Certified Healthcare Facility Manager

American Hospital Association

CERTIFIED CHFM AMERICAN HOSPITAL ASSOCIATION TM

CANDIDATE HANDBOOK AND APPLICATION

Conducted by the American Hospital Association Certification Center
Effective June 2011

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This Candidate Handbook provides information about the Certified Healthcare Facility Manager (CHFM) program, including the exam administration policy and process as well as the CHFM Examination Application. Keep this Handbook until after the examination is completed. Additional copies of this Handbook may be obtained by downloading a copy from www.aha.org/certification. The most current version of the Candidate Handbook is posted here and supersedes any other version.

THE AHA-CC

The American Hospital Association Certification Center (AHA-CC) is a division of the American Hospital Association (AHA). Its mission is to create, facilitate and administer the healthcare 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.

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.

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.

AHA-CC CERTIFICATION PROGRAM EXAMINATIONS

The AHA-CC conducts certification examinations for programs in the following fields of health care:

- Facility Managers
- Constructors
- Environmental Services
- Materials and Resource Management
- Risk Management

The AHA-CC also provides contracted project management and quality assurance services to the American Organization of Nurse Executives (AONE) 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 on each examination was defined by a body of experts. 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.

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.

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CHFM CERTIFICATION PROGRAM

The CHFM certification program promotes healthcare construction through certification of qualified individuals and the following program elements:

- Recognizing formally those individuals who meet the eligibility requirements of the AHA-CC and pass the examination
- Requiring certification renewal through continued personal and professional growth in the practice of healthcare construction
- Providing a national standard of requisite knowledge required for certification; thereby assisting employers, the public and members of health professions in assessing healthcare facility managers

Definition of a Healthcare Facility Manager

The healthcare facility manager's primary job responsibilities include the following general areas:

- Maintenance and Operations
- Code Compliance
- Planning, Design and Construction
- Finance Management
- Administration

Specifically, the healthcare facility manager has an understanding of the operation and maintenance of building systems including but not limited to the following:

- HVAC
- Refrigeration
- Steam and hot water
- Medical gas
- Electrical distribution
- Emergency power
- Fire protection
- Plumbing
- Medical equipment
- Safety and security
- Elevators and pneumatic tube
- Grounds keeping

The healthcare facility manager's responsibilities may include the following:

- Planning, design and direction of activities related to construction and renovation projects. These activities include but are not limited to solicitation and evaluation of bids and consulting with architects, engineers and various contractors.
- Facility conformance to all applicable codes and standards including local and federal agencies as well as private certification organizations.
- Development and management of capital and operational budgets and negotiation of service agreements.
- Development and administration of policies and procedures to manage the human resources of the facilities management department.

CHFM 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 CHFM Examination, a candidate must fulfill one of the following requirements for education/work experience.

- Baccalaureate degree from an accredited college or university 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 from an accredited college or university 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.*

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CHFM EXAMINATION

The examination is structured as follows:

- Composed of 110 multiple-choice questions. A candidate's score is based on 100 of these questions. Ten (10) items are "trial" or "pretest" questions that are interspersed throughout the examination.
- A candidate is allowed two (2) hours in which to complete the examination.
- The examination is based on the five (5) major content areas listed in the Content Outline.
  - Each content area is further defined in the Content Outline by a list of tasks representative of that job responsibility.
  - The number of examination questions devoted to each major content area is included in the Content Outline.
- Each question on the examination is categorized by a cognitive level that a candidate would likely use to respond to that question. These categories include the following:
  - ***Recall***: The ability to recall or recognize specific information
  - ***Application***: The ability to comprehend, relate or apply knowledge to new or changing situations
  - ***Analysis***: The ability to analyze and synthesize information, determine solutions and/or evaluate the usefulness of a solution

CHFM Examination Content Outline

For the CHFM Examination Content Outline, refer to the following pages.

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1. Compliance: 25 items *(Recall - 10, Application - 15, Analysis - 0)*

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.

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2. *Planning, Design, and Construction: 18 items* *(Recall - 4, Application - 11, Analysis - 3)*

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: 27 items* *(Recall - 11, Application - 16, Analysis - 0)*

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.
I. Coordinate a maintenance management program for:
   1) buildings.
   2) equipment.
   3) utilities.
   4) grounds.

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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: 14 items *(Recall - 3, Application - 8, Analysis - 3)*

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.
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.

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5. Administration: 16 items *(Recall - 3, Application - 10, Analysis -3)*

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.

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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

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EXAMINATION PREPARATION

The method of preparation and amount of time spent preparing for the exams can be driven by the candidate's preferred study style, level of professional experience and/or academic background. Some methods of preparation may include but not be limited to the following ways.

Review the Content

Candidates who have passed AHA-CC certification examinations report that study should begin by reviewing the Examination Content Outline. Review the content categories and related tasks. Identify and focus review on tasks that you do not perform regularly or with which you are not familiar. Remember that all questions in the CHFM Examination are job-related/experience-based and test the application and analysis of information, not just the recall of isolated facts.

Complete the 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. This tool is available for purchase at www.aha.org/certification .

The 100-question online practice test 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. The questions presented in the SAE are different from the questions contained on the actual certification examination.

Use 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 review sessions offered by the American Society for Healthcare Engineering (ASHE), visit www.ashe.org.

EXAMINATION ADMINISTRATION

The CHFM Examination is administered in the following ways:

- On computers at AMP Assessment Centers
- During special administrations at conferences, meetings or other specially-arranged sessions
- Outside of the U.S. on request and for an additional fee

In accordance with the ADA, special arrangements can be made for candidates with disabilities.

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 and typically located in H&R Block offices. For assessment Center locations, detailed maps and directions, go to www.aha.org/certification, click on "CHFM" and then on "Testing Centers."

For computer administrations at AMP Assessment Centers, a candidate who meets eligibility requirements for the examination may submit an application and fee at any time. A candidate must make an appointment for testing and take the examination within ninety (90) days from confirmation of eligibility from AMP. 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.

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

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/Pencil

The CHFM Examination may be offered on laptop or in paper-and-pencil format during conferences or 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 take the test outside of the U.S. may be accommodated by submitting a *Request for International Examination Administration* form. To obtain the form, go to www.aha.org/certification at the bottom of page under What's New. Please note that an additional fee may apply.

Special Arrangements for Candidates with Disabilities

The AHA-CC complies with the Americans with Disabilities Act (ADA) 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.

AMP Assessment Centers are 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. (CST) Monday through Friday at 913/895-4637. This TDD phone option is for individuals equipped with compatible TDD machinery. Additionally, ***wheelchair access*** is available at all AMP 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 or a special administration of an exam, complete the Request for Special Examination Accommodations form included in this Handbook and submit it with an examination application and fee at least 45 days prior to the examination date desired.

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ADHERING TO PROFESSIONAL STANDARDS OF CONDUCT

The AHA-CC 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-CC requires adherence to these *Professional Standards of Conduct* by all who have achieved certification through successful completion of its programs. A candidate's signature on an application for examination attests to ongoing agreement to adhere to the following *Professional Standards of Conduct.*

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 the following:

- 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.
- Abide by rules and regulations governing programs conducted by the AHA Certification Center.

Infraction of the 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.

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EXAMINATION APPLICATION AND SCHEDULING PROCESS

Examination Application Fee Schedule

After fulfilling the eligibility requirements, a candidate may apply to AMP for the CHFM Examination in one of the following ways.

- Online Application (available at www.goamp.com; requires credit card payment for fees.)
- Paper Application (included in this Handbook)

Documentation of eligibility does *not* need to be submitted with an Examination Application. 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 as proof of meeting the eligibility requirements.

To apply for the CHFM exam, a candidate must submit the appropriate fee (see below) with a complete Examination Application to AMP.

Member of ASHE or other AHA Personal Membership Group…. $275

Nonmember…….. $425

- Payment may be made by credit card (VISA, MasterCard, American Express or Discover) or by company check, cashier's check or money order made payable to AMP. Cash and personal checks are not accepted.
- Exam-related fees are nonrefundable.
- Up to two (2) business days prior to a scheduled administration, the application may be transferred to a future exam date by requesting AMP to reschedule a new exam date. The exam date may be rescheduled *once* without incurring an additional fee. This date must be within 90 days of AMP confirming receipt of the exam application. Additional rescheduling of an exam date is subject to a $100 rescheduling fee.
- 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 submitted to AMP to cover declined credit card transaction.
- Candidates who fail an exam and apply to retake the exam must pay the full exam fee as listed above.

Online Application and Scheduling

For computer administrations at AMP Assessment Centers only

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

If you are a current member of an AHA Personal Membership Group (PMG), you are eligible for the reduced AHA member rate for the exam fee. Click on "Member," and 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 record are used for communications. For information on your membership record, please contact ASHE at 312/422-3800 or AHA's Member Service Center at 312/422-2765.

After completing the application and submitting credit card payment information (VISA, MasterCard, American Express, Discover), eligibility is confirmed or denied, and you are prompted to schedule an exam appointment or supply additional eligibility information, respectively. You must schedule an exam date that is within 90 days of AMP confirming receipt of your exam application.

Paper Application

For all administrations

Complete and submit to AMP an application with the appropriate fee. You may complete the paper application included in this Handbook or obtained by one of the following ways:

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

An incomplete Examination Application will be returned to the candidate along with any fee submitted minus a $50 processing fee. An application is considered complete only if all of the following conditions are met:

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- Information provided is legible and accurate
- All of the following required information is provided:
  - Personal Information
  - Examination Type. For a special domestic administration, list the scheduled date. Administration and application deadline dates are posted on www.aha.org/certification.
  - Application Status
  - Membership Status. Eligibility for the Member rate of the Examination Application fee requires recording your membership number, name, and address exactly as they appear in AHA's membership database. For information on your member record, contact ASHE at 312/422-3800 or AHA's Member Service Center at 312/422-2765.
  - Method of payment for the applicable fee
  - Demographic information
  - Signature
- The candidate is eligible for the examination and can provide evidence if requested to do so
- Appropriate fee accompanies the application (credit card, company check, cashier's check or money order)

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

Application Processing and Examination Scheduling

Within approximately two (2) weeks of receiving the application, AMP processes it, confirms the candidate's eligibility, and sends an e-mail and postcard confirmation notice with a toll-free phone number and website address at which a testing appointment can be scheduled. For ***special administrations***, this notice reports the date, location and check-in time for the examination. ***If a confirmation notice is not received within four weeks of mailing your application, contact AMP at 888/519-9901.***

When scheduling an ***examination at an AMP Assessment Center***, be prepared to confirm a location and a preferred date and time for testing. If you are an AHA Personal Membership Group (PMG) member, you must provide your member number to AMP. This will be your identification number. If you are not a member of an AHA PMG, please indicate such and AMP will assign a unique identification number.

For a computer administration at an AMP Assessment Center, a candidate's application is valid for 90 days from the date AMP confirms receipt of the application. The candidate must schedule an appointment and take the examination within this 90-day period. 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 full examination fee are required to reapply for examination.

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

Rescheduling or Cancelling an Examination

Although examination application fees are nonrefundable, a candidate who is unable to test has the following options to reschedule an examination:

- A candidate ***may reschedule the examination once at no charge*** by calling AMP at 888/519-9901 at least two (2) business days prior to a scheduled administration date. The exam must be rescheduled *within 90 days* of the originally scheduled exam date.
- A candidate may ***reschedule a second time*** by submitting to AMP a written request including their name, address, identification number and the ***$100 rescheduling fee.*** A new application is not required. The exam must be rescheduled *within 90 days* of the originally scheduled exam date. For payment by credit card, the credit card number, and expiration date must be included. A new exam application is not required.
- A candidate who ***reschedules an exam after the 90-day period*** forfeits the application and all fees paid to take the exam. A new, complete application and *full* exam fee are required to reapply for exam.

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- A candidate who ***cancels an exam after confirmation of eligibility is received*** from AMP forfeits the application and all fees paid to take the exam. A new, complete application and *full* exam fee are required to reapply for exam.

ON THE DAY OF THE EXAMINATION

Failing to Report for the Examination

A candidate who fails to report for a scheduled examination has the following two (2) options:

- Reschedule the exam for a new date that is within 90 days from the originally scheduled testing date and remit the $100 rescheduling fee. To schedule a new appointment for the exam, the candidate must submit to AMP a written request including their name, address, identification number and rescheduling fee. For payment by credit card, the credit card number, and expiration date must be included. A new examination application is not required.
- Reschedule the exam date for a date that is beyond the 90-day period and forfeit the application and all fees paid to take the exam. A complete application and full exam fee are required to reapply for the exam.

Reporting for the Examination

Bring with you the ***confirmation notice*** provided by AMP. It contains the unique identification number required to take the test and is required for admission to the testing room.

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

For a special administration (laptop or paper and pencil), report to the designated 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 fifteen (15) minutes after the scheduled testing time is not admitted.

- A candidate who is not admitted due to late arrival must schedule a new appointment for a computer administered examination at an AMP Assessment Center and remit a $100 rescheduling fee. To reschedule, the candidate must call AMP at 888/519-9901, request a new exam date that is within 90 days of the originally scheduled examination session, and provide credit card information for the $100 rescheduling fee payment. A new application is not required.
- A candidate who does not reschedule an examination session that falls within the 90-day period forfeits the application and all fees paid to take the examination. A complete application and full examination fee are required to reapply for examination.

On-site Security

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

Identity Verification

To gain admission to the Assessment Center or a testing room, the candidate must present two forms of identification, one with a current photograph. Both forms of identification must be current and include the candidate's current name and signature. The candidate is required to sign a roster for verification of identity. A candidate without proper identification is not permitted to test.

- Acceptable forms of photo identification include a current driver's license with photograph, current state identification card with photograph, current passport, or 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 verify the candidate's name and signature.

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Use of Calculators

Some examination questions may require calculations. Use of a silent, nonprogrammable calculator without paper tape-printing capability or alpha 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 comply with to these specifications are not permitted in the Assessment Center or testing room.

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 exam. If testing personnel are able to conduct business, the examination usually proceeds as scheduled.

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.

TAKING THE EXAMINATION

After identity of the candidate has been verified and his/her calculator has been approved, the candidate is directed to a testing carrel for a computer administration or an assigned seat for a special administration. For computer-based testing, including laptop administrations, each candidate is provided one sheet of scratch paper 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 about the exam administration 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 exam session. Prior to attempting the exam, the candidate is provided a short tutorial on using the software to take the exam. Tutorial time is NOT counted as part of the two (2) hours allowed for the examination. Only after a candidate is comfortable with the software does the exam begin.

The ***computer monitors the time spent on the examination***. The examination terminates at the two-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 exam question appears on-screen (stem and four options labeled A, B, C and D). Select an answer either by entering the letter of the option (A, B, C or D) or using the mouse to click on the option. The letter of the selected option appears in the window in the lower left portion of the screen. To change an answer, enter a different 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 corner of the screen or select the NEXT key. This action allows the candidate to move forward through the exam question by question. To review a question,, click the backward arrow (<) or use the left arrow key to move backward through the exam.

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 exam. To identify all unanswered or bookmarked questions, repeatedly click on the hand icon or press the NEXT key.

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When the exam 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.

Candidates may provide comments about a test item. Comments will be reviewed, but individual responses will not be provided.

- For a ***computer administration***, online 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.

Rules for Examination

All exam candidates must comply with the following rules during the exam administration:

1. No personal items (including watches, hats and coats), valuables or weapons should be brought into the testing room. Only keys, wallets and items required for medical needs are permitted. Books, computers, or other reference materials are strictly prohibited. If personal items are observed in the testing room after the examination is started, the exam administration will be forfeited. AMP is not responsible for items left in the reception area.
2. Only silent, nonprogrammable calculators without alpha keys or printing capability are permitted in the testing room. Calculator malfunction during the examination does not constitute grounds for challenging examination scores or requesting additional testing time.
3. Pencils will be provided during check-in. No personal writing instruments are allowed in the testing room.
4. Examinations are proprietary. Exam questions may not be recorded or shared with any individual in any manner. No cameras, notes, tape recorders, Personal Digital Assistants (PDAs), pagers, cellular phones or other recording devices are allowed in the testing room. Possession of a cellular phone or other electronic devices is strictly prohibited and will result in dismissal from the examination.
5. Eating, drinking and smoking will not be permitted in the testing room.
6. No documents or notes of any kind may be removed from the testing room. Each candidate will be provided one sheet of scratch paper that must be returned to the proctor at the completion of testing.
7. No questions concerning the content of the examination may be asked of anyone during the exam.
8. Permission from the exam proctor is required to leave the testing room during the exam. 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.

Candidates observed engaging in any of the following conduct during the exam may be dismissed from the exam session, their score on the exam voided and the exam fees forfeited. 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 exam application and full examination fee are required.

- Gaining unauthorized admission to the examination
- Creating a disturbance, being abusive or otherwise uncooperative
- Displaying and/or using electronic communications equipment including but not limited to pagers, cellular phones and PDAs
- Talking or participating in conversation with other examination candidates
- Giving or receiving help or being suspected of doing so
- Leaving the Assessment Center during the examination
- Attempting to record examination questions or making notes
- Attempting to take the examination for someone else
- Having possession of personal belongings
- Using notes, books or other aids without it being noted on the roster
- Attempting to remove examination materials or notes from the testing room

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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.

FOLLOWING THE EXAMINATION

Score Reports

Score reports are issued by AMP, on behalf of the AHA-CC. 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.

- A candidate who takes the examination in ***paper-and pencil format*** receives his/her score report from AMP by mail approximately five (5) weeks after the examination.
- A candidate who takes the examination ***on a computer at an AMP Assessment Center or on laptop*** receives his/her score report before leaving the testing center except when the examination program is in a provisional score report mode.

The score report indicates a "Pass" or "Fail", which is determined by the raw score on the total examination. The score report also includes raw scores for each of the 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 impact the candidate's score. The minimum passing score for the examination is posted on www.aha.org/certification.

Recognition of certification and information about certification renewal are issued from the AHA-CC within four (4) to six (6) weeks of successfully completing the examination. This package is mailed to the address provided on the examination application.

How the passing score is set

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. Approximately four (4) to six (6) weeks after the candidate passes the examination, the AHA-CC mails to the candidate a certificate of recognition, a pin and information about certification renewal requirements. The name on the certificate and the address to which the package is mailed is based on information the candidate's membership record. It is the candidate's responsibility to keep current this information.

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 not successful in achieving 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 the AHA-CC in writing via e-mail at certification@aha.org or fax at 312/422-4575.

Failing the Examination

If a candidate does not pass an examination, the score report includes a shortened application form to apply for retaking the exam.

- To schedule a ***retake of the examination***, a candidate may apply by using the online application and scheduling feature on www.aha.org/certification or by submitting the re-application form included with the score report. To use this shortened application form, the complete application and *full* examination fee must be submitted and an exam scheduled within the 90-day period following the failed examination.
- A candidate who applies to retake the examination after 90 days following the failed examination date must submit a complete application and *full* examination fee.

There is no limit to the number of times an individual may take the CHFM Examination. Every retake requires submitting an examination application and the *full* exam fee.

Scores Cancelled by the AHA-CC

The AHA-CC and AMP are responsible for maintaining 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.

Score Confidentiality

Information about a candidate for testing or renewal of certification and examination results is 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 when beneficial to the candidate. Scores are never reported to anyone other than the candidate, unless the candidate directs such a request in writing.

Administrative Matters

Duplicate score report

A candidate may purchase additional copies of the score report for a fee of $25 per copy. The request must be submitted in writing to AMP within twelve (12) months of completing the exam and must include the candidate's name, unique identification number, mailing address, telephone number, date of examination and examination taken, as well as the $25 fee payable to AMP. After receipt of the request, the duplicate score report will be mailed within three (3) weeks.

Name and address change

Certificants are responsible for keeping current all contact information. The AHA-CC is not responsible for communication not received due to incorrect contact information. To update any contact information, please contact ASHE at 312/422-3800 or the AHA Member Service Center at 312/422-2765.

RENEWAL OF CERTIFICATION

Achieving 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 and to demonstrate ongoing commitment to remain current in the field. Initial certification or renewal of certification is valid for three (3) years.

Candidates who successfully complete the examination are provided information about certification renewal requirements in a certification package sent by the AHA-CC. ***The Certification Renewal Application must be submitted 30 days prior to the expiration date as listed on the certificate.***

The AHA-CC e-mails notices to certificants of their pending certification expiration. Certificants are responsible for keeping their contact information accurate. The AHA-CC is not responsible for communications not received due to incorrect contact information in a certificant's record.

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The current CHFM Certification Renewal Application and renewal fees are posted at www.aha.org/certification .

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

- **Successful re-examination.** To renew this way, successfully pass the CHFM certification exam within one (1) year prior to expiration of your certification (subject to usual fees and provisions for testing) and submit with the Certification Renewal Application a copy of your passing CHFM score report. An additional Certification Renewal Application fee is not required if a candidate selects this way to renew the designation.
- **Completion of 45 contact hours of continuing professional education** over the three (3)-year period and payment of the renewal fee. To renew this way, you must submit a complete Certification Renewal Application with the appropriate fee and report all eligible continuing professional education activities that you completed during your renewal period. Eligible activities include attending or teaching academic courses, completing on-line course, attending professional organization conferences and completing AHA-CC Self Assessment Examinations, among other activities. Some activities have limitation on maximum allowable hours. Refer to the current Certification Renewal Application for a description of eligible activities and other provisions for renewing your certification.

Certification Renewal Application processing requires four (4) to six (6) weeks. Certificants who meet the renewal requirements receive in the mail (at the address in their membership record) a new certificate of recognition listing the new certification expiration date, as well as information about renewing the certification. Certificants are afforded an opportunity to remove deficiencies. Certificants are responsible for keeping current contact information in their membership record.

Failing to Renew

A certificant who fails to renew his/her certification will receive written notification that he/she is no longer considered certified and may not use the CHFM credential in professional communications including but not limited to letterhead, stationery, business cards, directory listings and signatures. To regain certification, the individual must retake and pass the CHFM Examination (subject to the usual fees and provisions for testing).

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 N. 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 (Payable to the AHA-CC) with the written appeal. The fee will be refunded to the candidate if deemed justified through action of the Appeal Board. For additional regulations related to the appeal process, contact the AHA-CC.

Checklist for becoming certified

- Read the CHFM Candidate Handbook. Use the Examination Content Outline to focus study efforts.
- Apply for the examination by one of the following two ways:
  - Mail or fax the complete Examination Application to AMP as directed on the form. Include the exam 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.
  - Apply online for the examination and schedule an appointment to test on computer at an AMP Assessment Center. Visit www.aha.org/certification, click on “CHFM,” “Online Application and Scheduling”, and then follow the online instructions.
- Appear on time for the examination on the date and at the time and location selected. Bring the confirmation notice provided by AMP and identification as described in this Handbook.

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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 PHONE: 888/519-9901

CANDIDATE INFORMATION

(First Name) (Middle Initial) (Last Name) Former name if exam was taken previously under a different name.

List name as you wish to be printed on your certificate. Titles and designations will not be printed on the certificate.

Name of Facility/Company Title

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

Preferred Telephone Number E-mail Address

EXAMINATION TYPE. Place a checkmark next to the type of exam administration for which you are applying. Select only one.

☐ Computer administration at an AMP Assessment Center

☐ Special domestic administration (*For scheduled dates, see www.aha.org/certification.)* Scheduled date: _____

☐ International administration (*For Request for International Examination Administration form, see www.aha.org/certification.*)

ELIGIBILITY REQUIREMENTS

To be eligible for the CHFM Examination, a candidate must fulfill *one* of the following education and work experience requirements. *Check the one that applies*.

☐ Baccalaureate degree from an accredited college or university *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/supervisor/administrative experience in a healthcare setting.

☐ Associate degree from an accredited college or university *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

Check one of the following.

☐ I am applying as a new candidate.

☐ I am applying as a reapplicant, i.e., retake the test.

☐ I am applying for renewal of certification.

MEMBERSHIP STATUS

If you are a current member of ASHE or other AHA Personal Membership Group (PMG), you are eligible for the reduced CHFM Examination fee. *Please provide your 10-digit membership number below.*

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 below.

Membership Number: __ __ __ __ __ __ __ __ __ __

EXAMINATION FEES

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

Indicate the type and amount of fees enclosed:

☐ Member of ASHE or other AHA PMG…….$275

☐ Nonmember:……...$425

☐ Rescheduling Fee……..$100

***For payment by credit card, complete the following**.*

Select type of credit card being used:

☐VISA ☐MasterCard ☐American Express ☐Discover

Credit Card Number

Expiration Date

Your Name as it Appears on the Card

Signature

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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 in 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?

☐ 3-5 years

☐ 6-10 years

☐ 11-15 years

☐ 16-20 years

☐ 21-25 years

☐ 26-30 years

☐ More than 30 years

2. How many years have you worked in healthcare facility management?

☐ 0-5 years

☐ 6-10 years

☐ 11-15 years

☐ 16-20 years

☐ 21-25 years

☐ 26-30 years

☐ More than 30 years

3. How many years of experience do you have in management/supervision/administration?

☐ 3-5 years

☐ 6-10 years

☐ 11-15 years

☐ 16-20 years

☐ 21-25 years

☐ 26-30 years

☐ More than 30 years '

4. What is the square footage of the facility/facilities you manage?

☐ Less than 100,000 square feet

☐ 100,001 – 500,000 square feet

☐ 500,001 – 1,000,000 square feet

☐ 1,000,001 – 3,000,000 square feet

☐ 3,000,001 – 5,000,000 square feet

☐ More than 5,000,000 square feet

5. What is the highest academic level you have attained?

☐High school diploma or equivalent

☐ Some College

☐ Associate degree

☐ Baccalaureate degree

☐ Master's degree

☐ Doctoral degree

6. What is your level of responsibility?

☐ Vice President/Director *(responsible for multiple departments)*

☐ Director/Manager *(responsible for a single department)*

☐ Manager/Supervisor/Coordinator (*responsible for areas within a department)*

☐ Other:_____

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

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: _____

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REQUEST FOR SPECIAL EXAMINATION ACCOMMODATIONS

If you have a disability covered by the Americans with Disabilities Act (ADA), 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

_____ _____ _____
(First Name) (Middle Initial) (Last Name)

_____ _____
Name of Facility/Company Title

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

_____ _____
Preferred Telephone Number E-mail Address

ASHE or other AHA Personal Membership Group Member Number __ __ __ __ __ __ __ __ __ __

☐ I am not a member of an AHA Personal Membership Group

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 _____
_____
_____

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.

Signed: _____ Date: _____

Return this form with your examination application and fee to:
Examination Services, AMP, 18000 W. 105th Street, Olathe, KS 66061-7543

If you have questions, call AMP Examination Services at 888/519-9901 or fax to 913/895-4651.

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DOCUMENTATION OF DISABILITY-RELATED NEEDS

Please have this section completed by an appropriate professional (education professional, physician, psychologist, psychiatrist, etc.) to ensure AMP is able to provide the required examination accommodations. The information provided will be treated with strict confidentiality. Return this form with the Request for Special Examination Accommodations form and your examination application and fee to AMP within 45 days of the desired testing date.

PROFESSIONAL DOCUMENTATION

I have known _____ since _____/_____/____ in my capacity as a
Examination Candidate 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 as describe on the Request for Special Accommodations form.

Description of disability: _____

_____

_____

_____

_____

Signed: _____ Title: _____

Printed Name: _____ Date: _____

License Number (if applicable) _____

Address: _____

_____

Telephone Number: _____ Fax Number: _____

E-mail: _____

Return this form with your examination application and fee to:
Examination Services, AMP, 18000 W. 105th Street, Olathe, KS 66061-7543

If you have questions, call AMP Examination Services at 888/519-9901 or fax to 913/895-4651.

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