

Certified Materials & Resource Professional



CANDIDATE HANDBOOK AND APPLICATION

Conducted by the American Hospital Association Certification Center
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CMRP CANDIDATE HANDBOOK AND APPLICATION



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This Candidate Handbook provides information about the Certified Materials & Resource Professional (CMRP) program, including the CMRP Examination administration policy and process as well as the CMRP Examination Application. Keep this Candidate Handbook until after the 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:

- Facility Managers
- Constructors
- Environmental Services
- Human Resources
- 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 CMRP Examination.



CMRP CERTIFICATION PROGRAM

Administered by the AHA-CC, the CMRP certification program promotes healthcare materials and resource 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 CMRP Examination
- Requiring certification renewal through continued personal and professional growth in the practice of materials and resource management
- Providing a national standard of requisite knowledge required for certification; thereby assisting employers, the public and members of health professions in assessing materials and resource professionals

CMRP Eligibility Requirements

Candidates meeting eligibility requirements fully and passing the CMRP Examination attain the CMRP 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 Certified Materials & Resource Professional (CMRP) 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 healthcare resource and materials management* experience.
- Associate degree or equivalent from an accredited college or university plus five (5) years of associated healthcare resource and materials management* experience.
- High school diploma or equivalent plus seven (7) years of associated healthcare resource and materials management* experience.

**Associated healthcare resource and materials management includes persons who are involved in the materials functions of healthcare facilities; or are active in the healthcare materials supply chain, including manufacturers, vendors, distributors, consultants and employees of group purchasing organizations.*

CMRP EXAMINATION

The CMRP 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 CMRP 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 CMRP 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

CMRP Examination Content Outline

For the CMRP Examination Content Outline effective through February 14, 2014, refer to the following pages.

1. Procurement/Product Value Analysis: 25 items (Recall - 5, Application - 15, Analysis - 5)

- A. Direct the program to purchase materials, supplies, and capital equipment being mindful of:
 - 1) specific patient needs (e.g., pediatric, geriatric, bariatric).
 - 2) green initiatives (Leadership in Energy and Environmental Design (LEED)).
- B. Participate in the organization's purchasing process, including:
 - 1) budgeting.
 - 2) purchasing.
 - 3) receiving.
 - 4) inventorying.
- C. Participate in the organization's capital purchasing process, including:
 - 1) budgeting.
 - 2) evaluating/selecting.
 - 3) negotiating.
- D. Implement advanced purchasing and procurement techniques for:
 - 1) contract negotiation.
 - 2) competitive bidding.
 - 3) material use evaluation.
 - 4) comparative costing.
 - 5) product standardization.
- E. Evaluate purchase agreements for:
 - 1) product quality consistent with standards for patient care.
 - 2) lowest possible total procurement cost.
 - 3) cost protection for extended periods of time.
 - 4) cost increase ceilings.
 - 5) consignment agreements with competitive prices.
 - 6) stockless purchasing agreements.
- F. Develop systems and procedures that minimize the customer cost of ordering, storing, and using supplies, services, and equipment.
- G. Ensure that timely order placement, expediting and supplier performance analysis take place and are continuously reviewed for effectiveness.
- H. Direct audit activities, including the review of discrepancies, purchase orders, invoice price, payment terms, lost rebates, performance criteria, contract terms and conditions.
- I. Lead focus groups for review and analysis of products and supplier services.
- J. Prepare cost benefit analyses that support best product recommendations.
- K. Negotiate competitive pricing, terms, and service levels.
- L. Review contracts that optimize value to the organization considering standardization, utilization, and compliance.
- M. Develop supplier performance standards program to include the auditing and monitoring of:
 - 1) product quality.
 - 2) pricing.
 - 3) discounts.
 - 4) rebates.
 - 5) service charges.
 - 6) Invoicing.
 - 7) service levels.
 - 8) vendor competency.
- N. Develop supplier performance standards program to include the auditing and monitoring of The Joint Commission (TJC) standards for vendor tracking.
- O. Direct the value analysis process.
- P. Evaluate purchasing reports (e.g., cost savings, price index, order processing time, purchase order error rates, work load volume, freight expenditures).
- Q. Assure that catalogs, price lists, inventory records, purchase order files, and product/supplier files are updated and current.

- R. Participate and provide support to materials management standardization, consolidation and/or re-engineering processes.
- S. Interact with physicians and clinicians to coordinate and integrate products/services consistent with cost elements and quality management programs into existing departmental services by assisting with:
 - 1) program development.
 - 2) data collection and analysis.
 - 3) implementation.
 - 4) monitoring.
 - 5) measurement and evaluation.
- T. Collect and analyze data relating to the therapeutic efficacy and cost effectiveness of products, equipment, and technology.
- U. Coordinate service training for new products or equipment.
- V. Provide consultation to departments requiring assistance in resource allocation.
- W. Initiate and implement a product utilization review process.
- X. Identify opportunities for reduction in resource consumption.
- Y. Provide process review and physician resource analysis of various clinical applications.
- Z. Adhere to a code of ethics to ensure corporate compliance.

2. Inventory Distribution Management: 20 items (Recall - 8, Application - 12, Analysis - 0)

- A. Assure that the organization's acquisition and distribution strategies and practices improve the overall healthcare system supply chain.
- B. Develop strategies and procedures to integrate all resource functions of the overall healthcare system.
- C. Manage the following inventory and distribution programs and strategies:
 - 1) consignment strategy.
 - 2) just-in-time strategy.
 - 3) stockless strategy.
 - 4) consolidation strategy.
 - 5) Vendor Managed Inventory (VMI).
 - 6) electronic point of use systems.
 - 7) Periodic Automatic Replenishment (PAR).
 - 8) electronic requisitions.
 - 9) random requests and emergency requisitions.
 - 10) back-orders.
- D. Monitor and determine causes of inventory variance, and implement corrective strategies.
- E. Develop inventory reduction targets and process to achieve targets.
- F. Determine effective space for storage (e.g., on-site vs. offsite).
- G. Evaluate warehouse design factors related to:
 - 1) flexibility (e.g., ease of expansion and contraction).
 - 2) total, overall system rather than specific subsystems.
 - 3) automation of materials management function.
 - 4) back-up systems available.
- H. Monitor work flow for returned goods, product recalls and conversions, and arrange for pickup and/or exchanges.
- I. Determine effective receiving process (e.g., centralized, decentralized).
- J. Oversee distribution processes and accountability (e.g., accurate reporting of customer activity, discrepancies between receipts and supplier invoices).
- K. Determine an appropriate data management system (e.g., tracking of packing slips and purchase orders, set-up of filing systems, computer systems and receiving logs).
- L. Develop a Performance Improvement (PI) mechanism for monitoring performance of the receiving process.
- M. Resolve customer concerns by providing a central point of access, and serve as a liaison to customer departments and suppliers.

- N. Determine appropriate internal and external material transport devices and systems to use ((e.g., carts, pneumatic tube systems, automated guided vehicles (AGV))).
- O. Review and evaluate distribution system performance.
- P. Identify and calculate ratios for inventory management (e.g., inventory turn rates).
- Q. Understand implications of regulations and logistics pertinent to delivery and conveyance of freight to affiliated healthcare facilities (e.g., third party delivery, cross-docking, and courier services).

3. Information Systems and Data Management: 15 items (Recall - 3, Application - 9, Analysis - 3)

- A. Define functional requirements, specifications and interfaces for an automated materials management system.
- B. Assess existing Material Management Information System (MMIS) capabilities and gap analysis.
- C. Direct acquisition and implementation of an automated, system-wide materials management information system.
- D. Promote development of supply chain system standards.
- E. Apply supply chain data standards to organization MMIS (e.g., GLN, and GTIN).
- F. Employ ANSI X.12 EDI transaction sets.
- G. Establish guidelines and procedures in conjunction with MIS or external users for participation in the materials management system.
- H. Analyze and present data and analysis to task forces, departmental personnel, administration, and physicians.
- I. Collaborate with Information Technology and Health Information Management to facilitate records management storage, archival and retrieval including Health Insurance Portability and Accountability Act (HIPAA) compliance.
- J. Investigate software and hardware technologies integrating medical equipment data and the patient record (e.g., safety infusion pumps).

4. Finance: 15 items (Recall - 3, Application - 9, Analysis - 3)

- A. Review capital requests for compliance with standardization efforts and contract requirements.
- B. Ensure that the materials management system has comprehensive pricing information for instruments, supplies, and equipment for budgetary planning.
- C. Review and analyze supply expense and utilization trends to support both clinical and financial goals, and recommend appropriate budgetary adjustment.
- D. Prepare annual objective and budgetary recommendations including:
 - 1) analysis of budgetary data.
 - 2) coordination of departmental expenditures.
- E. Establish a purchasing and financial document retention and filing system in accordance with regulatory requirements.
- F. Manage non-labor budgetary expenses.
- G. Communicate with Accounts Payable to ensure the following best practices:
 - 1) Generally Accepted Accounting Principles (GAAP) adherence.
 - 2) invoice reconciliation.
 - 3) timely application of rebates and credits.
- H. Demonstrate knowledge of the impact that reimbursements have on the revenue cycle (e.g., capitation, diagnosis-related groups (DRG's), CMS, private payers, charity).
- I. Manage cost-saving programs, including:
 - 1) equipment maintenance.
 - 2) capital equipment selection.
 - 3) technology assessment.
 - 4) consumable product evaluation.
 - 5) procurement, inventory management, utilization, and selection of products and services.

- J. Develop an asset management program for:
 - 1) asset tracking.
 - 2) surplus/reallocation disposition.
- K. Apply standards from:
 - 1) Robinson-Patman Act.
 - 2) Uniform Commercial Code.
 - 3) Safe Harbor Regulations.
 - 4) Sarbanes-Oxley Act.

5. Strategic Planning, Leadership, and Compliance: 25 items (Recall - 10, Application - 15, Analysis - 0)

- A. Oversee tasks in cleaning and preventive maintenance to ensure a high level of sanitation and infection control.
- B. Manage policies and procedures for linen/laundry services.
- C. Manage hazardous waste disposal policies and procedures in accordance with regulatory requirements.
- D. Demonstrate knowledge of universal precaution guidelines.
- E. Integrate data findings of departmental performance into operational and strategic planning.
- F. Incorporate key principles of performance improvement in daily operation (e.g., customer driven, key player involvement, continuous improvement).
- G. Participate in Performance Improvement (PI) efforts (e.g., benchmarking, analysis of process flow, operational needs assessment).
- H. Participate in Performance Improvement and Environment of Care Committees, Corporate Compliance, space planning and construction programs.
- I. Develop position descriptions and employee responsibilities.
- J. Develop department goals and objectives in concert with the organization's mission and strategic plan.
- K. Manage staffing requirements and human resources issues (e.g., patient/customer focus, union compliance, staff training and development).
- L. Develop customer satisfaction plans, communication links, and measurement tools.
- M. Analyze market conditions and statistical data and interview suppliers and other sources to assist in the development of business plans and/or creation of new business ventures.
- N. Train employees regarding the procedures for product recall.
- O. Ensure compliance with legal, regulatory, guidance documents, and accreditation standards or codes to include:
 - 1) Environmental Protection Agency (EPA).
 - 2) Department of Transportation (DOT).
 - 3) Hazard Communication Standard (HCS) including Material Safety Data Sheet (MSDS).
 - 4) Association for the Advancement of Medical Instrumentation (AAMI).
 - 5) The Joint Commission (TJC).
 - 6) Health Insurance Portability and Accountability Act (HIPAA).
 - 7) Americans with Disabilities Act (ADA).
 - 8) National Fire Protection Association (NFPA).
 - 9) Occupational Safety and Health Administration (OSHA).
 - 10) Centers for Disease Control and Prevention (CDC).
 - 11) Centers for Medicare & Medicaid Services (CMS).
 - 12) National Incident Management System (NIMS).
 - 13) Hospital Emergency Incident Command Systems (HEICS).
- P. Participate with purchasing/materials management organizations, including GPO affiliations and local, state, and national purchasing/materials/sterile processing organizations (e.g., central sterile supply organizations).
- Q. Participate in supplier diversity procurement programs (e.g., Minority Business Enterprises (MBE) initiatives, women-owned businesses, small businesses).
- R. Ensure code compliance through inspections of specific areas (e.g., medical gasses).
- S. Comply with waste stream requirements including compliance with management of hazardous waste.
- T. Recognize the importance of MSDS and Employee Right to Know.
- U. Investigate vendor credentialing (e.g., OIG).



- V. Participate in emergency drills and training.
- W. Describe evacuation plans for the department/building.
- X. Describe primary components of the Emergency Preparedness Manual.
- Y. Coordinate emergency management with other healthcare facilities, suppliers and community partners.
- Z. Oversee the department's safety and emergency preparedness programs:
 - 1) mass casualty or disaster response.
 - 2) hazardous material and waste.
 - 3) life/fire safety.
 - 4) medical equipment.
 - 5) safety.
 - 6) security.
- AA. Develop business continuity plans in case of supply chain disruption.
- BB. Evaluate general disaster drills and security.



Sample Examination Questions

1. The Joint Commission standards for Environment of Care require that the Materials Management department have which of the following?
 - A. a cost reduction plan
 - B. a value analysis program
 - C. an employee development plan
 - D. an emergency management plan

2. When a capital requisition has been generated, a buyer needs to take which of the following criteria into account to determine the best method of procurement?
 - A. shortages in the industry
 - B. lease or purchase decision
 - C. whether an item is in stock
 - D. economic events in the industry

3. What does FOB destination mean?
 - A. The buyer pays all freight charges.
 - B. The seller pays all freight charges.
 - C. The seller retains ownership in transit.
 - D. The buyer retains ownership in transit.

4. A basic stock out ratio is calculated by dividing the
 - A. reorder point by the lead time.
 - B. average usage by the monthly receipts.
 - C. number of lines out by the number of lines ordered.
 - D. number of stock outs by the number of receipts.

5. To maximize return on investment for a new MMIS system, implementation processes should do which of the following?
 - A. Encourage and act on user feedback.
 - B. Utilize the system's "best practices."
 - C. Incorporate customization of the system as part of the overall plan.
 - D. Map business processes to system processes immediately after activation.

6. Which of the following is the LEAST effective strategy for a hospital surviving a prospective payment system?
 - A. laying off staff
 - B. increasing efficiencies
 - C. reducing budgetary costs
 - D. maximizing payment from contractual payers

7. A hospital is considering developing a sterile custom pack program. To help offset initial start-up costs, the hospital may market its services to smaller facilities within a 50-mile radius. The hospital's Materials Management department should consider which of the following before making this decision?
 - 1 a market review of other facilities to determine if there is interest
 - 2 a cost analysis of equipment, supplies, and labor needed for the venture
 - 3 a comparative analysis of in-sourcing and out-sourcing to determine cost benefit ratio
 - 4 a report stating how much expansion would be possible for the Materials Management department
 - A. 1, 2, and 3 only
 - B. 1, 2, and 4 only
 - C. 1, 3, and 4 only
 - D. 2, 3, and 4 only

ANSWER KEY	
1. D	5. B
2. B	6. D
3. C	7. A
4. C	

CMRP 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 or academic background. Some methods of preparation may include but are not be limited to the following methods.

Review the CMRP 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 CMRP Examination are job-related/experience-based and test the application and analysis of information, not just the recollection of isolated facts.

Complete the CMRP Self Assessment Examination (SAE)

A Self Assessment Examination (SAE) for the CMRP Examination is an online tool created by the AHA-CC Center to simulate the CMRP 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 CMRP 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 CMRP Examination. The questions presented in the SAE are different from the questions contained on the CMRP certification examination. Performance on the CMRP SAE is not necessarily an indicator of performance on the CMRP certification Examination.

Use Other Study Resources

The AHA-CC recommends that study for the CMRP Examination focus on references and programs that cover the information summarized in the CMRP Examination Content Outline. It should not be inferred that questions on the CMRP 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 Association for Healthcare Resource & Materials Management (AHRMM), visit www.AHRMM.org.

EXAMINATION ADMINISTRATION

The CMRP 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 CMRP 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 assessment Center locations, detailed maps and directions, go to www.aha.org/certifcenter, click on "CMRP" and then on "Testing Centers."

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



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

The CMRP 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 CMRP 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/certifcenter.

International Testing

Candidates who are eligible for the CMRP Examination and wish to take the CMRP 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 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 CMRP Examination under standard conditions may request special accommodations and arrangements. For either a computer or a special administration of a CMRP Examination, complete the Request for Special Examination Accommodations form included in this Candidate Handbook and submit it with a CMRP Examination Application and fee at least 45 days prior to the examination date desired.



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 the CMRP 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.

EXAMINATION APPLICATION AND SCHEDULING PROCESS

Examination Application Fee Schedule

After fulfilling the CMRP Examination eligibility requirements, a candidate may apply to AMP for the CMRP Examination in one (1) 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 CMRP Examination Application. The AHA-CC reserves the right, but is not obligated, to verify 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 CMRP Examination, an eligible candidate must submit the appropriate fee (see below) with a complete Examination Application to AMP.

Member of AHRMM or other AHA Personal Membership Group (PMG) ...	\$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 CMRP Examination date by requesting AMP to reschedule a new CMRP Examination date. The CMRP Examination date may be rescheduled *once* without incurring an additional fee. This date must be within 90 days of AMP confirming receipt of your CMRP Examination application. Additional rescheduling of a CMRP 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 CMRP Examination and apply to retake the CMRP Examination must pay the full CMRP Examination 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 "CMRP," 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 CMRP 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 database are used for all records and communications. For information on your membership record, please contact AHRMM at 312-422-3840 or AHA's Member Services 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 an examination appointment or supply additional eligibility information. The candidate must schedule a CMRP Examination date that is within 90 days of AMP confirming receipt of your CMRP Examination application.

Paper Application

For all administrations

Complete and submit to AMP a CMRP 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:

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

An incomplete CMRP Examination Application will be returned to the candidate along with any fee submitted less a \$50 processing fee. A CMRP 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 CMRP 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 AHRMM at 312-422-3840 or AHA's Member Services 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 you are an AHA 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.

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

Application Processing and CMRP Examination Scheduling

For CMRP 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 CMRP 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 CMRP 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 CMRP Examination. A complete application and full examination fee are required to reapply for CMRP 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 CMRP special administration date. The notice includes the date, location and check-in time for the CMRP Examination.

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

Rescheduling or Cancelling a CMRP Examination

Although CMRP 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 CMRP 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 CMRP Examination must be rescheduled *within ninety (90) days* of the originally scheduled CMRP Examination 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 CMRP Examination must be rescheduled *within ninety (90) days* of the originally scheduled CMRP Examination date. For payment by credit card, the credit card number, and expiration date must be included. A new CMRP Examination application is not required.
- A candidate who **reschedules a CMRP Examination after the 90-day period** forfeits the application and all fees paid to take the exam. A new, complete application and *full* CMRP Examination fee are required to reapply for the CMRP Examination.
- A candidate who **cancels a CMRP Examination after confirmation of the candidate's certification of eligibility is received** from AMP forfeits the application and all fees paid to take the exam. A new, complete application and *full* CMRP Examination fee are required to reapply for the CMRP Examination.

ON THE DAY OF THE CMRP EXAMINATION

Failing to Report for the CMRP Examination

Showing up late or not at all for an already rescheduled CHFME 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 CHFME Examination fee are required to reapply for the CHFME Examination.

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

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

Reporting for the CMRP Examination

Bring with you the **confirmation notice** provided by AMP. It contains the unique identification number required to take the CMRP 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 CMRP Examination will begin after all scheduled candidates are checked-in and seated and no more than one hour after registration begins. 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 CMRP 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 CMRP Examination date that is within ninety (90) days of the originally scheduled CMRP 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 CMRP Examination session that falls within the 90-day period forfeits the application and all fees paid to take the CMRP Examination. A complete application and full CMRP Examination fee are required to reapply for the CMRP Examination.

On-site Security

The AHA-CC and AMP maintain CMRP Examination administration and security standards that are designed to assure that all candidates are provided the same opportunity to demonstrate their abilities. The testing environment 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 take the CMRP Examination.

- 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).

Inclement Weather or Emergency

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

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

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

In the event of a personal emergency on the day of the CMRP Examination, a candidate may request consideration of rescheduling the CMRP 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 CMRP EXAMINATION

After identity of the candidate has been verified, 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 (1) sheet of scratch paper for calculations that must be returned to the CMRP Examination proctor at the completion of testing.

For a ***paper-and-pencil administration***, the candidate is provided oral and written instructions about the CMRP 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 CMRP Examination session. Prior to attempting the examination, the candidate is provided a short tutorial on using the software to take the examination. Tutorial time is NOT counted as part of the two hours allowed for the CMRP Examination. Only after a candidate is comfortable with the software and chooses to start the exam does the CMRP Examination begin.

The ***computer monitors the time spent on the CMRP Examination***. The CMRP 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 examination.

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

A CMRP 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 CMRP Examination. To identify all unanswered or bookmarked questions, repeatedly click on the hand icon.

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

Rules for CMRP Examination

All CMRP Examination candidates must comply with the following rules during the CMRP 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 CMRP Examination is started, the CMRP Examination 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. Examinations are proprietary. CMRP 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 CMRP Examination.
4. Eating, drinking and smoking will not be permitted in the testing room.
5. 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.
6. No questions concerning the content of the CMRP Examination may be asked of anyone during the CMRP Examination.
7. Permission from the CMRP 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 CMRP Examination may be dismissed from the CMRP Examination session, their score on the CMRP Examination voided and the CMRP Examination fees forfeited. Evidence of misconduct is reviewed by the Appeal Board of the AHA-CC to determine whether the CMRP candidate will be allowed to reapply for CMRP Examination. If re-examination is granted, a complete CMRP Examination application and full CMRP Examination fee are required.

- Gaining unauthorized admission to the CMRP 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 CMRP Examination candidates
- Giving or receiving help or being suspected of doing so
- Leaving the Assessment Center or testing room during the CMRP Examination
- Attempting to record CMRP Examination questions or making notes
- Attempting to take the CMRP 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 CMRP Examination materials or notes from the AMP Assessment Center or testing room

Copyrighted CMRP Examination Questions

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

FOLLOWING THE CMRP EXAMINATION

CMRP 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 CMRP Examination in ***paper-and-pencil format*** receives his/her score report from AMP by mail generally about three (3) to five (5) weeks after the CMRP Examination is completed..
- A candidate who takes the CMRP 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 CMRP 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 CMRP Examination. The score report also includes raw scores for each of the major categories of the CMRP Examination Content Outline. A raw score is the number of questions answered correctly. Responses to individual CMRP Examination questions will not be disclosed to the candidate. Even though the CMRP 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 CMRP 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) of successfully completing the CMRP Examination. This package is mailed to the address contained in the AHA member database.

How the passing CMRP Examination 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 CMRP Examination. These ratings are averaged to determine the preliminary minimum passing score (i.e., the number of correctly answered questions required to pass the CMRP 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 CMRP Examination.

When new forms of the CMRP Examination are introduced, a certain number of CMRP Examination questions in the various content areas are replaced by new CMRP Examination questions. These changes may cause one (1) form of the CMRP 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 CMRP Examination forms.

Passing the CMRP Examination

A candidate who passes the CMRP Examination is awarded the CMRP credential. Generally about four (4) to six (6) weeks after the candidate passes a CMRP Examination, the AHA-CC mails to the candidate a certificate of recognition, a pin and information about CMRP 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 personal membership group (PMG), reserves the right to recognize publicly any candidate who has successfully completed the CMRP 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 CMRP 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 CMRP Examination

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

- To schedule a **retake of the CMRP 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 CMRP Examination scheduled within the 90-day period following the failed CMRP Examination.
- A candidate who applies to retake the examination after 90 days following the failed CMRP Examination date must submit a complete application and full CMRP Examination fee.

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

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

CMRP Examination Score Confidentiality

Information about a candidate for testing or renewal of certification and CMRP 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 CMRP 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 CMRP Examination was completed, as well as the \$25 fee payable to AMP. After receipt of the request, the duplicate score report is generally sent 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 AHRMM at 312-422-3840 or the AHA Member Services Center at 312-422-2765.

RENEWAL OF CMRP 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.

Eligible candidates who successfully complete the CMRP Examination are provided information about CMRP certification renewal requirements in a certification package sent by the AHA-CC. ***The CMRP 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.***

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 CMRP Certification Renewal Application is available at www.aha.org/certifcenter.

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

- **Successful re-examination.** To renew this way, successfully pass the CMRP Examination no more than one (1) year prior to expiration of your certification (subject to usual fees and provisions for testing) and submit with the CMRP Certification Renewal Application a copy of your passing CMRP Examination score report to the AHA-CC. An additional CMRP Certification Renewal Application fee is not required if a candidate selects this way to renew the CMRP 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, submit a completed 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 responsible for keeping current contact information their membership record.

Failing to Renew CMRP Certification

A certificant who fails to renew his/her CMRP certification will receive written notification that he/she is no longer considered certified and may not use the CMRP 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 CMRP Examination (subject to the usual fees and provisions for testing).

APPEALS

A candidate who believes he or she was unjustly denied eligibility for examination, who challenges results of a CMRP Examination or who believes he/she was unjustly denied renewal of CMRP 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 satisfactory to the Appeal Board that a severe disadvantage was afforded the candidate during processing of an application for CMRP 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 CMRP Candidate Handbook. Use the CMRP Examination Content Outline to focus study efforts.
- Apply for the CMRP Examination by one of the following two ways:
 - Mail or fax the complete CMRP Examination Application to AMP as directed on the form. Include the CMRP Examination fee, sign the application, and submit both pages of the application. When confirmation of eligibility is received from AMP, make an appointment to take the examination.
 - Apply online for the examination and schedule an appointment to test on computer at an AMP Assessment Center. Visit www.aha.org/certifcenter, click on “CMRP,” “Online Application and Scheduling”, and then follow the online instructions.
- Appear on time for the CMRP 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.

AMERICAN HOSPITAL ASSOCIATION CERTIFICATION CENTER
CERTIFIED MATERIALS AND RESOURCE PROFESSIONAL (CMRP)
 EXAMINATION APPLICATION



To apply for the CMRP Examination, complete this CMRP 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 CMRP Examination was taken previously
 List name as you wish to be printed on your certificate. Titles and designations under a different name.
 will not be printed on the certificate.

 Name of Facility/Company Title

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

 Preferred Telephone Number email Address

EXAMINATION TYPE. Place a checkmark next to the type of CMRP Examination 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 Certified Materials and Resource Professional (CMRP) Examination, a candidate must fulfill one (1) of the following requirements for education and healthcare experience. By checking a box below, the 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 healthcare resource and materials management* experience.
- Associate degree or equivalent from an accredited college or university plus five (5) years of associated healthcare resource and materials management* experience.
- High school diploma or equivalent plus seven (7) years of associated healthcare resource and materials management* experience.

* Associated healthcare resource and materials management includes persons who are involved in the materials functions of healthcare facilities; or are active in the healthcare materials supply chain, including manufacturers, vendors, distributors, consultants and employees of group purchasing organizations.

APPLICATION STATUS

- Check one of the following.
- I am applying as a new candidate.
 - I am applying as a re-applicant, i. e, retaking exam.
 - I am applying for renewal of certification.

MEMBERSHIP STATUS

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

For information on joining the Association for Healthcare Resource & Materials Management (AHRMM), visit www.AHRMM.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 AHRMM 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

AMERICAN HOSPITAL ASSOCIATION CERTIFICATION CENTER
CERTIFIED MATERIALS AND RESOURCE PROFESSIONAL (CMRP)
EXAMINATION APPLICATION



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 resource and materials management?
 - 0-5 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 associated healthcare resource and materials management?
 - 0-5 years
 - 6-10 years
 - 11-15 years
 - 16-20 years
 - 21-25 years
 - 26-30 years
 - More than 30 years
3. What is the highest academic level you have attained?
 - High school diploma or equivalent
 - Some College
 - Associate's degree
 - Baccalaureate degree
 - Master's degree
 - Doctoral degree
4. 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 the department*)
 - Other: _____

SIGNATURE. I certify that I have read all portions of the CMRP Candidate Handbook and agree to abide by regulations contained therein. I certify that I am eligible to take the CMRP 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 CMRP Examination results may be delayed or voided.

Name (please print): _____

Signature: _____ Date: _____

Note: Name, address, telephone number and email address of candidates who pass the CMRP Examination will be shared with AHRMM. 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.

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 CMRP 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 Company/Organization Title

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

Preferred Telephone Number email Address

AHRMM or other AHA Personal Membership Group (PMG) Member 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 CMRP 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.

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 CMRP Examination accommodations. The information provided will be treated with strict confidentiality. Return this form with the Request for Special Examination Accommodations form and your CMRP Examination application and fee to AMP at least 45 days prior to the desired CMRP Examination 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 CMRP Examination application and fee to:
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CMRP Examination Content Outline
Effective for CMRP Examinations administered beginning February 15, 2014

- 1. Procurement/Product Value Analysis: 26 items (Recall: 5, Application: 5, Analysis: 16)**
 - A. Direct the program to purchase materials, supplies, services, equipment, and capital expenditures being mindful of:
 1. specific patient needs (e.g., pediatric, geriatric, bariatric).
 2. physician preference/requirements.
 3. current contractual agreements.
 4. quality of care.
 5. patient outcomes.
 - B. Participate in the organization's purchasing process, including:
 1. budgeting.
 2. purchasing.
 3. receiving.
 4. inventorying.
 5. payment (i.e., invoice discrepancy resolution).
 - C. Participate in the organizations capital purchasing process, including:
 1. budgeting.
 2. specifications/sourcing.
 3. solicitation procedures including evaluating/selecting.
 4. developing the business case or return on investment.
 5. negotiating.
 6. GPO integration.
 7. receiving (coordination with Biomed & Finance (GL asset log)).
 - D. Implement advanced purchasing and procurement techniques for:
 1. contract negotiation.
 2. competitive bidding.
 3. material use evaluation.
 4. cost analysis.
 5. product standardization.
 6. product trials, conversions/disposal.
 7. product substitutions.
 8. emergency purchases including order expediting and follow-up.
 9. end user requisitioning.
 10. strategic sourcing (i.e., proactively identifying cost savings or operational efficiencies, x-step process).
 11. market analysis.
 12. clinical effectiveness.
 - E. Evaluate purchase agreements for:
 1. product quality consistent with standards for patient care.
 2. lowest possible total procurement cost.
 3. cost protection for extended periods of time.
 4. cost increase ceilings.
 5. consignment agreements with competitive prices.
 6. stockless purchasing agreements (including consignment, vendor managed inventory and just-in-time).
 7. GPO agreements.
 8. bulk buys.
 9. purchased services.
 10. terms and conditions.



American Hospital Association Certification Center
Certified Materials and Resource Professional Examination Content Outline

- F. Develop systems and procedures that optimize the customer ordering, storing, freight costs, and usage of supplies, services, and equipment.
- G. Ensure that timely order placement, expediting and supplier performance analysis take place and are continuously reviewed for effectiveness.
- H. Lead focus groups for review and analysis of products and supplier services.
 - I. Prepare cost benefit analyses that support best product recommendations.
- J. Negotiate competitive pricing, payment and freight terms, extended warranties, and service levels.
- K. Review contracts that optimize value to the organization considering standardization, utilization, tier level, and compliance.
- L. Develop and audit supplier performance standards program to include the auditing and monitoring of:
 - 1. product quality.
 - 2. pricing.
 - 3. discounts.
 - 4. rebates.
 - 5. service charges.
 - 6. invoicing.
 - 7. the quality of and maintaining of service levels.
 - 8. vendor competency.
 - 9. vendor credentialing policies.
 - 10. partial versus complete order deliveries.
 - 11. vendor outcomes (e.g., backorders, stockouts).
- M. Develop supplier performance standards program to include the auditing and monitoring of The Joint Commission (TJC) standards for vendor tracking.
- N. Direct the value analysis process.
- O. Evaluate purchasing reports (e.g., cost savings, price index, order processing time, purchase order error rates, work load volume, freight expenditures, contract compliance, invoice discrepancies).
- P. Assure that catalogs, price lists, inventory records, purchase order files, and product/supplier files are updated and current.
- Q. Support materials management standardization, consolidation and/or re-engineering processes.
- R. Interact with physicians and clinicians to coordinate products/services consistent with cost elements and quality management programs into existing departmental services by assisting with:
 - 1. program development.
 - 2. data collection, and analysis.
 - 3. implementation.
 - 4. monitoring.
 - 5. measurement, evaluation, and reporting.
- S. Collect, analyze, and report data relating to the therapeutic efficacy and cost effectiveness of products, equipment, services, and technology.
- T. Coordinate service training for new products or equipment.
- U. Consult with departments requiring assistance in resource allocation.
- V. Initiate and implement a product utilization review process.
- W. Identify opportunities for reduction in resource consumption.
- X. Adhere to a code of conduct/ethics to ensure corporate compliance.

2. Inventory Distribution Management: 20 items (Recall: 4, Application: 4, Analysis: 12)

- A. Assure that the organization's acquisition and distribution strategies and practices are aligned with strategic goals.
- B. Develop strategies and procedures to integrate supply chain related resource functions of the overall healthcare system.
- C. Manage the following inventory and distribution programs and strategies:
 - 1. consignment strategy.
 - 2. just-in-time strategy.
 - 3. stock versus stockless strategy.
 - 4. consolidation strategy.
 - 5. electronic point of use systems.
 - 6. Periodic Automatic Replenishment (PAR).
 - 7. electronic requisitions.
 - 8. random requests and emergency requisitions.
 - 9. back orders.
 - 10. stockouts.
- D. Monitor inventory accuracy.
- E. Implement corrective strategies to address inventory variance.
- F. Develop inventory reduction targets and process to achieve targets.
- G. Determine effective space for storage (e.g., on-site versus offsite).
- H. Evaluate warehouse design factors related to:
 - 1. flexibility (e.g., ease of expansion and contraction).
 - 2. total, overall system rather than specific subsystems.
 - 3. automation of materials management function.
 - 4. back-up systems available.
- I. Monitor work flow for returned goods, product recalls and conversions, and arrange for pickup and/or exchanges.
- J. Determine effective receiving process (e.g., centralized, decentralized).
- K. Oversee distribution processes and accountability (e.g., accurate reporting of customer activity, discrepancies between receipts and supplier invoices, mail distribution).
- L. Determine an appropriate data management system (e.g., tracking of packing slips and purchase orders, set-up of filing systems, computer systems and receiving logs).
- M. Develop a Performance Improvement (PI) mechanism for monitoring performance of the receiving and distribution process.
- N. Resolve customer concerns by providing a central point of access and serve as a liaison to customer departments and suppliers.
- O. Determine appropriate internal and external material transport devices and systems to use (e.g., carts, pneumatic tube systems, automated guided vehicles (AGV)).
- P. Identify and calculate ratios for inventory management (e.g., inventory turn rates, fill rates, obsolescence, expired).
- Q. Understand implications of regulations and logistics pertinent to delivery and conveyance of freight to affiliated healthcare facilities (e.g., third-party delivery, cross-docking, and courier services).
- R. Develop procedures for internal tracking of materials.
- S. Implement and monitor safety program in accordance with OSHA standards.
- T. Develop processes for receipts requiring special handling.
- U. Develop and maintain a strategy for courier pickup and delivery to off-campus facilities.
- V. Develop and maintain a strategy for demand management and forecasting (e.g., seasonality, organizational initiatives, ABC analyses).

3. Information Systems and Data Management: 14 items (Recall: 3, Application: 3, Analysis: 8)

- A. Define functional requirements, specifications and interfaces for an automated materials management system.
- B. Assess existing Material Management Information System (MMIS) capabilities and perform gap analysis.
- C. Maintain the integrity of the Item Master.
- D. Direct acquisition and implementation of an automated, system-wide materials management information system.
- E. Promote development of supply chain system standards.
- F. Apply supply chain data standards to organization's MMIS (e.g., GLN, GTIN, FDA UDI).
- G. Employ ANSI X.12 EDI transaction sets.
- H. Establish guidelines, procedures, and educational materials in conjunction with MIS or external users for participation in the materials management system.
- I. Analyze and present data and analysis to task forces, departmental personnel, administration, and physicians.
- J. Collaborate with Information Technology and Health Information Management to facilitate records management storage, archival and retrieval including Health Insurance Portability and Accountability Act (HIPAA) compliance.
- K. Collaborate with Finance and Quality to understand how patient outcomes data and supply data intersect.

4. Finance: 19 items (Recall: 4, Application: 11, Analysis: 4)

- A. Review capital requests for compliance with standardization efforts and contract requirements.
- B. Ensure comprehensive pricing information for instruments, supplies, services, and equipment is available for budgetary planning.
- C. Review and analyze supply expense and utilization trends to support both clinical and financial goals, and recommend appropriate budgetary adjustment.
- D. Prepare annual objective and budgetary recommendations including:
 - 1. analysis of budgetary data.
 - 2. coordination of departmental expenditures.
- E. Establish a purchasing and financial document retention and filing system in accordance with regulatory requirements.
- F. Manage non-labor budgetary expenses.
- G. Communicate with Accounts Payable to ensure:
 - 1. Generally Accepted Accounting Principles (GAAP) adherence.
 - 2. invoice reconciliation.
 - 3. timely application of rebates and credits.
 - 4. acceptance of prompt payment discounts.
- H. Demonstrate knowledge of the impact that reimbursements have on the revenue cycle (e.g., capitation, diagnosis related groups (DRG), all patient refined (APR), CMS, private payers, charity).
- I. Manage cost-saving programs, including:
 - 1. equipment maintenance.
 - 2. capital equipment selection.
 - 3. technology assessment.
 - 4. consumable product evaluation.
 - 5. procurement, inventory management, utilization, and selection of products and services.
- J. Develop an asset management program for:
 - 1. asset tracking.
 - 2. surplus/reallocation disposition.
- K. Apply standards from:
 - 1. Robinson-Patman Act.
 - 2. Uniform Commercial Code.
 - 3. Safe Harbor Regulations.
 - 4. Sarbanes-Oxley Act.
 - 5. Affordable Care Act.

- 5. Strategic Planning, Leadership, and Compliance: 21 items** (Recall: 4, Application: 13, Analysis: 4)
- A. Demonstrate knowledge of universal precaution guidelines.
 - B. Integrate data findings of departmental performance into operational and strategic planning.
 - C. Incorporate key principles of performance improvement in daily operation (e.g., customer driven, key player involvement, continuous improvement, LEAN).
 - D. Participate in Performance Improvement (PI) efforts (e.g., benchmarking, analysis of process flow, operational needs assessment).
 - E. Participate in Performance Improvement and Environment of Care Committees, Corporate Compliance, space planning and construction programs.
 - F. Develop position descriptions and employee responsibilities.
 - G. Develop department goals and objectives in alignment with the organization's mission and strategic plan.
 - H. Manage human resources issues (e.g., staffing issues, patient/customer focus, union compliance, staff training and development, succession planning, supplier compliance/adherence when on-site).
 - I. Develop customer satisfaction plans, feedback links, and measurement tools.
 - J. Analyze market conditions and statistical data and interview suppliers and other sources to assist in the development of business plans and/or creation of new business ventures.
 - K. Develop and maintain strategies for comprehensive institutional product recall management program.
 - L. Ensure understanding as well as compliance with legal, regulatory, guidance documents, and accreditation standards or codes to include:
 - 1. Environmental Protection Agency (EPA).
 - 2. Hazard Communication Standard (HCS) including Material Safety Data Sheet (MSDS).
 - 3. The Joint Commission (TJC).
 - 4. Health Insurance Portability and Accountability Act (HIPAA).
 - 5. Americans with Disabilities Act (ADA).
 - 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).
 - 10. National Incident Management System (NIMS).
 - 11. Hospital Emergency Incident Command Systems (HEICS).
 - 12. incorporating legislative and regulatory changes reflected in the healthcare reform bill/Affordable Care Act.
 - M. Participate with purchasing/materials management organizations, including GPO affiliations and local, state, and national purchasing/materials/sterile processing organizations (e.g., central sterile supply organizations).
 - N. Participate in supplier diversity procurement programs (e.g., Minority Business Enterprises (MBE) initiatives, women-owned businesses, small businesses).
 - O. Recognize the importance of MSDS and Employee Right to Know.
 - P. Manage a vendor credentialing program (e.g., OIG).
 - Q. Participate in emergency drills and training.
 - R. Describe evacuation plans for the department/building.
 - S. Develop primary components of the Emergency Preparedness Manual.
 - T. Oversee the department's safety and emergency preparedness programs for mass casualty or disaster response.
 - U. Evaluate cost/benefit analyses of insourcing versus outsourcing decisions for key supply chain components.
 - V. Develop and maintain external strategic partnerships (e.g., suppliers, local community, regulatory agencies).
 - W. Evaluate supply chain performance through performance metrics (e.g., Perfect Order Fulfillment, End User Order Response Time, Customer Satisfaction Surveys).
 - X. Develop and maintain strategies to track and optimize patient supply charge capture performance.