was the financial incentive for healthcare providers to utilize electronic health records (EHRs) and demonstrate meaningful use to improve patient care and streamline payment processes. HITECH also enhanced the standards for privacy and security of health information, thereby making the use of technology more integral to how healthcare payment systems operate. By encouraging healthcare organizations to implement advanced information systems, HITECH effectively transformed the landscape of healthcare payments, including billing and claims processing, improving efficiency and accuracy. The other pieces of legislation listed, such as HIPAA, focus on the privacy and security of health data, but they do not specifically emphasize the technological advancements in payment systems. The Sarbanes-Oxley Act (SOX) relates to corporate governance and financial practices for publicly traded companies and does not pertain to healthcare technology directly. The Family Educational Rights and Privacy Act (FERPA) deals with the confidentiality of student education records and is outside the scope of healthcare.

2. Which aspect of system implementation focuses on addressing potential user pushback?

- A. Training
- B. User resistance planning**
- C. Resource commitment
- D. Expectation management

The focus on addressing potential user pushback is primarily encapsulated in user resistance planning. This aspect specifically targets understanding and mitigating the reasons why users might resist adopting a new system. Proper user resistance planning involves identifying potential barriers and strategies to engage users, fostering acceptance by actively addressing their concerns, and ensuring their feedback is taken into account during the implementation process. This planning stage is crucial because user acceptance is key to a successful implementation; if users are resistant and not on board, the effectiveness of the new system can be jeopardized. By devising strategies and interventions to facilitate a smoother transition, organizations can minimize pushback and promote a more positive reception of the new system. While training is important for equipping users with the necessary skills to use the new system, it does not specifically address the emotional and psychological factors that lead to resistance. Resource commitment speaks to the allocation of time and financial resources but does not inherently involve user engagement or response to change. Expectation management involves aligning the anticipated benefits of the new system with actual outcomes, but it is not as focused on the direct reactions and feelings of users towards the implementation process as user resistance planning is.

3. What is the primary objective of clinical quality improvement initiatives?

A. To enhance the quality of care and patient safety

B. To reduce healthcare staff workload

C. To increase administrative costs

D. To restrict patient access to data

The primary objective of clinical quality improvement initiatives is to enhance the quality of care and patient safety. This focus stems from the recognition that delivering high-quality care is essential for achieving positive health outcomes, minimizing errors, and ensuring that patients receive the best possible treatment. Quality improvement initiatives utilize systematic approaches to identify areas for improvement, implement evidence-based practices, and measure the impact of changes on patient care. The ultimate goal is to create a healthcare environment where patients can expect consistent, safe, and effective care. By concentrating on quality enhancements, these initiatives can lead to better patient experiences and improved clinical outcomes. In contrast, while reducing healthcare staff workload is a beneficial aspect that may occur as a byproduct of implementing efficient processes, it is not the primary aim of these initiatives. Increasing administrative costs and restricting patient access to data run counter to the goals of quality improvement, which seeks to enhance, rather than limit, access to high-quality care and information. Thus, the focus is firmly on improving patient care and safety.

4. Core measures are related to an organization's compliance with which of the following?

A. Engineering blueprints for a data center

B. Financial guidelines for the billing department

C. Clinical protocols for patient treatment

D. Technology specifications for wireless networks

Core measures are critical healthcare quality metrics established to assess and ensure the efficacy of treatment protocols related to patient care. They are focused on specific clinical areas and are utilized to measure the performance of healthcare organizations in providing safe and appropriate care. Compliance with these core measures can directly affect clinical outcomes, standard of care, and quality improvement initiatives within a facility. In contrast, the other options pertain to different facets of organizational operations. Engineering blueprints for a data center relates more to IT infrastructure and does not impact clinical practice directly. Financial guidelines for the billing department focus on the financial health of the institution and insurance practices, which does not pertain to patient care and treatment protocols. Lastly, technology specifications for wireless networks concern the efficiency and reliability of IT systems, which, while important, are not related to clinical treatment measures. Thus, the focus on clinical protocols for patient treatment clearly aligns with the intent of core measures, highlighting their vital role in improving healthcare quality and ensuring compliance with established best practices in patient care.

5. What type of analysis is crucial for evaluating capital investments in healthcare?

- A. Risk assessment
- B. Cost/benefit analysis**
- C. Market research
- D. Vendor assessment

Cost/benefit analysis is essential for evaluating capital investments in healthcare as it provides a systematic approach to comparing the expected costs against the anticipated benefits of a project. This type of analysis helps healthcare organizations assess the financial viability and potential return on investment of various initiatives, such as upgrading technology, expanding facilities, or implementing new services. In the context of healthcare, where budgets often face scrutiny and resources are limited, understanding both the quantitative and qualitative benefits of an investment is critical. By quantifying potential returns—such as improved patient outcomes, increased efficiency, or revenue generation—and comparing them to the capital outlay, organizations can make informed decisions that align with their strategic goals. While risk assessment, market research, and vendor assessment contribute valuable insights, they focus on different aspects of the investment decision-making process. Risk assessment identifies potential challenges and uncertainties, market research helps understand the demand and competition, and vendor assessment evaluates the providers of technology or services. However, without the foundational understanding that a cost/benefit analysis provides, it would be challenging to justify the financial commitment of capital investments effectively.

6. What should the CIO focus on when implementing an electronic medical record system?

- A. System usability
- B. User acceptance
- C. Education
- D. Project planning**

When a Chief Information Officer (CIO) is implementing an electronic medical record (EMR) system, focusing on project planning is critical because it serves as the foundation for the entire implementation process. Effective project planning involves establishing clear goals, timelines, resource allocation, budgeting, and stakeholder engagement, all of which are necessary to ensure that the initiative is executed smoothly and efficiently. A well-structured project plan helps to identify potential risks, develop strategies to mitigate them, and ensures that the project stays on track, ultimately leading to successful adoption and integration of the EMR system within the healthcare organization. Successful project planning also includes phases such as requirement gathering, system selection, and review of workflows, which are essential for understanding and addressing the needs of the healthcare providers who will be utilizing the EMR. Additionally, it helps the CIO coordinate with various departments to ensure that all necessary components, such as training and support, are factored into the project timeline. Focusing on project planning enables the CIO to set a strategic direction and ensures that all resources are aligned toward achieving a common goal, which is essential for the overall success of the EMR implementation effort.

7. Which area does a clinical informatics professional in an acute care setting typically not need expertise in?

- A. Population health
- B. Clinical medicine
- C. Computer science
- D. Quantitative statistics**

In an acute care setting, a clinical informatics professional focuses on the integration of clinical knowledge and information technology to improve patient care and safety. While expertise in various areas is beneficial, knowledge of quantitative statistics is not typically a core requirement for someone in this specific role. Population health, clinical medicine, and computer science are crucial areas of expertise in this context. Understanding population health is important for informing clinical decisions and improving patient outcomes on a broader scale, while knowledge of clinical medicine ensures that the informatics professional can effectively collaborate with healthcare providers on patient care issues. Familiarity with computer science allows for the efficient use of technology in managing health information systems, emphasizing the importance of understanding software, databases, and system integrations. Quantitative statistics, while valuable in certain research and analytical roles, is not as directly applicable to the daily tasks and responsibilities of a clinical informatics professional in an acute care setting. Their primary focus is on the application of clinical workflows, information systems, and health IT to support clinical practices rather than on performing statistical analyses or data crunching. Thus, expertise in quantitative statistics may not be a requirement for successful performance in this specific role.

8. For improving customer service in an IT department, which area should the manager focus on?

- A. negotiating more achievable SLA goals
- B. increasing business continuity drills
- C. requesting an analysis of problem resolution times
- D. evaluating the utilization of the service request tracking system**

Focusing on evaluating the utilization of the service request tracking system is pivotal for improving customer service in an IT department. A service request tracking system is integral in managing and monitoring the lifecycle of service requests from initiation to resolution. By assessing how well this system is being utilized, the manager can identify bottlenecks, inefficiencies, and areas where the system may not be meeting user needs. Enhancing the usage of this system directly impacts the speed and efficiency with which service requests are handled. It can lead to more effective tracking of requests, improved communication with users regarding the status of their requests, and greater transparency in service delivery. Furthermore, insights gained from evaluating user interactions with the system can help tailor training and resources to better meet both employee and client demands. Improvement in customer service stems from a foundation of efficient processes, and a well-utilized service request tracking system is essential for capturing and addressing customer needs promptly and effectively.

9. To address frequent system downtimes caused by an outdated electrical system, what is the best short-term solution?

- A. expand the generator capacity
- B. notify patients of electrical issues
- C. install uninterruptible power supply units on critical workstations**
- D. completely replace old wiring

Installing uninterruptible power supply (UPS) units on critical workstations is the most effective short-term solution to address frequent system downtimes due to an outdated electrical system. UPS units provide immediate backup power when there is a loss of electricity, helping to maintain the operation of essential systems and preventing data loss or damage that can occur during an outage. This solution is particularly valuable in a healthcare setting where continuous access to electronic health records and other critical systems is vital for patient care. The other approaches, while potentially beneficial in the long term, do not immediately alleviate the issue of downtimes. Expanding generator capacity could improve electrical supply during broader outages but would not address the immediate need for backup power for workstations. Notifying patients of electrical issues serves primarily as a communication strategy and does not resolve system functionality problems. Completely replacing old wiring may be necessary for long-term reliability but typically involves significant time and resources, making it impractical as a short-term solution.

10. What are the primary dimensions of healthcare quality measures addressed in the CPHIMS exam?

- A. Efficiency, efficacy, and safety
- B. Structure, process, and outcomes**
- C. Cost, quality, and accessibility
- D. Engagement, communication, and outcomes

The primary dimensions of healthcare quality measures, as addressed in the CPHIMS exam, are structure, process, and outcomes. This framework is crucial for assessing and improving healthcare quality. Structure refers to the attributes of the settings where care occurs, including facilities, equipment, and the qualifications of healthcare providers. This dimension examines whether a healthcare organization has the necessary resources and capabilities to provide quality care. Process focuses on how care is delivered. It encompasses the activities performed by healthcare providers during patient care, such as adherence to clinical guidelines and protocols. Evaluating process measures helps ensure that appropriate care is provided and that best practices are followed. Outcomes refer to the results of healthcare services, which can include patient health status outcomes, patient satisfaction, and overall effectiveness of treatment. This dimension is essential for evaluating the effectiveness of care and understanding the impact of healthcare interventions on patient health. By focusing on these three dimensions—structure, process, and outcomes—healthcare organizations can systematically evaluate and enhance the quality of care they provide. This conceptual model is widely recognized in quality assessment frameworks and is an important aspect of healthcare management and informatics.

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://cphims.examzify.com>

We wish you the very best on your exam journey. You've got this!

SAMPLE