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 July 2013

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For questions regarding the CHFM Examination application and administration, contact:

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CHFM CANDIDATE HANDBOOK AND APPLICATION

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 Candidate Handbook until after the CHFM Examination is completed. Additional copies of this Candidate Handbook may be obtained by downloading a copy from www.aha.org/certifcenter. 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:

- Constructors
- Facility Managers
- Human Resources
- 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 is an indicator of 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.

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

Administered by the AHA-CC, the CHFM certification program promotes healthcare facility management 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 CHFM Examination
- Requiring CHFM certification renewal through 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 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

Candidates meeting CHC eligibility requirements and passing the CHFM Examination attain the CHFM designation. The AHA-CC reserves the right, but is not obligated, to verify eligibility information supplied by or on behalf of a candidate. Eligibility for the CHFM Examination requires fulfilling one (1) of the following requirements:

- Baccalaureate degree or higher 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 CHFM 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 CHFM Examination and are not scored.
- A candidate is allowed two (2) hours in which to complete the CHFM Examination.
- The CHFM Examination is based on the five (5) major content areas listed in the CHFM Examination Content Outline.
  - Each content area is further defined in the CHFM Examination Content Outline by a list of tasks representative of that job responsibility.
  - The number of CHFM Examination questions devoted to each major content area is included in the CHFM Examination Content Outline.
- Generally, the examination questions are categorized by the following cognitive levels:
  - ***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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CHFM EXAMINATION PREPARATION

The method of preparation and amount of time spent preparing for the AHA-CC certification Examinations 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 are not limited to the following methods.

Review the Content

Candidates who have passed the 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 recollection of isolated facts.

Complete the CHFM Self Assessment Examination (SAE)

A Self Assessment Examination (SAE) for the CHFM Examination is an online tool created by the AHA-CC to simulate the CHFM Examination. This tool is available for purchase at www.aha.org/certifcenter .

The 100-question online practice test was developed using the same procedures as the CHFM Examination, and conforms to CHFM 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 CHFM SAE are different from the questions contained on the CHFM certification Examination. Performance on the CHFM SAE is not necessarily an indicator of performance on the CHFM certification Examination.

Use Other Study Resources

The AHA-CC recommends that study 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 on the CHFM Examination are selected from any single reference or set of references, or that study from specific references guarantees a passing score on the CHFM Examination. For information about references, study guides and review sessions offered by the American Society for Healthcare Engineering (ASHE), visit www.ashe.org.

CHFM 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 Americans with Disabilities Act (ADA), special arrangements can be made for candidates with a disability.

Computer Administration at AMP Assessment Centers

The primary mode of delivery of the CHFM Examination is via computer at over 190 AMP Assessment Centers geographically distributed throughout the United States and typically located in H&R Block offices. For AMP Assessment Center locations, detailed maps and directions, go to www.aha.org/certifcenter, click on "CHFM" and then on "Testing Centers."

For computer administrations at AMP Assessment Centers, a candidate who meets eligibility requirements to the CHFM Examination may submit an application and fee at any time. A candidate must make an appointment to take the CHFM Examination within ninety (90) days from confirmation of eligibility from AMP. The CHFM Examination is administered by appointment only Monday through Saturday at 9:00 a.m. and 1:30 p.m., with the exception of some holidays. 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 CHFM 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

The CHFM Examination may be offered on laptop or in paper-and-pencil format during conferences or meetings. A candidate who meets CHFM Examination 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/certifcenter.

International Testing

Candidates who are eligible for the CHFM Examination and wish to take the CHFM Examination 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/certifcenter . Please note that an additional fee may apply.

Special Arrangements for Candidates with Disabilities

The AHA-CC complies with applicable provisions of the Americans with Disabilities Act (ADA) and strives to ensure that no individual with a disability is deprived of the opportunity to take the CHFM Examination solely by reason of that disability. Through its agents, the AHA-CC will provide reasonable accommodation for a candidate with a disability who timely requests accommodation by completing and timely submitting the form included in this Candidate Handbook to AMP.

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 CHFM Examination under standard conditions may request special accommodations and arrangements. For either a computer or a special administration of a CHFM Examination, complete the Request for Special Examination Accommodations form included in this Candidate Handbook and submit it with a CHFM 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 whose signature is on the CHFM Examination Application 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-CC 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-CC 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: AHA Certification Center, 155 N. Wacker Drive, Suite 400, Chicago, IL 60606. Only signed, written communication will be considered.

The AHA-CC 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-CC will protect the confidentiality of those who provide information to every possible extent. The named individual will be afforded a reasonable opportunity to respond in a professional and legally defensible manner, in accordance with policies established by the AHA-CC.

CHFM EXAMINATION APPLICATION AND SCHEDULING PROCESS

CHFM Examination Application Fee Schedule

After fulfilling the CHFM Examination 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 Candidate Handbook)

Documentation of eligibility does *not* need to be submitted with a CHFM Examination Application. The AHA-CC reserves the right, but is not obligated, to verify the accuracy of information supplied by or on behalf of a candidate. If selected for an audit, the candidate may be asked to submit documentation as proof of meeting the eligibility requirements.

To apply for the CHFM Examination, a candidate must submit the appropriate fee (see below) with a complete CHFM 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 and nontransferable.
- 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 CHFM Examination date may be rescheduled *once* without incurring an additional fee. This date must be within 90 days of AMP confirming receipt of the CHFM Examination Application. Additional rescheduling of a CHFM Examination 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 a CHFM Examination and apply to retake the CHFM Examination 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/certifcenter, 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 CHFM Examination 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), AMP confirms the candidate's certification of eligibility and prompts the candidate to schedule a CHFM Examination appointment or supply additional eligibility information. The candidate must schedule a CHFM Examination date that is within ninety (90) days of AMP confirming receipt of the CHFM Examination Application.

Paper Application

For all administrations

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

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

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

- 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/certifcenter.
  - 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

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- The candidate is eligible for the CHFM 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 and submit to AMP the *Request for Special Examination Accommodations* form included in this Candidate Handbook and submit with the CHFM Examination Application and fee to AMP at least 45 days prior to the desired testing date.

Application Processing and CHFM Examination Scheduling

For CHFM Examinations scheduled at AMP Assessment Centers, generally, in about two (2) weeks of AMP receiving the application, AMP processes it, confirms the candidate's certification of eligibility, and sends an email and postcard confirmation notice with a toll-free phone number and website address at which a testing appointment can be scheduled. ***If a confirmation notice is not received within four (4) weeks of mailing your application, contact AMP at 888-519-9901.***

When scheduling a CHFM 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 CHFM 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 CHFM Examination. A complete application and full examination fee are required to reapply for CHFM Examination.

For ***special administrations,*** approximately ten (10) business days after AMP's receipt of application, a notice is sent by email to the candidate stating the application has been received and approved. If the application is incomplete, a letter will be sent to the candidate listing the deficiency. Generally, candidates receive their admission letter to the testing about two (2) to three (3) weeks prior to the CHFM special administration date. The notice includes the date, location and check-in time for the CHFM Examination.

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

Rescheduling or Cancelling a CHFM Examination

Although CHFM Examination Application fees are nonrefundable, a candidate who is unable to test has the following options to reschedule a CHFM Examination:

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

ON THE DAY OF THE CHFM EXAMINATION

Failing to Report for the CHFM Examination

Showing up late or not at all for an already rescheduled CHFM Examination without the requisite advance two

(2) business day's notice results in the candidate forfeiting all fees. A complete CHC Examination application and full CHFM Examination fee are required to reapply for the CHFM Examination.

A candidate who shows up late or fails to report for a scheduled CHFM Examination with the required advance notice has the following two (2) options:

- Reschedule the CHFM Examination for a new date that is within ninety (90) days from the originally scheduled CHFM Examination date and remit the $100 rescheduling fee. To schedule a new appointment for the CHFM Examination, 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 CHFM Examination Application is not required
- Reschedule the CHFM Examination date for a date that is beyond the 90-day period and forfeit the application and all fees paid to take the CHFM Examination. A complete application and full CHFM Examination fee are required to reapply for the CHFM Examination.

Reporting for the CHFM Examination

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

For a computer administration, report to the assigned AMP 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 CHFM Examination will begin after all scheduled candidates are checked-in and seated, and no later than one (1) hour after the designated registration start time. 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 CHFM 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 CHFM Examination date that is within 90 days of the originally scheduled CHFM 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 a CHFM Examination session that falls within the 90-day period forfeits the application and all fees paid to take the CHFM Examination. A complete application and full examination fee are required to reapply for CHFM 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 Assessment Centers is continuously monitored by audio and video surveillance equipment or examination personnel.

Identity Verification

To gain admission to the AMP Assessment Center or a testing room, the candidate must present two (2) forms of identification. The primary form must be government issued, current, and include the candidate's name, signature and photograph. The candidate will also be required to sign a roster for verification of identity. A candidate without proper identification will not be permitted to test.

- Examples of valid primary forms of identification are current driver's license with photograph, current state identification card with photograph, current passport, or current military identification card with photograph.
- The secondary form of identification must display the candidate's name and signature for the candidate's signature verification. (e.g., credit card with signature, social security card with signature, employment/student ID card with signature, etc.)
- If the candidate's name on the registration list is different than it appears on the forms of identification, the candidate must bring proof of the name change (e.g., marriage license, divorce decree, or court order).

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Use of Calculators

Some CHFM Examination questions may require calculations. Use of a silent, nonprogrammable calculator without paper tape-printing capability or alpha keypad is permitted during the CHFM Examination. 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 AMP Assessment Center or testing room. Calculators that do not comply with to these specifications are not permitted in the AMP Assessment Center or testing room.

Inclement Weather or Emergency

In the event of inclement weather or unforeseen emergencies on the day of the CHFM 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 CHFM Examination usually proceeds as scheduled.

A good faith attempt is made to administer a CHFM Examination as scheduled; however, should a CHFM Examination be canceled, the scheduled candidate will receive notification following the CHFM Examination regarding a rescheduled CHFM Examination date or reapplication procedures. In the case of cancellation, no additional fee is required to take the CHFM Examination.

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

In the event of a personal emergency on the day of the CHFM Examination, a candidate may request consideration of rescheduling the CHFM 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 CHFM 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 CHFM Examination proctor at the completion of testing.

For a ***paper-and-pencil administration***, the candidate is provided oral and written instructions about the CHFM Examination 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 CHFM Examination 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 CHFM Examination. Only after a candidate is comfortable with the software and chooses to start the exam does the CHFM Examination begin.

The ***computer monitors the time spent on the CHFM Examination***. The CHFM Examination terminates at the two-hour mark. Clicking on the TIME button in the lower right portion of the screen reveals a digital clock that indicates the time remaining. The time feature may also be turned off during the CHFM Examination.

Only one CHFM Examination question is presented at a time. The question number appears in the lower right portion of the screen. The entire CHFM Examination 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. This action allows the candidate to move forward through the CHFM Examination question by question. To review a question, click the backward arrow (<) or use the left arrow key to move backward through the CHFM Examination.

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A CHFM 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 to advance to the next unanswered or bookmarked question on the CHFM Examination. To identify all unanswered or bookmarked questions, repeatedly click on the hand icon.

When the CHFM Examination is completed, the number of CHFM Examination questions answered is reported. If fewer than 110 questions were answered and time remains, return to the CHFM Examination and answer the remaining questions. Be sure to answer each CHFM Examination question before ending the CHFM 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 CHFM Examination.

Rules for CHFM Examination

All CHFM Examination candidates must comply with the following rules during the CHFM Examination 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. Pencils will be provided during check-in. No personal writing instruments are allowed in the testing room.
3. CHFM Examinations are proprietary. CHFM Examination questions may not be recorded or shared with any individual in any manner. No cameras, notes, tape recorders, Personal Digital Assistants (PDAs), pagers, cellular/smart phones, or other recording devices are allowed in the testing room. Possession of a cellular/smart phone or other electronic devices is strictly prohibited and will result in dismissal from the CHFM Examination.
4. Eating, drinking, and smoking are not permitted in the testing room.
5. No documents or notes of any kind may be removed from the testing room. Each CHFM candidate will be provided one sheet of scratch paper that must be returned to the CHFM Examination proctor at the completion of testing.
6. No questions concerning the content of the CHFM Examination may be asked of anyone during the CHFM Examination.
7. Permission from the CHFM Examination proctor is required to leave the testing room during the exam. No additional time is granted to compensate for time lost.
8. 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 CHFM Examination may be dismissed from the CHFM Examination session, their score on the CHFM Examination voided and the CHFM Examination fees forfeited. Evidence of misconduct is reviewed by the Appeal Board of the AHA-CC to determine whether the CHFM candidate will be allowed to reapply for CHFM Examination. If re-examination is granted, a complete CHFM Examination application and full CHFM Examination fee are required.

- Gaining unauthorized admission to the CHFM Examination
- Creating a disturbance, being abusive or otherwise uncooperative
- Displaying and/or using electronic communications equipment including but not limited to pagers, cellular/smart phones, and PDAs
- Talking or participating in conversation with other CHFM Examination candidates

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- Giving or receiving help or being suspected of doing so
- Leaving the AMP Assessment Center or testing room during the CHFM Examination
- Attempting to record CHFM Examination questions in any manner or making notes
- Attempting to take the CHFM 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 CHFM Examination materials or notes from the AMP Assessment Center or the testing room

Copyrighted CHFM Examination Questions

All CHFM 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 CHFM Examination questions by any means, in whole or in part. Doing so may result in severe civil and criminal penalties.

FOLLOWING THE CHFM EXAMINATION

CHFM 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 CHFM Examination in ***paper-and-pencil format*** receives his/her score report from AMP by mail generally in about three (3) to five (5) weeks after the CHFM Examination.
- A candidate who takes the CHFM 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 CHFM 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 CHFM Examination. The score report also includes raw scores for each of the major categories of the CHFM Examination Content Outline. A raw score is the number of questions answered correctly. Responses to individual CHFM Examination questions will not be disclosed to the candidate. Even though the CHFM 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 CHFM Examination is posted on www.aha.org/certifcenter.

Recognition of certification and information about certification renewal are issued from the AHA-CC generally in about four (4) to six (6) weeks of successfully completing the CHFM Examination. This package is mailed to the address contained in the AHA member database.

How the CHFM Examination 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 CHFM Examination. These ratings are averaged to determine the preliminary minimum passing score (i.e., the number of correctly answered questions required to pass the CHFM Examination). This method takes into account the difficulty of the CHFM 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 CHFM Examination.

When new forms of the CHFM Examination are introduced, a certain number of CHFM Examination questions in the various content areas are replaced by new CHFM Examination questions. These changes may cause one form of the CHFM 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 CHFM Examination forms.

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Passing the CHFM Examination

An eligible candidate who passes the CHFM Examination is awarded the Certified Healthcare Facility Manager (CHFM) credential. Generally four (4) to six (6) weeks after the candidate passes the CHFM 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 in the candidate's membership record. It is the candidate's responsibility to keep current this information.

The AHA-CC, in concert with the personal membership group (PMG), 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 CHFM Examination will be shared with the PMG. *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 email at certification@aha.org or fax at 312-422-4575.

Failing the CHFM Examination

If a candidate does not pass the CHFM Examination, the score report includes a shortened application form to apply for retaking the CHFM Examination.

- To schedule a ***retake of the CHFM Examination***, a candidate may apply by using the online application and scheduling feature on www.aha.org/certifcenter 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 a CHFM Examination scheduled within the 90-day period following the failed CHFM Examination.
- A candidate who applies to retake the CHFM Examination after 90 days following the failed CHFM Examination date must submit a complete application and *full CHFM E*xamination fee.

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

CHFM Examination 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 CHFM Examination results if, upon investigation, violation of CHFM Examination regulations is discovered.

CHFM Examination Score Confidentiality

Information about a candidate for testing or renewal of certification and CHFM 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 CHFM Examination 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 and must include the candidate's name, unique identification number, mailing address, telephone number and date the CHFM Examination was completed, as well as the $25 fee payable to AMP. After receipt of the request, the duplicate score report is generally mailed within about 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 Services Center at 312-422-2765.

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RENEWAL OF CHFM 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 CHFM certification is valid for three (3) years.

Eligible candidates who successfully complete the CHFM Examination are provided information about certification renewal requirements in a certification package sent by the AHA-CC. ***The CHFM Certification Renewal Application must be submitted to the AHA-CC up to one (1) year and no less than thirty (30) days prior to the certification expiration date as listed on the certificate.***

As a courtesy, the AHA-CC Emails 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.

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

A certificant may renew the CHFM credential through one (1) of the following two 2) ways:

- **Successful re-examination.** To renew this way, successfully pass the CHFM certification exam no more than one (1) year prior to expiration of your certification (subject to usual fees and provisions for testing) and submit with the CHFM Certification Renewal Application a copy of your passing CHFM score report to the AHA-CC. An additional CHFM Certification Renewal Application fee is not required if a candidate selects this way to renew the CHFM designation.
- **Completion of 45 contact hours of eligible continuing professional education** over the three (3)-year period and payment of the renewal fee. To renew this way, you must submit a completed CHFM 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 online 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 generally requires about 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 CHFM Certification

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 or she was unjustly denied eligibility for CHFM Examination, who challenges results of a CHFM 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 evidence satisfactory to the Appeal Board 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 a CHFM 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.

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Checklist for becoming certified

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

Applied Measurement Professionals, Inc., AHA-CC Examination, 18000 W. 105th St., 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/Organization Title

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

Preferred Telephone Number email 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/certifcenter.)* Scheduled date: _____

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

ELIGIBILITY REQUIREMENTS

To be eligible for the CHFM Examination, a candidate must fulfill *one* of the following education and work experience requirements. By checking a box below, a candidate certifies to the AHA-CC that he or she satisfies the eligibility requirements. *Check the one that applies*.

☐ Baccalaureate degree or higher 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 CHFM 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 Email 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 I am eligible to take the CHFM Examination and 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 CHFM 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 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 CHFM Examination Application and fee to AMP at least 45 days prior to the desired testing date.

CANDIDATE INFORMATION

_____ _____ _____
First Name Middle Initial Last Name

_____ _____
Name of Facility/Company /Organization Title

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

_____ _____
Preferred Telephone Number email Address

ASHE or other AHA Personal Membership Group Member (PMG) Number __ __ __ __ __ __ __ __ __ __

☐ I am not a member of an AHA PMG.

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 CHFM Examination Application and fee to:
Examination Services, AMP, 18000 W. 105th St., 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 CHFM Examination accommodations. The information provided will be treated with strict confidentiality. Return this form with the Request for Special Examination Accommodations form and your CHFM Examination application and fee to AMP at least 45 days prior to 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: _____

email: _____

Return this form with your CHFM Examination Application and fee to:
Examination Services, AMP, 18000 W. 105th St., Olathe, KS 66061-7543

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