



AMERICAN HOSPITAL ASSOCIATION CERTIFICATION CENTER
CERTIFIED IN HEALTHCARE HUMAN RESOURCES
CERTIFICATION EXAMINATION RESOURCE LIST



This resource list has been compiled by the AHA Certification Center (AHA-CC) to reflect a sample of literature that is aligned with the CHHR certification Examination content outline and may be useful in preparing for the CHHR Examination. Because the CHHR Examination is experience-based, the list should not be interpreted as required readings or as constituting the sole source of all CHHR Examination questions. Each candidate should develop their own exam preparation plan based on their individual experience level, knowledge and needs, as well as preferred learning style.

For information about ...

- CHHR certification program, visit contact the AHA-CC at certification@aha.org or 312.422.3702.
- Eligibility requirements, CHHR Examination content outline, CHHR Examination administration process, etc., download the CHHR Candidate Handbook and Application: www.aha.org/certifcenter/files/AHA-CHHR-Handbook-June-2013.pdf
- Exam application status, contact AMP (Applied Measurement Professionals, Inc.) info@goAMP.com or 888.519.9901.
- ASHHRA (American Society for Healthcare Human Resources Administration) education or the CHHR Examination Preparation Guide, visit www.ashhra.org, or contact ASHHRA at ashhra@aha.org or 312.422.3720.

ABA (American Bar Association) , Health Care Law under the NRLA ;
http://www.americanbar.org/content/dam/aba/events/labor_law/basics_papers/nlra/health_care.auth_checkdam.pdf

ADA (Americans with Disabilities Act); <http://www.ada.gov/>

AHA (American Hospital Association). 2013 AHA Policy Research. Workforce Roles in a Redesigned Primary Care Model? (January 2013); <http://www.aha.org/content/13/13-0110-wf-primary-care.pdf>

ASHHRA (American Society for Healthcare Human Resources Administration) HR Leader Competency Model; www.ashhra.org/about/images/LeaderModel.pdf

Barsksdale, S. & Lund, T., (2006) 10 Steps of Successful Strategic Planning. ASTD Press.

Berger, L. & Berger, D. (2008). *The Compensation Handbook* McGraw-Hill.

Boudreau, J. & Jesuthasan, R. (2011). *Transformative HR: How Great Companies Use Evidence-Based Change for Sustainable Advantage*. Jossey-Bass.

Buckingham, M. & Coffman, C. (1999). *First Break All the Rules: What the World's Greatest Managers Do Differently*. New York: Simon&Schuster.

Business Dictionary (online); www.businessdictionary.com



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Center on an Aging Society. Georgetown University. (February 2004). Cultural Competence in Health Care. Is it important for people with chronic conditions? Issue Brief 5;
<http://ihcrp.georgetown.edu/agingsociety/pdfs/cultural.pdf>

CMS (Centers for Medicare and Medicaid Services) - HCAHPS overview;
<http://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/HospitalQualityInits/HospitalHCAHPS.html>

DOL (Department of Labor) – Independent Contractors;
<http://www.dol.gov/elaws/esa/flsa/docs/contractors.asp>

DOJ (Department of Justice) - Statements of Anti-Trust Enforcement Policy in Healthcare;
<http://www.justice.gov/atr/public/guidelines/0000.htm>

DOL (Department of Labor) Wage and Hour Division, Fact Sheet 54;
<http://www.dol.gov/whd/regs/compliance/whdfs54.htm>

EEOC (Equal Employment Opportunity Commission); <http://www.eeoc.gov/> ;
www.eeoc.gov/policy/docs/compensation.html

Ellig, B. R. (2007, October) Fashioning an Employee Benefits Philosophy Statement by Bruce Ellig, Benefits and Compensation Digest, 44, (10).

ERISA (The Employee Retirement Income Security Act of 1974). Pub. L. No. 93-406, codified in part at 29 USCS 1002 et seq); <http://www.dol.gov/compliance/laws/comp-erisa.htm>

Flynn, W., Mathis, R., Jackson, J. & Langan, J., (2007) Healthcare Human Resource Management. Second Edition. Mason, OH: South-Western Cengage Learning.

Fried, B. J. & Fottler, M. D.(2008). Human Resources in Healthcare Managing for Success. Third edition. Chicago: Health Administration Press.

HHS (Health and Human Services) - HIPAA (Healthcare Information Portability and Accountability Act) Regulations; www.hhs.gov/ocr/privacy/hipaa/administrative/breachnotificationrule/index.html

Compliance Tools for HR Professionals (online) - <http://hr.blr.com/>

Hyter, M. C. & Turnock, J. L. (2006). *The Power of Inclusion: Unlock the Potential and Productivity of Your Workforce*. Ontario: John Wiley & Sons Canada, Ltd.

Institute for Diversity. Building a Culturally Competent Organization: The Quest for Equity in Health Care;
<http://www.diversityconnection.org/diversityconnection/membership/Resource%20Center%20Docs/Building%20a%20Culturally%20Competent%20Organization%20FINAL%20FULL%20REPORT.pdf>



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IRS Requirements for 501(c)(3); [http://www.irs.gov/Charities-&Non-Profits/Charitable-Organizations/New-Requirements-for-501\(c\)\(3\)-Hospitals-Under-the-Affordable-Care-Act](http://www.irs.gov/Charities-&Non-Profits/Charitable-Organizations/New-Requirements-for-501(c)(3)-Hospitals-Under-the-Affordable-Care-Act)

Kirkpatrick, D. L. (2006). *Improving Employee Performance Through Appraisal and Coaching*. Second edition. New York: AMACOM.

Kruger, K. (2006). *Health Care Human Resources Administration Manual*. Aspen Publishers.

Mercer; www.mercer.com/home

OIG (Office of the Inspector General); <http://oig.hhs.gov/about-oig/index.asp> ;
<http://oig.hhs.gov/faqs/index.asp>

Oppenheimer, A. & Pratt, C. (2002). *Investigating Workplace Harassment: How to be Fair, Thorough, and Legal*. Alexandria, VA: SHRM.

Robinson, D. G. & Robinson, J. C. (2005). *Strategic Business Partner: Aligning People Strategies with Business Goals*. First Edition. San Francisco: Berrett-Koehler Publishers, Inc.

Rosenbloom, J. S. (2011). *The Handbook of Employee Benefits*. (7th edition) McGraw-Hill Companies.

Selecting winners.com (2013). *The Hiring Process*; <http://www.selectingwinners.com/hiring-process.php>

SHRM & ANSI. *Performance Management*. American National Standard. Approved November 30, 2012; [http://www.shrm.org/HRStandards/Documents/Performance%20Management%20ANS%20\(2012\).pdf](http://www.shrm.org/HRStandards/Documents/Performance%20Management%20ANS%20(2012).pdf)

SHRM (Society for Human Resources Management ; <http://www.shrm.org/Pages/default.aspx>

Social Security Act (SSA) ; http://www.ssa.gov/OP_Home/ssact/ssact-toc.htm

The Joint Commission (TJC). *Leadership in Healthcare Organizations. A Guide to Joint Commission Leadership Standards. A Governance Institute White Paper*. (Winter 2009) San Diego California: The Governance Institute.

The Joint Commission. *2013 Comprehensive Accreditation. Manual (2012). The Human Resources and Leadership Chapters*.

The Joint Commission. *2013 Hospital Accreditation Standards. Human Resources and Leadership Chapters*.

Thomson Reuters Research Brief. (September 20, 2011) Sicker and Costlier: Healthcare Utilization of U.S. Hospital Employees.

Training Resources Group, Inc.; <http://www.trg-inc.com/>



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Worklife Flexibility Is #1 Job Requirement for Generation Y . Posted on February 13, 2013 by EPMS
online; <http://www.theguardian.com/money/2008/may/25/workandcareers.worklifebalance>