There are 150 questions on this examination. Of these, 125 are scored questions and 25 are pretest questions that are not scored. Pretest questions are used to determine how well these questions will perform before they are used on the scored portion of the examination. The pretest questions cannot be distinguished from those that will be scored, so it is important for a candidate to answer all questions. A candidate’s score, however, is based solely on the 125 scored questions. Performance on pretest questions does not affect a candidate’s score.

This Test Content Outline identifies the areas that are included on the examination. The percentage and number of questions in each of the major categories of the scored portion of the examination are also shown. *Note: The examples in parentheses are not all-inclusive and do not indicate importance.*

<table>
<thead>
<tr>
<th>Category</th>
<th>Content Domain</th>
<th>Number of Questions</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td>Leadership</td>
<td>43</td>
<td>34%</td>
</tr>
<tr>
<td>II</td>
<td>Quality and Safety</td>
<td>30</td>
<td>24%</td>
</tr>
<tr>
<td>III</td>
<td>Human Capital Management</td>
<td>18</td>
<td>14%</td>
</tr>
<tr>
<td>IV</td>
<td>Health Care Delivery</td>
<td>34</td>
<td>27%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td><strong>125</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

*Total does not come to 100 because of rounding.*
## I. Leadership

### A. Knowledge
1. Leadership theories and styles
2. Principles of relationship building
3. Strategic planning methods

### B. Skill
1. Change management
2. Coaching and mentoring
3. Communication techniques and strategies (e.g., conflict resolution, consensus building, negotiation)
4. Fiscal management (e.g., forecasting, business planning, return on investment)

## II. Quality and Safety

### A. Knowledge
1. Health care standards (e.g., regulatory and accrediting bodies)
2. Emergency preparedness

### B. Skill
1. Risk assessment (e.g., root cause analysis [RCA], failure mode effects analysis [FMEA])
2. Performance benchmarking
3. Process improvement

## III. Human Capital Management

### A. Knowledge
1. Employee protection and labor laws (e.g., Americans with Disabilities Act [ADA], Occupational Safety and Health Administration [OSHA], Rehabilitation Act, Age Discrimination in Employment Act [ADEA], Civil Rights Act)
2. Professional development (e.g., competency, education)

### B. Skill
1. Workforce engagement strategies
### IV Health Care Delivery

**A. Knowledge**

1. Health care delivery models and strategies (e.g., patient-centered medical homes, telehealth)
2. Health care ethics (e.g., principles, codes, organizational structures)
3. Information technology (e.g., cybersecurity, system integration, meaningful use)
4. Research methodology

**B. Skill**

1. Evidence-based practice evaluation and interpretation
2. Patient experience strategies

Last Updated: April 16, 2020