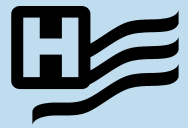


Certified Healthcare Facility Manager



**American Hospital
Association**

**CERTIFIED
CHF
M**
AMERICAN HOSPITAL
ASSOCIATION
TM

CANDIDATE HANDBOOK AND APPLICATION

Conducted by the American Hospital Association Certification Center

Effective June 2010

For questions regarding certification, contact:

AHA Certification Center (AHA-CC)

155 N Wacker Drive, Suite 400
Chicago, IL 60606
Phone: 312/422-3711
Fax: 312/422-4575
Email: certification@aha.org
Website: www.aha.org/certification

For questions regarding examination application and administration, contact:

Applied Measurement Professionals, Inc. (AMP)

18000 W. 105th Street
Olathe, KS 66061-7543
Phone: 913/895-4600
Fax: 913/895-4651
Email: info@goAMP.com
Website: www.goAMP.com

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● **ABOUT THE AHA-CC**

The American Hospital Association Certification Center (AHA-CC) is a division of the American Hospital Association. Its mission is to create, facilitate and administer the health-care industry's premier certification programs.

The AHA-CC Board of Directors is charged with governance of Certification Programs conducted by the AHA-CC. Board members are appointed to represent AHA's professional Certification Program stakeholders. Members of the Board are listed on the inside front cover of this Handbook.

Each Certification Program in development or operation with the AHA-CC has a Certification Program Committee that serves as content expert, program resource, and consultant to the AHA-CC regarding program development, examination content, test development, test administration and evaluation. Members are appointed by the AHA-CC Board of Directors.

Members of the Certification Program Committee for the Certified Healthcare Facility Manager (CHFM) Program are listed on the inside front cover of this Handbook.

● **ABOUT THIS CANDIDATE HANDBOOK**

This Candidate Handbook provides information that is needed to apply for the **Certified Healthcare Facility Manager (CHFM) Examination**. Keep this Handbook until after the examination is completed.

Additional copies of this Handbook may be obtained by:

- Downloading copy from www.aha.org/certification; or
- Contacting Applied Measurement Professionals, Inc. (AMP) at 913/895-4600.

● **CHFM CERTIFICATION**

The purpose of CHFM certification is to promote healthcare facility management through the certification of qualified individuals by:

- Recognizing formally those individuals who meet the eligibility requirements of the AHA-CC and pass the examination.
- Encouraging continued personal and professional growth in the practice of healthcare facility management.
- Providing a national standard of requisite knowledge required for certification; thereby assisting employers, the public and members of the health professions in the assessment of a healthcare facility manager.

● **TESTING AGENCY**

The AHA-CC contracts with Applied Measurement Professionals, Inc. (AMP) to assist in the development, administration, scoring, score reporting and analysis of its CHFM Examination.

● **STATEMENT OF NONDISCRIMINATION**

The AHA-CC does not discriminate among candidates on the basis of age, gender, race, color, religion, national origin, disability or marital status.

● **ABOUT AHA-CC EXAMINATIONS**

The AHA-CC conducts certification examination programs for:

- Healthcare Facility Managers;
- Administrators of Volunteer Services;
- Healthcare Environmental Services Professionals;
- Materials & Resource Professionals, and
- Professionals in Healthcare Risk Management.

In addition, the AHA-CC provides contracted project management and quality assurance services to the American Organization of Nurse Executives in support of its certification programs for nurse executives and nurse managers.

Each certification examination is designed to test a well-defined body of knowledge representative of professional practice in the discipline. Successful completion of a certification examination verifies broad-based knowledge in the discipline being tested.

Certification examinations conducted by the AHA-CC are independent of each other. Each leads to a certification credential in a healthcare discipline. Content of each examination was defined by a national role delineation study. The study involved surveying practitioners in the field to identify tasks that are performed routinely and considered important to competent practice. Each edition of a certification examination is developed through a combined effort of qualified subject-matter experts and testing professionals, who construct the examination in accordance with the Examination Content Outline.



DEFINITION OF A HEALTHCARE FACILITY MANAGER

The healthcare facility manager's primary job responsibilities include activities in five general areas that include Maintenance and Operations; Code Compliance; Planning, Design and Construction; Finance Management; and Administration. Specifically, the healthcare facility manager has an understanding of the operation and maintenance of building systems including but not limited to: HVAC, refrigeration, steam and hot water, medical gas, electrical distribution, emergency power, fire protection, plumbing, medical equipment, safety and security, elevators and pneumatic tube, and grounds keeping.

The healthcare facility manager's responsibilities may include the planning, design and direction of activities related to construction and renovation projects. These activities include but are not limited to the solicitation and evaluation of bids and consulting with architects, engineers and various contractors. The healthcare facility manager is responsible for facility conformance to all applicable codes and standards including local and federal agencies as well as private certification organizations. The healthcare facility manager is responsible for the development and management of capital and operational budgets and negotiation of service agreements. The healthcare facility manager is responsible for the development and administration of policies and procedures to manage the human resources of the facilities management department.

ELIGIBILITY REQUIREMENTS

An individual who meets eligibility requirements and passes the CHFM Examination attains the Certified Healthcare Facility Manager (CHFM) designation.

To be eligible for the Certified Healthcare Facility Manager (CHFM) Examination, a candidate must fulfill one of the following requirements for education / work experience.

- Baccalaureate degree plus three (3) years of associated engineering experience*, three (3) years of which must have been in a healthcare setting; and including three (3) years of management / supervisory / administrative experience in a healthcare setting.

- Associate degree plus five (5) years of associated engineering experience*, three (3) years of which must have been in a healthcare setting; and including five (5) years of management / supervisory / administrative experience in a healthcare setting.
- High school diploma or equivalent plus seven (7) years of associated engineering experience*, three (3) years of which must have been in a healthcare setting; and including five (5) years of management / supervisory / administrative experience in a healthcare setting.

*Associated engineering experience refers to work experience in the following functional areas: facility management; operations and maintenance; clinical engineering; safety and security; planning, design and construction; or environmental management.

EXAMINATION CONTENT AND TIMING

The examination is composed of 110 multiple-choice questions. A candidate's score is based on 100 of these questions; 10 are "trial" or "pretest" questions that are interspersed throughout the examination. A candidate is allowed 2 hours in which to complete the examination.

The examination is based on five major content areas. Each content area is described by the list of tasks that follows the content heading in the Examination Content Outline. In addition, the number of examination questions devoted to each major content area is indicated.

Each question on the examination is also categorized by a cognitive level that a candidate would likely use to respond. These categories are:

- **Recall:** The ability to recall or recognize specific information;
- **Application:** The ability to comprehend, relate or apply knowledge to new or changing situations; and
- **Analysis:** The ability to analyze and synthesize information, determine solutions and/or evaluate the usefulness of a solution.



**● CERTIFIED HEALTHCARE FACILITY MANAGER (CHFM)
EXAMINATION CONTENT OUTLINE**

(RE = Recall, AP = Application, AN = Analysis)

Questions			
RE	AP	AN	Totals
10	15	0	25

1. Compliance:

- A. Assure that code-required testing is completed and documented (e.g., monthly generator test, fire protections system test).
- B. Ensure compliance with legal, regulatory, guidance documents, and accreditation standards or codes to include design, operations, maintenance, and construction issues:
 - 1. American Institute of Architects (AIA) Construction Standards.
 - 2. Model Building Codes (e.g., BOCA, SBCCI, IBC, UBC).
 - 3. Americans with Disabilities Act (ADA).
 - 4. Environmental Protection Agency (EPA).
 - 5. The Joint Commission (TJC).
 - 6. National Fire Protection Association (NFPA).
 - 7. Occupational Safety and Health Administration (OSHA).
 - 8. Centers for Disease Control and Prevention (CDC).
 - 9. Centers for Medicare & Medicaid Services (CMS).
- C. Ensure that healthcare facility permits, licenses, and certificates are maintained, recorded, and current (e.g., boilers, elevator, heliport).
- D. Ensure that all healthcare facility staff licenses and certificates are maintained, recorded, and current (e.g., boiler operator, electrical, refrigeration).
- E. Evaluate space environmental conditions.
- F. Review fire events by category (e.g., electrical, smoking, construction).
- G. Conduct fire training for staff (e.g., fire drills).
- H. Coordinate corrective action for compliance with fire safety codes.
- I. Coordinate with the Fire Department for inspections and touring of healthcare facilities.
- J. Ensure code compliance through inspections of specific areas (e.g., fire system, fire extinguishers, medical gasses).
- K. Coordinate emergency management with community (e.g., fire, police, EMS).
- L. Manage fire safety program.
- M. Manage fuel oil storage systems.
- N. Check work of staff to ensure compliance with applicable safety and building regulations and that workmanship meets quality standards.
- O. Investigate equipment or utility failures, and document steps taken to prevent recurrence.
- P. Manage asbestos and mold abatement efforts.
- Q. Manage hazardous materials.
- R. Manage compliance with the Life Safety Code.
- S. Manage the safety program.
- T. Coordinate with physicians, departmental managers, and outside agencies in the development of plans to manage emergencies affecting healthcare facilities.
- U. Notify the safety committee of actual and potential problems.
- V. Manage the security program.
- W. Maintain The Joint Commission's (TJC) Statement of Conditions document.
- X. Inspect healthcare facility buildings and grounds to ensure compliance with standards and regulations.
- Y. Develop a program to manage medical equipment.
- Z. Develop a program to manage utility systems equipment.
- AA. Conduct hazard survey tour.
- BB. Create the following for The Joint Commission (TJC) inspections:
 - 1. Statement Of Conditions (SOC).
 - 2. Plan For Improvements (PFI).
- CC. Create deferred maintenance schedules and projects.
- DD. Participate in emergency drills and training.



(RE = Recall, AP = Application, AN = Analysis)

Questions			
RE	AP	AN	Totals
4	11	3	18

2. Planning, Design, and Construction

- A. Develop Infection Control Risk Assessment (ICRA) and Interim Life Safety Measures (ILSM).
- B. Develop conceptual/feasibility designs and budget estimates.
- C. Determine the appropriate project/construction delivery method.
- D. Negotiate contract for professional services (e.g., architects, engineers, specialty consultants).
- E. Review design development drawings and specifications for construction and renovation projects.
- F. Recommend award for construction or renovation work.
- G. Negotiate contract for construction services.
- H. Develop construction schedules.
- I. Coordinate new project activities with:
 - 1. architects and engineers (e.g., design development plans).
 - 2. authorities having jurisdiction.
 - 3. general contracts and subcontractors.
 - 4. stakeholders.
- J. Review submittals and shop drawings for construction and/or renovation projects.
- K. Manage the planning processes.
- L. Evaluate construction Change Order Request (COR) and Request For Information (RFI).
- M. Conduct construction project status review with administration team.
- N. Direct the engineering and construction of new buildings and healthcare facilities including:
 - 1. design, architecture, and engineering.
 - 2. construction.
 - 3. close out and acceptance.
- O. Ensure that all construction and renovation projects are completed according to developed drawings and specifications.
- P. Commission and accept projects.
- Q. Coordinate building system improvement projects.
- R. Assure that specification requirements are met on system improvement projects.
- S. Coordinate planning for special maintenance, upgrade, and renovation projects.
- T. Manage healthcare facility space program and process for allocation of space.
- U. Review infrastructure needs for capital equipment installations.
- V. Develop institutional design standards (e.g., hardware, plumbing, lights, electrical systems, etc.).
- W. Develop cost estimates, specifications, and drawings for new systems, components, controls, construction, and renovation.
- X. Review new projects with bidders (e.g., scope of work for electrical).
- Y. Review plans for building:
 - 1. acquisitions.
 - 2. alterations.
 - 3. equipment.
- Z. Represent organization with contractors, architects, inspectors and suppliers in matters related to healthcare facilities.
- AA. Verify equipment planning process for new equipment required for expansion projects.

3. Maintenance and Operations

11	16	0	27
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- A. Review service proposals.
- B. Assess the use of energy saving alternatives and options.
- C. Develop energy management program for buildings and healthcare facilities.
- D. Evaluate energy management program for buildings and healthcare facilities.
- E. Implement energy management program for buildings and healthcare facilities.
- F. Conduct benchmarking for energy utilization of buildings and healthcare facilities.
- G. Review all construction, renovation projects, and equipment replacements for energy conservation and potential utility rebates.
- H. Review energy utilization reports and system operating conditions to identify needs for repair, replacements, upgrades, and capacity additions.



(RE = Recall, AP = Application, AN = Analysis)

Questions

RE AP AN Totals

- I. Coordinate a maintenance management program for:
 - 1. buildings.
 - 2. equipment.
 - 3. utilities.
 - 4. grounds.
 - J. Manage building maintenance repair parts and supplies inventory.
 - K. Manage engineering information systems (e.g., fire alarm system, building automation system, work order system, CAD/CAFM).
 - L. Possess an understanding of the operation and maintenance of:
 - 1. HVAC and refrigeration systems and equipment.
 - 2. steam and hot water generation systems.
 - 3. medical gas and vacuum systems.
 - 4. electrical distribution systems.
 - 5. emergency power supply systems.
 - 6. fire protection systems.
 - 7. water and sanitary systems.
 - 8. safety and security systems.
 - 9. medical equipment.
 - 10. building envelope systems (e.g., roof, windows, exterior walls).
 - M. Administer and direct all preventive maintenance programs.
 - N. Schedule predictive and reactive work to various trade personnel and outside contractors (e.g., carpenter, electrician, general maintenance, painter, plumber).
 - O. Manage the specification and installation of low voltage systems (e.g., RFID, nurse call, security, CCTV, CATV, patient monitoring).
 - P. Develop preventive maintenance strategies and programs for buildings and equipment.
 - Q. Manage the operations and maintenance of off-site healthcare facilities.
 - R. Manage elevator system repairs and upgrades.
 - S. Organize moves that take place within the healthcare facility.
 - T. Coordinate utility shutdowns for construction/renovation projects.
 - U. Manage healthcare facility and equipment repair costs.
 - V. Evaluate results of all maintenance and testing activities.
 - W. Manage the medical equipment management program.
 - X. Read/interpret blueprints and schematic drawings.
 - Y. Maintain updated CAD drawings for healthcare facilities.
 - Z. Monitor indoor air quality.
 - AA. Coordinate communications and resets after a momentary utility power outage.
 - BB. Coordinate the installation of healthcare facility clinical and non-clinical equipment.
 - CC. Manage departmental policies, procedures, goals, objectives, and standards of work performance for the maintenance and repair of medical equipment, buildings, and building systems.
 - DD. Maintain control, function, and distribution of all healthcare facility locking systems and keys.
 - EE. Resolve equipment performance problems with vendors.
-
- 4. Finance** 3 8 3 14
- A. Engage in system-wide contract management and administration.
 - B. Negotiate/finalize contracts.
 - C. Calculate payback potential of possible improvements in existing systems.
 - D. Perform life cycle cost analyses.
 - E. Manage budgets for:
 - 1. operations and maintenance.
 - 2. construction projects.
 - 3. capital.
 - 4. utilities.
 - F. Develop capital and operating expense budgets.



(RE = Recall, AP = Application, AN = Analysis)

Questions

RE AP AN Totals

- G. Monitor energy purchases (e.g., source, price, and availability).
- H. Negotiate service agreements.
- I. Evaluate bids for equipment and services.
- J. Develop bid documents for equipment and services.
- K. Document energy conservation results to substantiate anticipated savings and payback.

5. Administration

3 10 3 16

- A. Review/revise existing policies and procedures.
- B. Allocate resources for capital improvement.
- C. Approve capital equipment purchases.
- D. Develop a long-range capital improvement plan.
- E. Evaluate and justify needs and purchases.
- F. Evaluate capital equipment and system improvements.
- G. Manage labor distribution for projects and operations.
- H. Manage actual expenditures to assure that departmental operations fall within budget.
- I. Develop presentations on proposed projects.
- J. Develop and provide equipment and systems training programs for maintenance staff.
- K. Provide for the identification and resolution of problems with delivery of services.
- L. Coordinate department activities with other departments, outside agencies, and contractors.
- M. Manage and oversee operations of:
 - 1. plant.
 - 2. maintenance.
 - 3. healthcare facilities engineering.
 - 4. building and grounds.
 - 5. construction.
 - 6. fire safety.
 - 7. environmental issues.
 - 8. architecture/design.
 - 9. planning.
 - 10. safety management.
 - 11. waste management.
 - 12. emergency management.
- N. Manage various human resource functions (e.g., development of competencies, disciplinary action, hiring, performance appraisals, promotions, recruiting, terminations, transfers, training, and vacations).
- O. Develop departmental strategic management plan.
- P. Participate in selecting outside sources (preparing RFPs) for needed services.
- Q. Conduct staff in-services on department policies and procedures.
- R. Establish partnerships with utility companies, city and state inspectors, insurance companies, and local community stakeholders, regarding functional activities.
- S. Manage a process to prioritize proposed projects on an annual basis.
- T. Oversee the functionality of the healthcare facility safety programs including reviewing summaries of deficiencies, problems, failures, and user errors related to:
 - 1. emergency preparedness.
 - 2. hazardous material and waste.
 - 3. life/fire safety.
 - 4. medical equipment.
 - 5. safety.
 - 6. security.
 - 7. recommendations.
 - 8. utility systems.
- U. Participate in insurance inspections and claims.

● **SAMPLE EXAMINATION QUESTIONS**

1. Which of the following issues is the **LEAST** critical to be addressed in the initial analysis for a proposed conversion of space from one use to another?
 - A. shutdown schedule
 - B. preliminary cost estimate
 - C. change of use consequences
 - D. long term space utilization consequences
2. A continuous and unobstructed route from any point in a building or structure to a public way consisting of three separate and distinct parts is called a
 - A. discharge exit.
 - B. horizontal exit.
 - C. means of egress.
 - D. common path of travel.
3. In an airborne infection isolation room, air should **NOT** be
 - A. recirculated.
 - B. filtered through a HEPA filter.
 - C. subjected to ultraviolet lighting prior to discharge.
 - D. exchanged at a minimum rate of four air changes per hour.
4. Which of the following floor coverings is most appropriate for a phlebotomy laboratory?
 - A. VT
 - B. CT
 - C. Concrete
 - D. Seamless
5. If a piece of medical equipment is purchased for \$1,040,564, and depreciates at a rate of \$148,652 per year, what is the equipment's estimated life in years?
 - A. 6
 - B. 7
 - C. 8
 - D. 9
6. From the following data, calculate the number of FTEs during a one week (40 hour) pay period.
 - 1 technician with 20 hours
 - 2 technicians with 60 hours each
 - 4 technicians with 50 hours each
 - 8 technicians with 40 hours each
 - A. 14.5
 - B. 15.0
 - C. 16.5
 - D. 18.0
7. The types of energy being deregulated include
 1. oil.
 2. steam.
 3. electricity.
 4. natural gas.
 - A. 1 and 2 only
 - B. 1 and 4 only
 - C. 2 and 3 only
 - D. 3 and 4 only
8. If a boiler room must have an FTE present at all times (24 hours per day, 7 days per week), how many FTEs are needed, assuming 832 hours for total paid time off per year?
 - A. 4.0
 - B. 4.5
 - C. 4.6
 - D. 5.0

ANSWER KEY

- | | |
|------|------|
| 1. A | 5. B |
| 2. C | 6. C |
| 3. A | 7. D |
| 4. D | 8. C |

● **EXAMINATION PREPARATION**

● **CONTENT**

Candidates who have passed the CHFM Examination report that study should begin by reviewing the Examination Content Outline. Review the content categories and related tasks, identifying those tasks that are not performed regularly and are not familiar. Then, focus study on those unfamiliar tasks. Remember that all questions in the CHFM Examination are job-related and test application and analysis of information, not just recall of isolated facts.

● **SELF-ASSESSMENT EXAMINATION (SAE)**

A Self-Assessment Examination (SAE) for the CHFM Examination is an online tool created by the AHA Certification Center to simulate the CHFM Examination.

The 100-question online practice examination was developed using the same procedures as the examination, and conforms to examination specifications in content, cognitive levels, format and difficulty. Feedback reports from the SAE



provide an opportunity to evaluate and remedy less-than-desirable performance before taking the CHFM Examination.

For more information, visit the AHA-CC website at www.aha.org/certification.

OTHER STUDY RESOURCES

The AHA-CC recommends that review for the CHFM Examination focus on references and programs that cover the information summarized in the CHFM Examination Content Outline. It should not be inferred that questions in the examination are selected from any single reference or set of references or that study from specific references guarantees a passing score on the examination.

For information about references, study guides and study sessions offered by the American Society for Healthcare Engineering, visit www.ashe.org.

EXAMINATION FEES

A candidate must submit the appropriate fee with a complete examination application according to the following schedule. Payment may be made by credit card (VISA, MasterCard, American Express or Discover), company check, cashier’s check or money order made **payable to AMP**. Cash and personal checks are **not** accepted. **Fees are nonrefundable**. The application may be transferred to a future examination date by requesting a rescheduling of testing.

Fee Schedule

Member of ASHE or other AHA	
Personal Membership Group	\$275
Nonmember	\$425
Rescheduling Fee	\$100

Credit card transactions that are declined are subject to a \$25 handling fee. A certified check or money order for the amount due, including the handling fee, must be sent to AMP to cover declined credit card transactions.

EXAMINATION ADMINISTRATION

The CHFM Examination is administered on computer at AMP Assessment Centers and during special administrations. During a special administration, the examination may be offered on laptop or in paper-and-pencil format. The examination may also be administered outside of the U.S. on request and for an additional fee. Refer to the website of the AHA Certification Center at www.aha.org/certification for more information.

COMPUTER ADMINISTRATION AT AMP ASSESSMENT CENTERS

The primary mode of delivery of the CHFM Examination is via computer at over 170 AMP Assessment Centers geographically distributed throughout the United States. Assessment Center locations, detailed maps and directions are available from www.aha.org/certification by clicking on “CHFM” and then on “Testing Centers.”

For computer administrations, there are no application deadlines. A candidate who meets eligibility requirements for the examination may submit an application and fee at any time. Ninety (90) days are allowed from confirmation of eligibility within which a candidate must make an appointment for testing and take the examination. The examination is administered by appointment only Monday through Saturday at 9:00 a.m. and 1:30 p.m. Candidates are scheduled on a first-come, first-served basis.

If AMP is contacted by 3:00 p.m. Central Time on...	Depending upon availability, the examination may be scheduled as early as...
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday/Saturday
Thursday	Monday
Friday	Tuesday

HOLIDAYS

The examination is not offered on the following holidays.

- New Year’s Day
- Martin Luther King, Jr. Day
- Presidents’ Day
- Good Friday
- Memorial Day
- Independence Day (July 4)
- Labor Day
- Columbus Day
- Veterans’ Day
- Thanksgiving Day (and the following Friday)
- Christmas Eve Day
- Christmas Day
- New Year’s Eve Day



● **SPECIAL ADMINISTRATION – LAPTOP OR PAPER-AND-PENCIL**

On occasion, the CHFM Examination may be offered on laptop or in paper-and-pencil format during membership meetings. A candidate who meets eligibility requirements and submits an application and fee for receipt by the posted deadline is allowed to test. **Online application is not available for special administrations.** Dates of special administrations and deadlines for receipt of applications are posted on www.aha.org/certification.

● **INTERNATIONAL TESTING**

Candidates who are eligible for the CHFM Examination and wish to be tested outside of the U.S. may be accommodated for an additional fee. See www.aha.org/certification for a *Request for International Examination Administration* form. Click on “CHFM,” and then on “Testing Centers.”

● **SPECIAL ARRANGEMENTS FOR CANDIDATES WITH DISABILITIES**

The AHA-CC complies with the Americans with Disabilities Act and strives to ensure that no individual with a disability is deprived of the opportunity to take the examination solely by reason of that disability. Through its agents, the AHA-CC will provide reasonable accommodation for a candidate with a disability who requests accommodation.

Wheelchair access is available at all Assessment Centers. A candidate with a visual, sensory or physical disability that prevents taking the examination under standard conditions may request special accommodations and arrangements. For either a computer administration or a special administration, complete the *Request for Special Examination Accommodations* form included in this Handbook and submit it with an application and fee at least 45 days prior to the examination date desired.

● **TELECOMMUNICATION DEVICES FOR THE DEAF**

AMP is equipped with Telecommunication Devices for the Deaf (TDD) to assist deaf and hearing-impaired candidates. TDD calling is available 8:30 a.m. to 5:00 p.m. (Central Time) Monday-Friday at 913/895-4637. This TDD phone option is for individuals equipped with compatible TDD machinery.

● **ADHERING TO PROFESSIONAL STANDARDS OF CONDUCT**

The AHA Certification Center is responsible to its candidates, certificants, employers, the profession and the public for ensuring the integrity of all processes and products of its Certification Programs. As such, the AHA Certification Center requires adherence to these *Professional Standards of Conduct* by all who have achieved certification through successful completion of its programs.

Professional Standards of Conduct: A certificant who is awarded certification by the AHA Certification Center agrees to conduct himself/herself in an ethical and professional manner. This includes demonstrating practice-related behavior that is indicative of professional integrity. By accepting certification, the certificant agrees to:

- Maintain professional competence;
- Demonstrate work behavior that exemplifies ability to perform safely, competently and with good judgment;
- Conduct professional activities with honesty and integrity;
- Avoid discriminating against any individual based on age, gender, race, color, religion, national origin, disability or marital status;
- Avoid conflicts of interest;
- Abide by the laws, rules and regulations of duly authorized agencies regulating the profession; and
- Abide by rules and regulations governing programs conducted by the AHA Certification Center.

Infraction of these *Professional Standards of Conduct* is misconduct for which granting of a certification or renewal of a certification may be delayed or denied, or for which a certification may be revoked by the AHA Certification Center.

Reporting Violations: To protect the national credentials and to ensure responsible practice by its certificants, the AHA Certification Center depends upon its candidates and certificants, professionals, employers, regulatory agencies and the public to report incidents that may be in violation of these *Professional Standards of Conduct*. A certificant who has violated these *Standards* should voluntarily surrender his/her certification.

Written reports of infraction of these *Standards* may be sent to: President, AHA Certification Center, 155 N Wacker Drive, Suite 400, Chicago, IL 60606. Only signed, written communication will be considered.

The AHA Certification Center will become involved only in matters that can be factually determined, and commits to handling any situation as fairly and expeditiously as possible. During its investigation and decision, the AHA Certification Center will protect the confidentiality of those who provide information to every possible extent. The named individual will be afforded every opportunity to respond in a professional and legally defensible manner, in accord with policies established by the AHA Certification Center.

A candidate’s signature on an application for examination attests to adherence to *Professional Standards of Conduct*.



● THE APPLICATION PROCESS

There are two ways to apply for the CHFM Examination after eligibility requirements are satisfied. Documentation of eligibility does not need to be submitted with an application for the examination. The AHA-CC reserves the right to verify information supplied by or on behalf of a candidate. If selected for an audit, the candidate will be asked to submit documentation supporting eligibility.

1. Online Application and Scheduling (for computer administrations at AMP Assessment Centers only):

Complete the application and scheduling process in one online session by visiting www.aha.org/certification. Click on "CHFM," then click on "Online Application and Scheduling" and follow the online instructions.

To be eligible for the reduced CHFM Examination fee, click on "Member," then enter your membership number, name and address exactly as they appear in AHA's membership database. Your preferred mailing and email addresses designated in AHA's membership database will be used for all records and communications. For information on your membership record, please contact AHA's Member Service Center at 312/422-2765.

After the application information and payment using a credit card (VISA, MasterCard, American Express, Discover) have been submitted, eligibility is confirmed or denied and the candidate is prompted to schedule an examination appointment or supply additional eligibility information.

If special accommodations are being requested, please contact AMP at 913/895-4600 before scheduling an examination appointment.

OR

2. Paper Application and Scheduling (for all administrations):

Complete and submit to AMP a paper application and appropriate fee (credit card, company check, cashier's check or money order). The candidate may complete the paper application included in this Handbook or obtained by:

- Downloading copy from www.aha.org/certification; or
- Contacting Applied Measurement Professionals, Inc. (AMP) at 888/519-9901.

To be eligible for the reduced CHFM Examination fee, enter your name, address and membership number exactly as they appear in AHA's membership database. Your preferred mailing and email addresses designated in AHA's membership database will be used for all records and communications. For information on your membership record, please contact AHA's Member Service Center at 312/422-2765.

An application is considered complete only if all information requested is complete, legible and accurate; if the candidate is eligible for the examination; and if the appropriate fee accompanies the application. A paper application that is incomplete will be returned, along with any fee submitted minus a \$50 processing fee.

Required information includes:

- Personal Information;
- Selection of Examination Type. For a special domestic administration, enter the scheduled date. (Administration dates and deadline dates for applying are posted on www.aha.org/certification.);
- Indication of Eligibility for Examination;
- Indication of Application Status;
- Indication of the Membership Status and applicable Examination Fee. If requesting the member fee, enter the membership number; and
- Signature.

If special accommodations are being requested, complete the *Request for Special Examination Accommodations* form included in this Handbook and submit it to AMP at least 45 days prior to the desired testing date with the examination application and fee.

AMP processes the application and within approximately two weeks sends a confirmation notice by e-mail and postcard including a toll-free telephone number and website address to contact to schedule a testing appointment. Be prepared to confirm a location and a preferred date and time for testing and to provide your AHA Personal Membership Group member number as a unique identification number. If you are not a member of an AHA Personal Membership Group, please indicate that you are not a member and AMP will assign a unique sequential number.

If a confirmation notice is not received within 4 weeks, contact AMP at 888/519-9901. For a special administration, the confirmation notice reports the date, location and check-in time for the examination.

For a computer administration at an AMP Assessment Center, a candidate's application is valid for 90 days, during which the candidate must schedule an appointment to test on computer and take the examination. A candidate who fails to schedule an appointment within the 90-day period forfeits the application and all fees paid to take the examination. A complete application and examination fee are required to reapply for examination.

A candidate is allowed to take only the examination for which application is made and confirmation is received. Unscheduled candidates (walk-ins) are not tested.



● RESCHEDULING OR CANCELING AN EXAMINATION

Fees are nonrefundable. A candidate who is unable to test as scheduled may opt to reschedule.

- A candidate may reschedule the examination **once** at no charge by calling AMP at 888/519-9901 at least **2** business days prior to a scheduled administration. The following schedule applies.

If the examination is scheduled on...	AMP must be contacted by 3:00 p.m. Central Time to reschedule the examination by the previous...
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Monday
Friday	Tuesday

- A candidate who wishes to reschedule a second time may reschedule by calling AMP at 888/519-9901 and paying the \$100 rescheduling fee. A new application is not required. The examination must be rescheduled within 90 days of the date of the originally scheduled testing session.
- A candidate who does not reschedule an examination within the 90-day period forfeits the application and all fees paid to take the examination. A new, complete application and examination fee are required to reapply for examination.
- A candidate who cancels his/her examination after confirmation of eligibility is received forfeits the application and all fees paid to take the examination. A new, complete application and examination fee are required to reapply for examination.

● ON THE DAY OF THE EXAMINATION

● REPORTING FOR THE EXAMINATION

Remember to bring any confirmation notice provided by AMP. It contains a unique identification number required to test.

For a computer administration, report to the Assessment Center no later than the scheduled testing time. After entering the Assessment Center, follow the signs indicating AMP Assessment Center Check In.

For a special administration, report to the testing room at the time indicated on the confirmation notice. **The examination will begin after all scheduled candidates are checked-in and seated.** Follow the signs provided in the hotel/convention center to locate the testing room.

A candidate who arrives more than 15 minutes after the scheduled testing time is not admitted.

- A candidate who is not admitted due to late arrival has 90 days from the originally scheduled examination session to remit the \$100 rescheduling fee and call AMP at 888/519-9901 to schedule a new appointment for a computer administered examination at an AMP Assessment Center. A new application is not required.
- A candidate who does not reschedule an examination within the 90-day period forfeits the application and all fees paid to take the examination. A complete application and examination fee are required to reapply for examination.

● SECURITY

The AHA-CC and AMP maintain examination administration and security standards that are designed to assure that all candidates are provided the same opportunity to demonstrate their abilities. The testing environment is continuously monitored by audio and video surveillance equipment or examination personnel.

● VERIFYING IDENTITY

To gain admission to the Assessment Center or testing room, the candidate needs to present two forms of identification, one with a current photograph. Both forms of identification must be valid and include the candidate's current name and signature. The candidate is required to sign a roster for verification of identity. **The candidate should bring the confirmation notice provided by AMP as it contains a unique identification number required to test.** If confirmation is not received 4 weeks prior to the examination, contact AMP at 888/519-9901.

Acceptable forms of photo identification include: a current driver's license with photograph, a current state identification card with photograph, a current passport, or a current military identification card with photograph. Employment ID cards, student ID cards and temporary identification cards are NOT acceptable as primary identification, but may be used as secondary identification. Secondary identification must be current and must verify the candidate's name and signature. **A candidate without proper identification is not permitted to test.**

● USE OF CALCULATORS

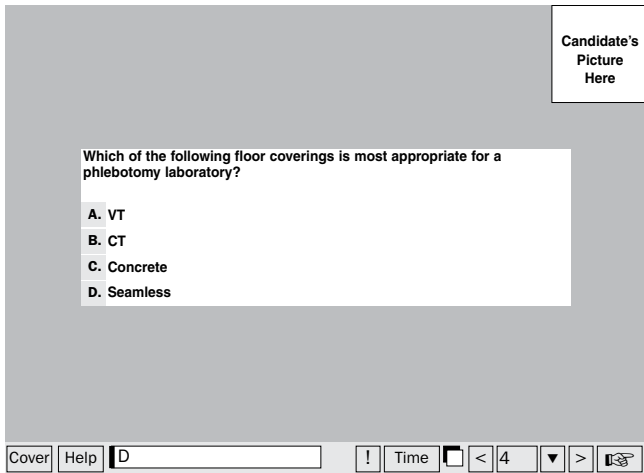
Some examination questions may require calculations. Use of a silent, nonprogrammable, solar-powered calculator without paper tape-printing capability or alphabetic keypad is permitted during testing. Use of a computer or a Personal Digital Assistant (PDA) is not permitted. Calculators will be checked for conformance with this regulation before candidates are allowed admission to the Assessment Center or testing room. Calculators that do not conform to these specifications are not permitted in the Assessment Center or testing room.

● TAKING THE EXAMINATION

After identity of the candidate has been verified and his/her calculator has been checked, the candidate is directed to a testing carrel for a computer administration or an assigned seat for a special administration. Each candidate for a computer administration is provided one sheet of scratch paper at a time for calculations that must be returned to the examination proctor at the completion of testing.

- For a paper-and-pencil administration, the candidate is provided oral and written instructions to guide the testing process.
- For a computer administration at an AMP Assessment Center or a laptop administration, the candidate is provided instructions on-screen. First, the candidate is instructed to enter his/her unique identification number. Then, the candidate’s photograph is taken and remains on-screen throughout the examination session. Prior to attempting the examination, the candidate is provided a short tutorial on using the software to take the examination. Tutorial time is NOT counted as part of the 2 hours allowed for the examination. Only after a candidate is comfortable with the software, does the examination begin.

The following is a sample of what the computer screen looks like when a candidate is attempting the examination.



The computer monitors the time spent on the examination. The examination terminates at the 2-hour mark. Clicking on the “Time” button in the lower right portion of the screen or selecting the TIME key reveals a digital clock that indicates the time remaining. The time feature may also be turned off during the examination.

Only one examination question is presented at a time. The question number appears in the lower right portion of the screen. The entire examination question appears on-screen (stem and four options labeled A, B, C and D). Select an answer by either entering the letter of the option (A, B, C or D) or clicking on the option using the mouse. The letter of the selected option appears in the window in the lower left portion of the screen. To change an answer, enter a differ-

ent option by pressing the A, B, C or D key or by clicking on the option using the mouse. An answer may be changed multiple times.

To move to the next question, click on the forward arrow (>) in the lower right portion of the screen or select the NEXT key. This action allows the candidate to move forward through the examination question by question. To review a question or questions, click the backward arrow (<) or use the left arrow key to move backward through the examination.

An examination question may be left unanswered for return later in the testing session. Questions may also be bookmarked for later review by clicking in the blank square to the right of the Time button. Click on the hand icon or press the NEXT key to advance to the next unanswered or bookmarked question on the examination. To identify all unanswered or bookmarked questions, repeatedly click on the hand icon or press the NEXT key. When the examination is completed, the number of examination questions answered is reported. If fewer than 110 questions were answered and time remains, return to the examination and answer the remaining questions.

Be sure to answer each examination question before ending the examination. **There is no penalty for guessing.**

● CANDIDATE COMMENTS

For a computer administration, comments may be provided for any question by clicking on the button displaying an exclamation point (!) to the left of the Time button. This opens a dialogue box where comments may be entered.

For a paper-and-pencil administration, comments may be provided on the answer sheet on the day of the examination.

Comments will be reviewed, but individual responses will not be provided.

● INCLEMENT WEATHER OR EMERGENCY

In the event of inclement weather or unforeseen emergencies on the day of examination, the AHA-CC, in concert with AMP, will determine whether circumstances warrant the cancellation, and subsequent rescheduling, of an examination. The examination usually proceeds as scheduled if testing personnel are able to conduct business.

Every attempt is made to administer an examination as scheduled; however, should an examination be canceled, the scheduled candidate will receive notification following the examination regarding a rescheduled examination date or reapplication procedures. In the case of cancellation, no additional fee is required to test.

For computer administrations at AMP Assessment Centers, candidates may visit AMP’s website at www.goAMP.com prior to the examination to determine if any Assessment Centers have been closed.



In the event of a personal emergency on the day of examination, a candidate may request consideration of rescheduling the examination without additional fee by contacting the AHA-CC in writing within 30 days of the scheduled testing session. A description of the emergency and supporting documentation are required. Rescheduling without additional fee will be considered on a case-by-case basis.

● **RULES FOR EXAMINATION**

1. No personal items, books, papers, computers, dictionaries or other reference materials may be taken into the testing room. No valuables or weapons should be brought to the testing room. AMP is not responsible for items left in the reception room. A silent, nonprogrammable, solar powered calculator without paper tape-printing capability or alphabetic keypad is permitted during testing. Calculator malfunction during the examination does not constitute grounds for challenging examination scores or requesting additional testing time.
2. Possession of a cellular phone or other electric devices is strictly prohibited.
3. No personal pens, pencils or other writing instruments are allowed in the testing room. Pencils will be provided during check-in.
4. Examinations are proprietary. No cameras, notes, tape recorders, Personal Digital Assistants (PDAs), pagers or cellular phones are allowed in the testing room.
5. No eating, drinking or smoking is permitted in the testing room.
6. No documents or memoranda of any kind are to be taken from the testing room. Each candidate will be provided one sheet of scratch paper that must be returned to the supervisor at the completion of testing.
7. No questions concerning the content of the examination may be asked during the examination.
8. Permission from the examination proctor is required to leave the testing room during the examination. No additional time is granted to compensate for time lost.
9. No guests, visitors or family members are allowed in the testing room or reception areas.
10. A candidate may be dismissed from the examination for misconduct. Specific examples of misconduct follow.
 - The candidate's admission to the examination is unauthorized.
 - The candidate creates a disturbance, is abusive or otherwise uncooperative.
 - The candidate talks or participates in conversation with other examination candidates.
 - The candidate uses outside notes, references, unauthorized aids or an unauthorized calculator.

- The candidate gives or receives help or is suspected of doing so.
- The candidate attempts to remove examination materials or notes from the testing room.
- The candidate attempts to take the examination for someone else.

Violation of any of the above provisions results in dismissal from the examination session. The candidate's score on the examination is voided and examination fees are not refunded. Evidence of misconduct is reviewed by the Appeal Board of the AHA-CC to determine whether the candidate will be allowed to reapply for examination. If re-examination is granted, a complete application and examination fee are required to reapply.

● **COPYRIGHTED EXAMINATION QUESTIONS**

All examination questions are the copyrighted property of the AHA-CC. It is forbidden under federal copyright law to copy, reproduce, record, distribute or display these examination questions by any means, in whole or in part. Doing so may result in severe civil and criminal penalties.

● **FAILING TO REPORT FOR THE EXAMINATION**

- A candidate who fails to report for an examination has 90 days from the originally scheduled testing session to remit the \$100 rescheduling fee and contact AMP to schedule a new appointment for examination. Please submit a written request including your name, address, identification number and payment to AMP. If you are paying by credit card please include the credit card number and expiration date. A new application is not required.
- A candidate who does not reschedule an examination within the 90-day period forfeits the application and all fees paid to take the examination. A complete application and examination fee are required to reapply for examination.

● **FOLLOWING THE EXAMINATION**

- A candidate who takes the examination in paper-and-pencil format receives his/her score report by mail approximately five weeks after the examination.
- A candidate who takes the examination on computer at an AMP Assessment Center or on laptop receives his/her score report before leaving the testing facility.

Score reports are issued by AMP, on behalf of the AHA-CC. Recognition of certification and additional information related to renewing the certification are issued from the AHA-CC within 6 weeks after testing.



● **SCORING THE EXAMINATION**

Scores are reported in written form only, in person or by U.S. mail. Scores are not reported over the telephone, by electronic mail or by facsimile.

The score report indicates a “Pass” or “Fail.” Raw score on the total examination determines Pass/Fail status. Additional detail is provided in the form of raw scores by major categories of the Examination Content Outline. A raw score is the number of questions answered correctly. Even though the examination consists of 110 questions, the score is based on 100 questions. Ten (10) questions are “pretest” questions and do not affect the candidate’s score. The minimum passing score for the examination is posted on www.aha.org/certification. Click on “Frequently Asked Questions” to view examination statistics.

The methodology used to set the initial minimum passing score is the Angoff method, in which expert judges estimate the passing probability of each question on the examination. These ratings are averaged to determine the preliminary minimum passing score (i.e., the number of correctly answered questions required to pass the examination). This method takes into account the difficulty of the examination. The preliminary minimum passing score is validated by the performance of candidates. The passing standard is applied consistently across all candidates who take the same form of the examination.

When new forms of the examination are introduced, a certain number of examination questions in the various content areas are replaced by new examination questions. These changes may cause one form of the examination to be slightly easier or harder than another form. To adjust for these differences in difficulty, a procedure called “equating” is used. For equated examinations that have different passing scores, the equating process helps ensure that the levels of examinee knowledge are equivalent on the various examination forms.

● **PASSING THE EXAMINATION**

A candidate who passes the CHFM Examination is awarded the Certified Healthcare Facility Manager (CHFM) credential. The AHA-CC, in concert with the professional membership society, reserves the right to recognize publicly any candidate who has successfully completed the CHFM Examination. Recognition is awarded so as not to embarrass any candidate who is unsuccessful in an attempt to achieve certification.

Name, address, telephone number and email address of a candidate who passes the Examination will be shared with the professional membership society. Scores are never reported. If you do NOT wish to have your personal information shared, please opt out by contacting Kim Williams, AHA-CC, program specialist, at certification@aha.org or 312/422-3711.

● **FAILING THE EXAMINATION**

If the examination is not passed, a shortened reapplication form is provided at the bottom of the score report.

- To schedule another examination, a candidate may reapply by using the online application and scheduling feature on www.aha.org/certification or by submitting the reapplication form and the examination fee within 90 days following the failed examination.
- A candidate who applies for re-examination after 90 days following the failed examination must submit the full application and examination fee.

There is no limit to the number of times an individual may take the CHFM Examination.

● **SCORES CANCELED BY THE AHA-CC**

The AHA-CC and AMP are responsible for the integrity of the scores reported. On occasion, occurrences, such as computer malfunction or misconduct by a candidate, may cause a score to be suspect. The AHA-CC is committed to rectifying such discrepancies as expeditiously as possible. The AHA-CC may void examination results if, upon investigation, violation of CHFM regulations is discovered.

● **CONFIDENTIALITY**

Information about a candidate for testing or renewal of certification and examination results are considered confidential; however, the AHA-CC reserves the right to use information supplied by or on behalf of a candidate in the conduct of research. Studies and reports concerning candidates contain no information identifiable with any candidate, unless authorized by the candidate.

Demographic information about a candidate is shared only in cases where the candidate may benefit. Scores are never reported to anyone other than the candidate, unless the candidate directs such a request in writing.

● **DUPLICATE SCORE REPORT**

A candidate may purchase additional copies of the score report at a cost of \$25 per copy. The request must be submitted to AMP, in writing, and must include the candidate’s name, unique identification number, mailing address, telephone number, date of examination and examination taken. Submit this information with the required fee payable to AMP. The duplicate score report will be mailed within 5 business days after receipt of the request.



● **NAME AND ADDRESS CHANGE**

Please notify Kim Williams, AHA-CC program specialist, at certification@aha.org or 312/422-3711 with any name or address change. Also, please provide a valid email address, as communication from the AHA-CC is primarily by email.

● **FAILING TO RENEW**

A certificant who fails to renew his/her certification is no longer considered certified and may not use the CHFM credential in professional communications, such as on letterhead, stationery and business cards, in directory listings and in signature. To regain certification, the individual must retake and pass the CHFM Examination.

● **RENEWAL OF CERTIFICATION**

Attaining certification is an indication of mastery of a well-defined body of knowledge at a point in time. Periodic renewal of the certification is required to maintain certified status. Initial certification or renewal of certification is valid for three (3) years.

A certificant may renew the CHFM credential through one of two routes:

1. Successful re-examination; or
2. Documentation of 45 contact hours of continuing professional education over the 3-year period and payment of the renewal fee.

NOTE: Please check the AHA website (www.aha.org/certification) for current renewal forms and fees.

Details of renewing the certification are provided to candidates who pass the examination in a certification package sent by the AHA-CC. A copy of the CHFM Renewal Application is also available from www.aha.org/certification.

A certificant receives multiple notices of pending expiration from the AHA-CC, provided that a current e-mail address is on file with the AHA-CC.

● **APPEALS**

A candidate who believes he/she was unjustly denied eligibility for examination, who challenges results of an examination or who believes he/she was unjustly denied renewal of certification may request reconsideration of the decision by submitting a written appeal to the AHA Certification Center, 155 Wacker Drive, Suite 400, Chicago, IL 60606. The candidate for certification or renewal of certification must provide convincing evidence that a severe disadvantage was afforded the candidate during processing of an application for examination or renewal of certification or prior to or during administration of an examination. The appeal must be made within 45 days of receipt of a score report or any other official correspondence related to certification or renewal of certification from the AHA-CC or its agents. The written appeal must also indicate the specific relief requested. The appealing candidate is required to submit a \$100 fee with the written appeal. The fee will be refunded to the candidate if deemed justified through action of the Appeal Board.

Additional regulations related to the appeal mechanism may be obtained from the AHA Certification Center.

CHECK LIST

- Read the CHFM Candidate Handbook.
- Apply for the examination by mailing or faxing a complete application to the AMP address provided. Remember to include the examination fee, sign the application, and submit both pages of the application. When confirmation of eligibility is received from AMP, make an appointment to take the examination. OR
- Apply for the examination and schedule an appointment to test on computer at an AMP Assessment Center in one online session by visiting www.aha.org/certification. Click on "CHFM," then on "Online Application and Scheduling" and follow the online instructions.
- Appear on time for the examination on the date, and at the time and location selected. Remember to bring the confirmation notice provided by AMP and identification as described in this Handbook.

**AMERICAN HOSPITAL ASSOCIATION CERTIFICATION CENTER
CERTIFIED HEALTHCARE FACILITY MANAGER (CHFM)**



EXAMINATION APPLICATION

To apply for the CHFM Examination, complete this application and return it with the examination fee to:

Applied Measurement Professionals, Inc., AHA-CC Examination, 18000 W. 105th Street, Olathe, KS 66061-7543, FAX: 913/895-4651

PERSONAL INFORMATION

ASHE or other AHA Personal Membership Group Member Number

I am not a member of an AHA Personal Membership Group (a unique identification number will be assigned)

Name (Last, First, Middle Initial, Former Name) (List your name as you wish to be printed on your certificate. Titles and designations will not be printed.)

Name of Facility/Company

Title

Preferred Mailing Address (Street Address, City, State/Province, Zip/Postal Code, Country)

Daytime Telephone Number

Preferred E-mail Address

EXAMINATION TYPE

- I am applying for a computer administration at an AMP Assessment Center.
- I am applying for a special domestic administration. (See www.aha.org/certification for scheduled dates.) Scheduled date: _____
- I am applying for an international administration. (See www.aha.org/certification for Request for International Examination Administration form.)

ELIGIBILITY FOR EXAMINATION

To be eligible for the Certified Healthcare Facility Manager (CHFM) Examination, a candidate must fulfill one of the following requirements for education / work experience.

- Baccalaureate degree plus three (3) years of associated engineering experience*, three (3) years of which must have been in a healthcare setting; and including three (3) years of management / supervisory / administrative experience in a healthcare setting.
- Associate degree plus five (5) years of associated engineering experience*, three (3) years of which must have been in a healthcare setting; and including five (5) years of management / supervisory / administrative experience in a healthcare setting.
- High school diploma or equivalent plus seven (7) years of associated engineering experience*, three (3) years of which must have been in a healthcare setting; and including five (5) years of management / supervisory / administrative experience in a healthcare setting.

*Associated engineering experience refers to work experience in the following functional areas: facility management; operations and maintenance; clinical engineering; safety and security; planning, design and construction; or environmental management.

APPLICATION STATUS

- I am applying as a new candidate.
- I am applying as a reapplicant.
- I am applying for renewal of certification.

MEMBERSHIP STATUS

To be eligible for the reduced CHFM Examination fee, a candidate must be a current member of ASHE or other AHA Personal Membership Group. (For information on joining the American Society for Healthcare Engineering (ASHE), visit www.ashe.org.) Membership must be obtained before application for examination at the reduced fee can be honored. If you have applied for membership but have not yet received your membership number, enter NEW in the space provided for membership number.

Enter your Membership Number: _____

EXAMINATION FEE

Payment may be made by credit card, company check, cashier's check or money order made payable to AMP.

- Member of ASHE or other AHA Personal Membership Group: . . . \$275
- Nonmember: \$425

If payment is made by credit card, complete the following:

- VISA MasterCard American Express Discover

Credit Card Number

Expiration Date

Your Name as it Appears on the Card

Signature

SPECIAL ACCOMMODATIONS

Do you require special disability related accommodations during testing? No Yes

If yes, please complete the *Request for Special Examination Accommodations* form included with this Handbook and submit it with an application and fee at least 45 days prior to the desired testing date.

DEMOGRAPHIC INFORMATION

The following demographic information is requested.

1. How many years of experience do you have in facility management; operations and maintenance; clinical engineering; safety and security; planning, design and construction; or environmental management?
 - 1 3-5 years
 - 2 6-10 years
 - 3 11-15 years
 - 4 16-20 years
 - 5 21-25 years
 - 6 26-30 years
 - 7 More than 30 years
2. How many years have you worked in healthcare facility management?
 - 1 0-5 years
 - 2 6-10 years
 - 3 11-15 years
 - 4 16-20 years
 - 5 21-25 years
 - 6 26-30 years
 - 7 More than 30 years
3. How many years of experience do you have in management/ supervision/ administration?
 - 1 3-5 years
 - 2 6-10 years
 - 3 11-15 years
 - 4 16-20 years
 - 5 21-25 years
 - 6 26-30 years
 - 7 More than 30 years
4. What is the square footage of the facility / facilities you manage?
 - 1 Less than 100,000 square feet
 - 2 100,001 – 500,000 square feet
 - 3 500,001 – 1,000,000 square feet
 - 4 1,000,001 – 3,000,000 square feet
 - 5 3,000,001 – 5,000,000 square feet
 - 6 More than 5,000,000 square feet
5. What is the highest academic level you have attained?
 - 1 High school diploma or equivalent
 - 2 Some College
 - 3 Associate degree
 - 4 Baccalaureate degree
 - 5 Master’s degree
 - 6 Doctoral degree
6. What is your level of responsibility?
 - 1 Vice President/Director (responsible for multiple departments)
 - 2 Director/Manager (responsible for a single department)
 - 3 Manager/Supervisor/Coordinator (responsible for areas within a department)
 - 4 Other: _____

SIGNATURE

I certify that I have read all portions of the CHFM Candidate Handbook and agree to abide by regulations contained therein. I certify that the information I have submitted in this application is complete and correct to the best of my knowledge and belief. I understand that, if the information I have submitted is found to be incomplete or inaccurate, my application may be rejected or my examination results may be delayed or voided.

Name (please print): _____

Signature: _____ Date: _____

Name, address, telephone number and email address of candidates who pass the Examination will be shared with the professional membership society. Scores are never reported. If you do NOT wish to have your personal information shared, please opt out by contacting the AHA-CC via e-mail in writing at certification@aha.org or fax to 312/422-4575.



REQUEST FOR SPECIAL EXAMINATION ACCOMMODATIONS

If you have a disability covered by the Americans with Disabilities Act, please complete this form and the Documentation of Disability-Related Needs on the reverse side so your accommodations for testing can be processed efficiently. The information you provide and any documentation regarding your disability and your need for accommodation in testing will be treated with strict confidentiality. Please return this form with your examination application and fee to AMP within 45 days of the desired testing date.

CANDIDATE INFORMATION

ASHE or other AHA Personal Membership Group Member Number _____

I am not a member of an AHA Personal Membership Group (a unique identification number will be assigned)

Name (Last, First, Middle Initial, Former Name)

Name of Facility/Company Title

Mailing Address

City State Zip Code

Daytime Telephone Number E-mail Address

SPECIAL ACCOMMODATIONS

I request special accommodations for the _____ examination.

Please provide (check all that apply):

- Reader
- Extended testing time (time and a half)
- Reduced distraction environment
- Large print test (paper-and-pencil administration only)
- Circle answers in test booklet (paper-and-pencil administration only)
- Other special accommodations (Please specify.)

Comments: _____

Signed: _____ Date: _____

PLEASE READ AND SIGN:

I give my permission for my diagnosing professional to discuss with AMP staff my records and history as they relate to the requested accommodation.

Signature: _____ Date: _____

Return this form to:

Examination Services, AMP, 18000 W. 105th Street, Olathe, KS 66061-7543, Fax 913/895-4650.

If you have questions, call the Candidate Support Center at 888/519-9901.



American Hospital Association

DOCUMENTATION OF DISABILITY-RELATED NEEDS

Please have this section completed by an appropriate professional (physician, psychologist, psychiatrist) to ensure that AMP is able to provide the required examination accommodations.

Professional Documentation

I have known _____ since ____ / ____ / ____ in my capacity as a
Candidate Name Date

Professional Title

The candidate discussed with me the nature of the examination to be administered. It is my opinion that, because of this candidate's disability described below, he/she should be accommodated by providing the special arrangements listed on the reverse side.

Description of Disability: _____

Signed: _____ Title: _____

Printed Name: _____

Address: _____

Telephone Number: _____ Email Address: _____

Date: _____ License # (if applicable): _____

Return this form to:

Examination Services, AMP, 18000 W. 105th Street, Olathe, KS 66061-7543, Fax 913/895-4650.

If you have questions, call the Candidate Support Center at 888/519-9901.