



CERTIFIED HEALTHCARE FACILITY MANAGER

CANDIDATE HANDBOOK

**Conducted by the American Hospital Association Certification Center
Effective July 2024**



Advancing Health in America

CHFM CANDIDATE HANDBOOK

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

THE AHA-CC

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

The AHA-CC Board of Directors is charged with governance of Certification Programs conducted by the AHA-CC. Board members are appointed to represent AHA's professional Certification Program stakeholders.

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

Statement of Nondiscrimination

The AHA-CC does not discriminate among candidates on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, genetic information or any other legally protected group status.

AHA-CC CERTIFICATION PROGRAM EXAMINATIONS

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

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

The AHA-CC also provides contracted project management and quality assurance services to the American Organization for Nursing Leadership (AONL) 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 PSI Services to assist in the development, administration, scoring, score reporting and analysis of its CHFM Examination.

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CHFM CERTIFICATION PROGRAM

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

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

Definition of a Healthcare Facility Manager

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

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

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

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

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

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

CHFM Eligibility Requirements

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

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

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

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CHFM EXAMINATION

The CHFM Examination is structured as follows:

- Composed of 110 multiple-choice questions. A candidate's score is based on 100 of these questions. Ten (10) items are "trial" or "pretest" questions that are interspersed throughout the CHFM Examination and are not scored.
- A candidate is allowed two (2) hours in which to complete the CHFM Examination.
- The CHFM Examination is based on the five (5) major content areas listed in the CHFM Examination Content Outline.
 - Each content area is further defined in the CHFM Examination Content Outline by a list of tasks representative of that job responsibility.
 - The number of CHFM Examination questions devoted to each major content area is included in the CHFM Examination Content Outline.
- Generally, the examination questions are categorized by the following cognitive levels:
 - **Recall:** The ability to recall or recognize specific information
 - **Application:** The ability to comprehend, relate or apply knowledge to new or changing situations
 - **Analysis:** The ability to analyze and synthesize information, determine solutions and/or evaluate the usefulness of a solution

CHFM Examination Content Outline

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

1. Compliance: 33 items

- A. Ensure compliance with:
 - 1. Building Codes
 - 2. Americans with Disabilities Act (ADA)
 - 3. Environmental Protection Agency (EPA)
 - 4. Accrediting Organizations
 - 5. National Fire Protection Association (NFPA).
 - 6. Occupational Safety and Health Administration (OSHA)
 - 7. Centers for Disease Control and Prevention (CDC)
 - 8. Centers for Medicare & Medicaid Services (CMS)
 - 9. Facility Guidelines Institute (FGI)
 - 10. American Society of Heating, Refrigeration and Air-Conditioning Engineers (ASHRAE)
 - 11. Local authority having jurisdiction
 - 12. Department of Transportation (DOT) (e.g., hazmat)
 - 13. Federal Aviation Administration (FAA)
 - 14. Federal Emergency Management Agency (FEMA)
- B. Assure that code-required testing or inspection is completed and documented (e.g., monthly generator test, fire protections system test)
- C. Ensure that healthcare facility permits, licenses, and certificates are maintained, recorded, and current (e.g., boilers, elevator, heliport, fuel tanks, communications licenses)
- D. Ensure that all healthcare facility staff licenses and certificates are maintained, recorded, and current (e.g., boiler operator, electrical, refrigeration, plumbing, pool, pesticide)
- E. Evaluate space environmental conditions (e.g., pressurization, temperature, and humidity)
- F. Identify ligature risks
- G. Review fire events by category (e.g., electrical, construction)
- H. Conduct fire safety and response training for staff (e.g., fire drills)
- I. Coordinate corrective action for compliance with fire safety codes
- J. Coordinate with the Fire Department for inspections, testing, and touring of healthcare facilities
- K. Ensure code compliance through inspections of specific systems (e.g., fire system, fire extinguishers, medical gasses)
- L. Develop and maintain Spill Prevention, Control, and Countermeasure (SPCC) program
- M. Manage primary and backup fuel storage systems (e.g., oil, propane)
- N. Check work of staff to ensure compliance with applicable safety and building regulations and that workmanship meets quality and quantity standards
- O. Investigate equipment or utility failures, and document steps taken to prevent recurrence
- P. Manage asbestos, lead, and mold abatement efforts
- Q. Participate in Hazard Vulnerability Assessment (HVA) Analyses and development of Emergency Management plans
- R. Manage compliance with the NFPA 99 and NFPA 101
- S. Coordinate with physicians, departmental managers, and outside agencies in the development of plans to manage emergencies affecting healthcare facilities
- T. Understand the security program
- U. Inspect healthcare facility buildings and grounds to ensure compliance with standards and regulations for a safe environment
- V. Knowledge of the program to manage medical equipment
- W. Develop a program to manage utility systems equipment
- X. Participate in safety rounds
- Y. Participate in emergency drills and training
- Z. Develop and maintain a water management program (ASHRAE 188P)

2. Healthcare Project Management: 18 items

- A. Develop Pre-Construction Risk Assessment (PCRA) that includes Infection Control Risk Assessment (ICRA) and Interim Life Safety Measures (ILSM)
- B. Develop conceptual/feasibility designs and budget estimates
- C. Determine the appropriate project/construction delivery method
- D. Negotiate contract for professional services (e.g., architects, engineers, contractors, specialty consultants)
- E. Review design development, and construction drawings and specifications for construction and renovation projects
- F. Provide recommendation for award of construction bid
- G. Assess the use of energy saving alternatives and options
- H. Develop project construction schedules
- I. Coordinate new project activities with:
 - 1. architects and engineers
 - 2. AHJ (authorities having jurisdiction)
 - 3. general contracts and subcontractors
 - 4. closeout and acceptance
 - 5. stakeholders
- J. Review submittals and shop drawings for construction and/or renovation projects
- K. Manage the project planning processes
- L. Evaluate construction contracts, change documents, submittals, progress payment, insurance, bond, liens
- M. Conduct construction project status review with administration team
- N. Contribute to the development of the facility master plan
- O. Review as-built drawings
- P. Assure that specification requirements are met on system improvement projects
- Q. Coordinate planning for special maintenance, upgrade, and renovation projects
- R. Review infrastructure needs for changes in workload, function, services, operational requirements, and capital equipment installations
- S. Develop and maintain institutional design standards (e.g., hardware, plumbing, lights, electrical systems)
- T. Review new projects with bidders (e.g., scope of work for electrical)
- U. Review plans for building:
 - 1. alterations
 - 2. equipment
- V. Represent organization with contractors, architects, inspectors and suppliers in matters related to healthcare facilities
- W. Manage equipment planning process for new equipment required for expansion or renovation projects.
- X. Understand code differences between existing and new construction as it pertains to the NFPA 101

3. Maintenance and Operations: 27 items

- A. Review service proposals
- B. Manage the utility management program
- C. Coordinate building system improvement projects
- D. Conduct benchmarking for energy utilization of buildings and healthcare facilities
- E. Review energy utilization reports and system operating conditions to identify needs for repair, replacements, upgrades, and capacity additions.
- F. Manage a maintenance management program for:
 - 1. buildings
 - 2. equipment
 - 3. utilities
 - 4. grounds

3. Maintenance and Operations (Continued)

- G. Manage building maintenance repair parts and supplies inventory
- H. Manage engineering information systems (e.g., fire alarm system, building automation system, PM/work order system, CAD/CAFM)
- I. Possess an understanding of the operation and maintenance of:
 - 1. HVAC and refrigeration systems and equipment
 - 2. steam and hot water generation and distribution systems
 - 3. medical gas and vacuum systems
 - 4. electrical distribution systems
 - 5. emergency power supply systems
 - 6. fire alarm, fire suppression, and life safety protection systems
 - 7. domestic and process water and sanitary systems
 - 8. safety and security systems
 - 9. medical equipment
 - 10. building infrastructure and grounds (e.g., roof, windows, exterior walls, roadways, underground utility systems)
 - 11. pneumatic tube
- J. Schedule predictive and reactive work to various trade personnel and outside contractors (e.g., carpenter, electrician, general maintenance, painter, plumber)
- K. Develop preventive maintenance strategies and programs for buildings and equipment
- L. Understand the operations and maintenance of off-site healthcare facilities
- M. Manage elevator system (e.g., preventative maintenance, repairs, annual testing, and upgrades)
- N. Coordinate utility shutdowns for construction/renovation/maintenance/repair projects or activities
- O. Evaluate results of all maintenance and testing activities
- P. Manage the medical utilities equipment management program
- Q. Read/interpret blueprints and schematic drawings
- R. Coordinate communications and resets after a utility power outage
- S. Manage departmental goals, objectives, and standards of work performance
- T. Maintain control, function, and distribution of all healthcare facility locking systems and keys
- U. Create deferred maintenance schedules and projects

4. Finance Management: 10 items

- A. Manage budgets for:
 - 1. operations and maintenance
 - 2. construction projects
 - 3. capital
 - 4. utilities
- B. Evaluate bids for equipment and services
- C. Document energy conservation results to substantiate anticipated savings and payback

5. Administration: 12 items

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

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Sample Examination Questions

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

ANSWER KEY	
1. A	5. B
2. C	6. C
3. A	7. D
4. D	8. C

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CHFM EXAMINATION PREPARATION

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

Review the Content

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

Complete the CHFM Self-Assessment Examination (SAE)

A Self-Assessment Examination (SAE) for the CHFM Examination is an online tool created by the AHA-CC to simulate the CHFM Examination. This tool is available for purchase at <https://store.lxr.com/dept.aspx?id=54>.

The 100-question online practice test was developed using the same procedures as the CHFM Examination, and conforms to CHFM Examination specifications in content, cognitive levels, format, and difficulty. Feedback reports from the SAE provide an opportunity to evaluate and remedy less-than-desirable performance before taking the CHFM Examination. The questions presented in the CHFM SAE are different from the questions contained on the CHFM Certification Examination.

Use Other Study Resources

The AHA-CC recommends that study for the CHFM Examination focus on references and programs that cover the information summarized in the CHFM Examination Content Outline. It should not be inferred that questions on the CHFM Examination are selected from any single reference or set of references, or that study from specific references guarantees a passing score on the CHFM Examination. For information about references, study guides and review sessions offered by the American Society for Healthcare Engineering (ASHE), visit www.ashe.org.

CHFM EXAMINATION ADMINISTRATION

The CHFM Examination is administered in the following ways:

- On computers at PSI Test Centers
- During special administrations at conferences, meetings or other specially-arranged sessions

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

Computer Administration at PSI Test Centers

The primary mode of delivery of the CHFM Examination is via computer at over 200 PSI Test Centers geographically distributed throughout the United States. For PSI Test Center locations, detailed maps and directions, go to www.aha.org/certification, click on "CHFM" and then on "Testing Centers."

For computer administrations at PSI Test Centers, a candidate who meets eligibility requirements to the CHFM Examination may submit an application and fee at any time. A candidate must make an appointment to take the CHFM Examination within ninety (90) days from confirmation of eligibility from AHA. The CHFM Examination is administered by appointment only Monday through Saturday with the exception of some holidays. Appointment starting times may vary by location. Candidates are scheduled on a first-come, first-served basis.

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<i>If PSI 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 CHFM Examination is *not* offered on the following holidays:

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

Special Administration – Laptop or Paper-and-Pencil

The CHFM Examination may be offered on laptop or in paper-and-pencil format during conferences or meetings. A candidate who meets CHFM Examination eligibility requirements and submits an application and fee for receipt by the posted deadline is allowed to test. Dates of special administrations and deadlines for receipt of applications are posted on www.aha.org/certification.

Special Arrangements for Candidates with Disabilities

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

Wheelchair access is available at all PSI Test Centers. Candidates must advise PSI at the time of scheduling that wheelchair access is necessary.

A candidate with a visual, sensory or physical disability that prevents taking the CHFM Examination under standard conditions may request special accommodations and arrangements. Submit your request at least 45 days prior to the examination date desired.

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ADHERING TO PROFESSIONAL STANDARDS OF CONDUCT

The AHA-CC is responsible to its candidates, certificants, employers, the profession and the public for ensuring the integrity of all processes and products of its Certification Programs. As such, the AHA-CC requires adherence to these *Professional Standards of Conduct* by all who have achieved certification through successful completion of its programs. A candidate whose signature is on the CHFM Examination Applications 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.
- Not to misrepresent the credential and to adhere to the Guidelines for Use of the Certification Marks as posted on the AHA-CC website.

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

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

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

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

CHFM EXAMINATION APPLICATION AND SCHEDULING PROCESS

CHFM Examination Application Fee Schedule

After fulfilling the CHFM Examination eligibility requirements, a candidate may apply to PSI for the CHFM Examination online at www.aha.org/certification. Online application requires credit card payment for fees.

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

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

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

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- Payment may be made by credit card (VISA, MasterCard, American Express or Discover). Cash and personal checks are not accepted.
- Exam-related fees are nonrefundable and nontransferable.
- Candidates who fail a CHFM Examination and apply to retake the CHFM Examination must pay the full exam fee as listed above.

Online Application and Scheduling

For computer administrations at PSI Test Centers and Live-Remote Proctoring

Complete the application and scheduling process in one online session. Visit www.aha.org/certification and click on “CHFM.”

If you are a current member of an AHA Personal Membership Group (PMG), you are eligible for the reduced AHA member rate for the CHFM Examination fee.

Your preferred mailing and email addresses designated in AHA’s membership record are used for communications. For information on your membership record, please contact ASHE at 312-422-3800 or AHA’s Support Center at 312-422- 3702.

After completing the application and submitting credit card payment information (VISA, MasterCard, American Express, Discover), you will receive an Authorization to Test (ATT) email, confirming eligibility and prompting you to schedule an examination appointment. The candidate must schedule a CHFM Examination date within the assigned 90-day eligibility window.

A written request must be submitted for an incomplete online CMRP Examination Application fee to be returned to the candidate (less a \$50 processing fee).

Application Processing and CHFM Examination Scheduling

Once eligibility is confirmed, the AHA will send candidates their Authorization to Test notice by email with instructions on scheduling a testing appointment online.

For a computer administration at a PSI Test Center or Live-Remote Proctoring, a candidate's application is valid for 90 days from the date the AHA confirms receipt of the application. The candidate must schedule an appointment and take the CHFM Examination within this 90-day period. A candidate who fails to schedule an appointment within the 90-day period forfeits the application and all fees paid to take the CHFM Examination. A complete application and full examination fee are required to reapply for CHFM Examination.

For a Live Remote Proctoring exam, candidates must complete the system compatibility check to ensure your laptop or PC supports PSI's Live-Remote Proctoring software prior to scheduling your exam. For detailed instructions and procedures please refer to PSI's Online Proctoring Guide at <https://www.psiexams.com/test-takers/online-proctoring-guide/> .

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

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

Rescheduling a CHFM Examination

Although CHFM Examination Application fees are nonrefundable, a candidate who is unable to test ***may reschedule the CHFM Examination*** online at least two (2) business days prior to a scheduled administration date via the AHA Certification Portal. The CHFM Examination must be rescheduled *within your original ninety (90) day eligibility window*. If you wish to change your mode of testing from Live-Remote Proctoring to Test Center, or vice versa, you may do so online *at least two (2) business days prior to a scheduled administration date via the AHA Certification Portal*.

A candidate who wants to ***reschedule or cancel a CHFM Examination after the 90-day period*** forfeits the application and all fees paid to take the exam. A new, complete application and *full* CHFM Examination fee are required to reapply for the CHFM Examination.

ON THE DAY OF THE CHFM EXAMINATION

Reporting for the CHFM Examination

For a computer administration at a PSI Test Center, report to the PSI Test Center 30 minutes before the scheduled testing time. After entering the Test Center, follow the signs indicating PSI Test Center Check-In.

For a special administration (laptop or paper and pencil), report to the designated testing room at the time indicated on the confirmation notice. The CHFM Examination will begin after all scheduled candidates are checked-in and seated, and no later than one (1) hour after the designated registration start time. Follow the signs provided in the hotel/convention center to locate the testing room.

For a Live-Remote Proctoring exam, log in to the exam no later than the scheduled testing time. The check in process will take 10-15 minutes and can begin up to 15 minutes prior to the scheduled testing time.

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

Failing to Report for the CHFM Examination

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 forfeits the application and all fees paid to take the CHFM Examination. A complete application and full examination fee are required to reapply for CHFM Examination.
- A candidate who does not reschedule a CHFM Examination session that falls within the 90-day period forfeits the application and all fees paid to take the CHFM Examination. A complete application and full examination fee are required to reapply for CHFM Examination.

On-site Security

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

Identity Verification

To gain admission to the PSI Test Center, a testing room, or Live-Remote Proctoring exam 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. Candidates testing at a PSI Test Center will also be required to sign a roster for verification of identity. A candidate without proper identification will not be permitted to test.

- Examples of valid primary forms of identification are current driver's license with photograph, current state identification card with photograph, current passport, or current military identification card with photograph.
- The secondary form of identification must display the candidate's name and signature for the candidate's signature verification. (e.g., credit card with signature, social security card with signature, employment/student ID card with signature, etc.)
- If the candidate's name on the registration list is different than it appears on the forms of identification, the candidate must bring proof of the name change (e.g., marriage license, divorce decree, or court order).
- No form of temporary identification will be accepted.

Use of Calculators

Some CHFM Examination questions may require calculations. Use of a silent, nonprogrammable calculator without paper tape-printing capability or alpha keypad is permitted during the CHFM Examination. Use of a computer or a cell phone is not permitted. Calculators will be checked for conformance with this regulation before candidates are allowed admission to the PSI Test Center or testing room. Calculators that do not comply with these specifications are not permitted in the PSI Test Center or testing room.

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Inclement Weather or Emergency

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

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

For computer administrations at PSI Test Centers, candidates may visit www.psonline.com/openings prior to the CHFM Examination to determine if any PSI Test Centers have been closed.

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

TAKING THE CHFM EXAMINATION at a PSI Test Center

After identity of the candidate has been verified and his/her calculator has been approved, the candidate is directed to a testing carrel for a computer administration or an assigned seat for a special administration. For computer-based testing, including laptop administrations, each candidate is provided one sheet of scratch paper for calculations that must be returned to the CHFM Examination proctor at the completion of testing.

For a ***paper-and-pencil administration***, the candidate is provided oral and written instructions about the CHFM Examination administration process.

For a ***computer administration at a PSI Test Center or a laptop administration***, the candidate is provided instructions on-screen. First, the candidate's photograph is taken and remains on-screen throughout the CHFM Examination session. Prior to attempting the exam, the candidate is provided a short tutorial on using the software to take the exam. Tutorial time is NOT counted as part of the two (2) hours allowed for the CHFM Examination. Only after a candidate is comfortable with the software and chooses to start the exam does the CHFM Examination begin.

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

Only one CHFM Examination question is presented at a time. The question number appears in the lower right portion of the screen. The entire CHFM Examination question appears on-screen (stem and four options labeled A, B, C and D). Select an answer either by entering the letter of the option (A, B, C or D) or using the mouse to click on the option. The letter of the selected option appears in the window in the lower left portion of the screen. To change an answer, enter a different option by pressing the A, B, C or D key or by clicking on the option using the mouse. An answer may be changed multiple times.

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

A CHFM Examination question may be left unanswered for return later in the testing session. Questions may also be bookmarked for later review by clicking in the blank square to the right of the TIME button. Click on the double arrows (>>) to advance to the next unanswered or bookmarked question on the CHFM Examination. To identify all unanswered or bookmarked questions, repeatedly click on the double arrows (>>).

When the CHFM Examination is completed, the number of CHFM Examination questions answered is reported. If fewer than 110 questions were answered and time remains, return to the CHFM Examination and answer the remaining questions. Be sure to answer each CHFM Examination question before ending the CHFM Examination. There is no penalty for guessing.

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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 Comment button to the left of the TIME button. This opens a dialogue box where comments may be entered.
- For a **paper-and-pencil administration**, comments may be provided on the answer sheet on the day of the CHFM Examination.

Rules for CHFM Examination

All CHFM Examination candidates must comply with the following rules during the CHFM Examination administration:

1. No personal items (including watches, hats, and coats), valuables or weapons should be brought into the testing room. Only keys, wallets, and items required for medical needs are permitted. Books, computers, or other reference materials are strictly prohibited. If personal items are observed in the testing room after the examination is started, the exam administration will be forfeited. PSI is not responsible for items left in the reception area.
2. Pencils will be provided during check-in. No personal writing instruments are allowed in the testing room.
3. CHFM Examinations are proprietary. CHFM Examination questions may not be recorded or shared with any individual in any manner. No cameras, notes, tape recorders, pagers, cellular/smart phones, or other recording devices are allowed in the testing room. Possession of a cellular/smart phone or other electronic devices is strictly prohibited and will result in dismissal from the CHFM Examination.
4. Eating, drinking, and smoking are not permitted in the testing room.
5. No documents or notes of any kind may be removed from the testing room. Each CHFM candidate will be provided one sheet of scratch paper that must be returned to the CHFM Examination proctor at the completion of testing.
6. No questions concerning the content of the CHFM Examination may be asked of anyone during the CHFM Examination.
7. Permission from the CHFM Examination proctor is required to leave the testing room during the exam. No additional time is granted to compensate for time lost.
8. No guests, visitors, or family members are allowed in the testing room or reception areas.

Candidates observed engaging in any of the following conduct during the CHFM Examination may be dismissed from the CHFM Examination session, their score on the CHFM Examination voided and the CHFM Examination fees forfeited. Evidence of misconduct is reviewed by the Appeal Board of the AHA-CC to determine whether the CHFM candidate will be allowed to reapply for CHFM Examination. If re-examination is granted, a complete CHFM Examination application and full CHFM Examination fee are required.

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

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Copyrighted CHFM Examination Questions

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

TAKING THE EXAM VIA LIVE-REMOTE PROCTORING

For detailed instructions and procedures please refer to PSI's Online Proctoring Guide at <https://www.psiexams.com/test-takers/online-proctoring-guide/>.

FOLLOWING THE CHFM EXAMINATION

CHFM Examination Score Reports

Score reports are issued by PSI, on behalf of the AHA-CC. Scores are reported in written form only, in person or by U.S. mail. Scores are not reported over the telephone, by electronic mail or by facsimile.

- A candidate who takes the CHFM Examination in ***paper-and-pencil format*** receives his/her score report from PSI by mail generally five (5) weeks after the CHFM Examination.
- A candidate who takes the CHFM Examination ***on a computer at a PSI Test Center or on laptop*** receives his/her score report on-screen and via email.

The score report indicates a "Pass" or "Fail", which is determined by the raw score on the CHFM Examination. The score report also includes raw scores for each of the major categories of the CHFM Examination Content Outline. A raw score is the number of questions answered correctly. Responses to individual CHFM Examination questions will not be disclosed to the candidate. Even though the CHFM Examination consists of 110 questions, the score is based on 100 questions. Ten (10) questions are "pretest" questions and do not impact the candidate's score.

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

How the CHFM Examination passing score is set

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

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

Passing the CHFM Examination

An eligible candidate who passes the CHFM Examination is awarded the Certified Healthcare Facility Manager (CHFM) credential. Generally four (4) to six (6) weeks after the candidate passes the CHFM Examination, the AHA-CC mails to the candidate a certificate of recognition, a pin and information about certification renewal requirements. The name on the certificate and the address to which the package is mailed is based on information in the candidate's membership record. It is the candidate's responsibility to keep current this information.

The AHA-CC, in concert with the professional membership group, reserves the right to recognize publicly any candidate who has successfully completed the CHFM Examination. Recognition is awarded so as not to embarrass any candidate who is not successful in achieving certification.

Name, address, telephone number and email address of a candidate who passes the CHFM Examination will be

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shared with the professional membership group. *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.

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Failing the CHFM Examination

If a candidate does not pass the CHFM Examination and wishes to retake the exam, a new application is required. Candidates may apply by using the online application and scheduling feature.

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

CHFM Examination Scores Cancelled by the AHA-CC

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

CHFM Examination Score Confidentiality

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

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

Administrative Matters

Duplicate CHFM Examination score report

Duplicate score reports can be obtained via request to info@psionline.com.

Name and address change

Certificants are responsible for keeping current all contact information. The AHA-CC is not responsible for communication not received due to incorrect contact information. To update any contact information, please contact ASHE at 312-422-3800 or the AHA Support Center at certification@aha.org or 312-422-3702.

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RENEWAL OF CHFM CERTIFICATION

Achieving certification is an indication of mastery of a well-defined body of knowledge at a point in time. Periodic renewal of the certification is required to maintain certified status and to demonstrate ongoing commitment to remain current in the field. Initial certification or renewal of CHFM certification is valid for three (3) years.

Eligible candidates who successfully complete the CHFM Examination are provided information about certification renewal requirements in a certification package sent by the AHA-CC. ***The CHFM Certification Renewal Application must be submitted to the AHA-CC up to one (1) year prior to the expiration date. For an additional nonrefundable fee of \$50, certification renewals may be submitted up to 30 days past the expiration date.***

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

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

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

- **Successful re-examination.** To renew this way, successfully pass the CHFM certification exam no more than one (1) year prior to expiration of your certification (subject to usual fees and provisions for testing). ***An additional Certification Renewal Application fee is not required if a candidate selects this way to renew the CHFM designation.***
- **Completion of 45 contact hours of eligible continuing professional education** over the three (3)-year period and payment of the renewal fee. To renew this way, you must submit a complete CHFM Certification Renewal Application with the appropriate fee and report all eligible continuing professional education activities that you completed during your renewal period. Eligible activities include attending or teaching academic courses, completing online course, attending professional organization conferences and completing AHA-CC Self-Assessment Examinations, among other activities. Some activities have limitation on maximum allowable hours. Refer to the current Certification Renewal Application for a description of eligible activities and other provisions for renewing your certification.

Certification Renewal Application processing is generally about two (2) weeks from receipt of application. Certificants who meet the renewal requirements receive in the mail (at the address in their membership record) a new certificate of recognition. Certificants are afforded an opportunity to remove deficiencies. Certificants are responsible for keeping current contact information in their membership record.

Failing to Renew CHFM Certification

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

APPEALS

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

Checklist for becoming certified

- Meet the CHFM Certification Examination Eligibility Requirements.
- Prepare for the CHFM Certification Examination.
- Read the CHFM Candidate Handbook fully. Use the CHFM Examination Content Outline to focus study efforts.
- Apply for the CHFM Examination online at www.aha.org/certification and click on “CHFM.”
- Appear on time for the CHFM Examination on the date and at the time and location selected. Bring the Authorization to Test notice provided by AHA and identification as described in the CHFM Candidate Handbook.

DOCUMENTATION OF DISABILITY RELATED NEEDS

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

PROFESSIONAL DOCUMENTATION

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

Professional Title

The candidate discussed with me the nature of the examination to be administered. It is my opinion that, because of this candidate's disability described below, he/she/ should be accommodated by providing the special arrangements as described on the Request for Special Examination Accommodations form.

Description of disability: _____

Signed: _____ Title: _____

Printed Name: _____ Date: _____

License Number (if applicable) _____

Address: _____

Telephone Number: _____ Fax Number: _____

Email: _____

Return this form to:

**AHA Certification Center, American Hospital Association,
155 N. Wacker Dr, Suite 400, Chicago, IL 60606**

**If you have questions, call the AHA Certification Center at (312) 422-3702
or email at certification@aha.org.**