



# CRA Domains and Examination Content

Version: December 2025

The CRA exam consists of 185 questions based on 5 management domains. 160 items are scored and 25 items are unscored.

Content	Knowledge	Application	Analysis	# of Scored Items by Content Area	% by Content Area
I. Human Resource Management	4-7	11-16	5-10	21-29	13-18%
II. Asset Resource Management	5-9	14-19	7-11	27-35	17-22%
III. Fiscal Management	7-11	17-23	9-13	34-42	21-26%
IV. Operations Management	9-13	22-28	11-15	43-51	27-32%
V. Communication and Information Management	3-6	8-13	4-7	16-24	10-15%
% by Cognitive Level	20-25%	50-55%	25-30%		100%
# of Scored Items by Cognitive Level	32-40	80-88	40-48	160	



Performance Domain – Task Statement	Weight
<b>Domain I: Human Resource Management</b>	13-18%
1.1 Facilitate staff and student recruitment.	
1.2 Encourage staff and student retention.	
1.3 Establish staff and student skill development processes.	
1.4 Implement leadership development processes.	
<b>Domain II: Asset Resource Management</b>	17-22%
2.1 Select capital equipment.	
2.2 Acquire capital equipment.	
2.3 Implement ongoing equipment maintenance programs.	
2.4 Manage projects.	
2.5 Manage equipment, space acquisition, construction/renovation, site preparation, and installation projects.	
2.6 Manage supplies and inventory.	
<b>Domain III: Fiscal Management</b>	21-26%
3.1 Develop an operating budget.	
3.2 Monitor revenue and expense activities.	
3.3 Develop strategic plans.	
3.4 Develop business plans to fulfill strategic objectives.	
3.5 Verify revenue cycle management processes.	
3.6 Implement charge reconciliation processes.	
<b>Domain IV: Operations Management</b>	27-32%
4.1 Monitor and improve customer satisfaction.	
4.2 Provide quality patient care.	
4.3 Coordinate patient management.	
4.4 Establish internal and external partnerships.	
4.5 Develop competitive market strategies.	
4.6 Develop policies and procedures.	
4.7 Monitor policies and procedure compliance.	
4.8 Develop quality management programs.	
<b>Domain V. Communication and Information Management</b>	10-15%
5.1 Promote effective communication and collaboration.	
5.2 Develop and communicate action plans.	
5.3 Manage and protect business and patient information.	



## CRA Content Outline: Domain areas, task statements, knowledge statements

### Domain I: Human Resource Management

#### Task 1. Facilitate staff and student recruitment

##### Knowledge of:

1. Human resource management principles
2. Staff recruitment strategies
3. Recruitment methods, resources, and venues
4. Recruitment justification
5. Job description development
6. Candidate assessment and selection techniques
7. Interview strategies and techniques
8. Labor and diversity laws relating to hiring practices (e.g., immigration)
9. Scope of practice and competencies needed to perform various jobs
10. Regional and national market data relating to compensation and benefits
11. Qualitative and quantitative productivity measures
12. Key performance indicator development strategies

#### Task 2. Encourage staff and student retention

##### Knowledge of:

1. Retention strategies
2. Effective communication
3. Employee recognition strategies
4. Performance evaluation strategies
5. Employee rounding techniques
6. Wellbeing resources (e.g., EAP)
7. Workforce accommodations
8. Conflict resolution strategies
9. Relationship and team building techniques
10. Emotional intelligence
11. Employee personal and professional needs
12. Mentoring, coaching, and development strategies
13. Distinctions between performance appraisal and disciplinary action
14. Human resource policies and procedures
15. Regional and national market analysis techniques and compensation ranges
16. Scope of practice and competencies required for various positions

#### Task 3. Establish staff and student skill development processes

##### Knowledge of:

1. Scope of practice
2. Technical competencies required for various positions
3. Assessment strategies in relation to competencies and training opportunities
4. Technical skill development principles
5. Career development principles
6. Current education methodologies
7. Standards for accredited technologist training programs
8. Continuing education regulatory and professional standards

#### Task 4. Implement leadership development programs



	Knowledge of:
	1. Scope of practice
	2. Leadership competencies needed to perform various positions
	3. Leadership skill development principles
	4. External leadership development resources and networking opportunities
	5. Mentoring and coaching strategies
	6. Assessment strategies in relation to competencies and training opportunities
	7. Succession planning
<b>Domain II: Asset Resource Management</b>	
	Task 1. Select capital equipment
	Knowledge of:
	1. Collaborative evaluation techniques
	2. Modality appropriateness
	3. Utilization review processes
	4. Price, service, and value-added negotiation techniques
	5. Contract evaluation and negotiation
	6. Equipment safety
	7. Equipment specifications and capabilities
	8. Reliable information resources
	9. Vendor sourcing
	10. Capital replacement processes
	11. Service and maintenance programs
	Task 2. Acquire capital equipment
	Knowledge of:
	1. Regulatory requirements
	2. Accounting principles
	3. Modality appropriateness
	4. Business plan development
	5. Cost benefit analyses
	6. Comparative analyses
	7. RFIs and RFPs
	8. Equipment life expectancy and depreciation
	9. Equipment supply and demands forecasting
	10. Equipment manufacturers and their products and services
	11. Ethical and general business principles
	12. Project goals and objectives
	Task 3. Implement ongoing equipment maintenance programs
	Knowledge of:
	1. OEM service capabilities
	2. Equipment quality management processes
	3. In-house engineering capabilities
	4. Asset management principles
	5. Service contract options and negotiation
	6. Equipment specifications and service requirements
	7. Equipment uptime expectations
	8. Equipment utilization rates



	9. Equipment performance standards
<b>Task 4. Manage projects</b>	
Knowledge of:	
	1. Project management principles
	2. Time management principles
	3. Project team alignment and management
	4. Financial reports
	5. Key stakeholder involvement
<b>Task 5. Manage equipment, space acquisition, construction/renovation, site preparation, and installation projects</b>	
Knowledge of:	
	1. Collaborative coordination with key stakeholders
	2. Space, equipment, and planning specifications and requirements
	3. Equipment acceptance testing
	4. Basic engineering requirements
	5. Space design principles
	6. Infection prevention and control requirements
	7. Safety requirements
	8. Current and future market projections associated with patient population growth
	9. Application and training requirements
<b>Task 6. Manage supplies and inventory</b>	
Knowledge of:	
	1. Inventory management principles
	2. Necessary materials and supplies by modality
	3. Supply chain processes
	4. Supply pricing, sourcing, and procurement
	5. Purchase orders
	6. Accounts payable and accounts receivable processes
<b>Domain III: Fiscal Management</b>	
<b>Task 1. Develop an operating budget</b>	
Knowledge of:	
	1. Accounting principles
	2. Budgetary processes
	3. Strategic planning
	4. Variance policies
	5. Reimbursement and coding principles
	6. Budgeting techniques
	7. Forecasting principles
	8. Capacity and productivity standards
<b>Task 2. Monitor revenue and expense activities</b>	
Knowledge of:	
	1. Accounting principles
	2. Budget performance and process
	3. Data analyses
	4. Line-item reporting
	5. Variance policies and reporting



	6. Variance justification
	7. Countermeasure development
	8. Billing regulations (e.g., HOD, IDTF)
Task 3. Develop strategic plans	
Knowledge of:	
	1. Strategic planning principles (e.g., SWOT, SBAR, lean management)
	2. Market conditions and projections
	3. Short-term and long-term market forecasting
	4. Data analysis
	5. Competitor analyses
	6. Emerging technologies (e.g., AI)
	7. Benchmarking
	8. Accounting principles
	9. Business plan development principles
	10. Departmental and organizational alignment
Task 4. Develop business plans to fulfill strategic objectives	
Knowledge of:	
	1. Business plan development principles
	2. Action plan development principles
	3. Accounting principles
	4. Key stakeholder identification
	5. Analytical tools and procedures
	6. Departmental and organizational alignment
Task 5. Verify revenue cycle management processes	
Knowledge of:	
	1. Pre-certification/pre-authorization techniques
	2. Chargemaster reconciliation processes
	3. Charge coding processes
	4. Health information management regulations
	5. Payor strategies
	6. Regulatory requirements
	7. Government affairs
	8. Billing regulations
Task 6. Implement charge reconciliation processes	
Knowledge of:	
	1. Billing processes and principles
	2. Charge reconciliation processes
	3. Charge monitoring and auditing processes
	4. Billing error reconciliation processes
<b>Domain IV: Operations Management</b>	
Task 1. Monitor and improve customer satisfaction	
Knowledge of:	
	1. Customer satisfaction tools
	2. Quality initiative goals and objectives
	3. Quantitative and qualitative survey analyses
	4. Continuous quality improvement methods



	5. Process improvement methodology
	6. Customer relations management
	7. Cultural competence
	8. Change management
	9. Customer satisfaction regulatory requirements
<b>Task 2. Provide quality patient care</b>	
Knowledge of:	
	1. Accepted standards of care
	2. Patient care skills
	3. Interpersonal skills
	4. Resource management
	5. Protocol development and management
	6. Internal and external collaboration (e.g., physicists, radiologists, referring health care providers)
	7. Radiation safety principles
	8. Clinical applications for all modalities and examinations
	9. Peer review processes
	10. Regulatory requirements
	11. Quality assurance
	12. Infection prevention and control procedures
<b>Task 3. Coordinate patient management</b>	
Knowledge of:	
	1. Customer needs (e.g., patients, referring health care providers)
	2. Resource management
	3. Interpersonal skills
	4. Patient scheduling
	5. Access and throughput
	6. Examination types
	7. Examination protocols
	8. Transportation services
	9. Data analyses (e.g., turnaround time, next appointment availability, capacity management)
<b>Task 4. Establish internal and external partnerships</b>	
Knowledge of:	
	1. Key stakeholder identification and collaboration
	2. Vendor management
	3. Alliance building principles
	4. Regulatory requirements
	5. Policy and procedure development
	6. Contract development and management
	7. Cost benefit analyses
	8. Change management
	9. Proposals and presentations
<b>Task 5. Develop competitive market strategies</b>	
Knowledge of:	
	1. Written and oral communication tools and techniques
	2. Interpersonal skills



	3. Compliance standards
	4. Competitors' services
	5. Marketing principles
	6. Market conditions and projections
	7. Forecasting techniques
	8. Change management
	9. Community event planning
	10. Population health demographics and outreach
<b>Task 6. Develop policies and procedures</b>	
Knowledge of:	
	1. Policy research and development
	2. Regulatory requirements
	3. Quality management and process improvement tools
	4. Departmental and organizational alignment
	5. Radiation safety principles
	6. MRI safety
	7. High reliability organization (HRO) principles
<b>Task 7. Monitor policies and procedure compliance</b>	
Knowledge of:	
	1. Data analyses
	2. Quality measures and dashboards
	3. Regulatory requirements
	4. Quality outcomes
	5. Risk management principles
	6. Incident reporting
	7. Feedback methodology
	8. Just culture principles
<b>Task 8. Develop quality management programs</b>	
Knowledge of:	
	1. Customer needs
	2. Interpersonal skills
	3. Stakeholder collaboration skills
	4. Key performance indicators (KPIs)
	5. Procedural requirements
	6. Regulatory requirements
	7. Lean management principles
	8. Process improvement techniques
	9. Benchmarking opportunities
	10. Change management
	11. Proposals and presentations
<b>Domain V: Communication and Information Management</b>	
Task 1. Promote effective communication and collaboration	
Knowledge of:	
	1. Written and oral communication tools and techniques
	2. Proposals and presentations
	3. Interpersonal skills



	4. Emotional intelligence
	5. Customer expectations
	6. Organizational structures
	7. Cultural competence
	8. Diversity, equity, and inclusion
	9. Principles of group dynamics
	10. Meeting management skills
	11. Change management
<b>Task 2. Develop and communicate action plans</b>	
Knowledge of:	
	1. Written and oral communication tools and techniques
	2. Action planning processes and resources
	3. Industry standards and benchmarking
	4. Data analyses
	5. Process improvement principles
	6. Organizational goals and objectives
	7. Employee policies and procedures
	8. Incident reporting methods
	9. Key stakeholder collaboration
	10. Productivity measurement standards
	11. Cultural competence
	12. Diversity, equity, and inclusion
	13. Outcome management principles
<b>Task 3. Manage and protect business and patient information</b>	
Knowledge of:	
	1. Privacy regulations (e.g., HIPAA, PHI)
	2. Policies and procedures
	3. Regulatory requirements
	4. Health information management
	5. Image exchange, archival, and retention systems
	6. Image retention regulations
	7. Information systems integration
	8. Electronic and physical image management
	9. Emergency response procedures
	10. Medical and legal risk management
	11. Cybersecurity processes and training
	12. Business continuity