

# Certified in Healthcare Human Resources



## CANDIDATE HANDBOOK AND APPLICATION

Conducted by the American Hospital Association Certification Center  
Effective June 2017

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# CHHR CANDIDATE HANDBOOK AND APPLICATION





*This Candidate Handbook provides information about the Certified in Healthcare Human Resources (CHHR) program, including the CHHR Examination administration policy and process as well as the CHHR 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.AHACertificationCenter.org](http://www.AHACertificationCenter.org). The most current version of the Candidate Handbook is posted here and supersedes any other version.*

## THE AHA-CC

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

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

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

### **Statement of Nondiscrimination**

The AHA-CC does not discriminate among candidates on the basis of age, gender, race, color, religion, national origin, disability, or marital status.

## AHA-CC CERTIFICATION PROGRAM EXAMINATIONS

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

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

The AHA-CC also provides 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 PSI Services to assist in the development, administration, scoring, score reporting, and analysis of its CHHR Examination.



## CHHR CERTIFICATION PROGRAM

Administered by the AHA-CC, the CHHR certification program promotes healthcare human resources through certification of qualified individuals and the following program elements:

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

### ***Definition of a Healthcare Human Resources Professional***

Primary responsibilities of a healthcare human resources professional typically include but may not be limited to the following:

- Demonstrates knowledge of health care and healthcare human resource environments, provision of medical care, and healthcare workforce needs.
- Adapts healthcare-specific human resources knowledge to their individual healthcare organization's needs and goals.
- Provides strategic guidance in the interfacing of HR programs and practices to meet the overall mission and vision of the healthcare organization.
- Serves as a trusted advisor and partners with organization leadership on strategic initiatives, employee relations, and communication.

### ***CHHR Eligibility Requirements***

Candidates who meet eligibility requirements and pass the CHHR Examination attain the CHHR designation. The AHA-CC reserves the right, but is not obligated, to verify accuracy of information supplied by or on behalf of a candidate.

To be eligible for the CHHR Examination, a candidate must fulfill one (1) of the following requirements for education and professional experience:

- Master's degree or higher from an accredited college or university plus five (5) years of human resources experience in a healthcare setting or with a provider of human resources services to the healthcare industry.
- Bachelor's degree from an accredited college or university plus six (6) years of human resources experience in a healthcare setting or with a provider of human resources services to the healthcare industry.
- Associate degree or equivalent from an accredited college or university plus eight (8) years of human resources experience in a healthcare setting or with a provider of human resources services to the healthcare industry.

A Healthcare Human Resources professional may fulfill such responsibilities as an employee or a provider of healthcare human resource services at facilities such as the following:

- |                           |                              |                                       |
|---------------------------|------------------------------|---------------------------------------|
| • Academic Institution    | • Mental Health Organization | • Accountable Care Organization (ACO) |
| • Acute Care Facility     | • Rehabilitation Center      | • Managed Care Organization           |
| • Ambulatory Center       | • Long Term Care Facility    | • Physician Practice Group            |
| • Consulting Firm         | • Skilled Nursing Facility   | • Integrated Delivery Network (IDN)   |
| • Hospital/Medical Center | • Assisted Living Facility   | • Medical Group Practice              |
| • Research Hospital       | • Home Healthcare Agency     | • Military/VA/Government Hospital     |
| • Laboratory              | • Hospice Agency             |                                       |



Although position titles may have different meaning in different types of healthcare settings, size of organization, type of practice, etc. , eligible candidates for the CHHR exam may include Healthcare Human Resource professionals such as the following employed with a healthcare human resources provider:

- Vice President of Human Resources
- Chief Human Resources Officer
- Director of Human Resources
- Director of Compensation
- Workforce Relations Director or Manager
- Human Resources Manager
- Talent Acquisition Director
- Talent Manager
- Benefits Manager
- Human Resources Business Partner
- Recruitment & Retention Manager
- Senior Human Resources Representative
- Human Resources Generalist
- Human Resources Specialist
- Human Resources Consultant
- Benefits Specialist
- Employee Relations Specialist
- Senior Labor Relations Associate
- Labor Relations Associate
- Human Resources Coordinator
- Recruiting Coordinator

## CHHR EXAMINATION

The CHHR 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 CHHR Examination.
- The CHHR Examination is based on the five (5) major content areas listed in the Content Outline.
  - Each content area is further defined in the Content Outline by a list of tasks representative of that job responsibility.
  - The number of CHHR Examination questions devoted to each major content area is included in the Content Outline.
- Generally, the CHHR 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.

### **CHHR Examination Content Outline**

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

**1. HR Delivery: 29 items (Recall - 6, Application - 17, Analysis - 6)**

- A. Develop all employer HR policies, procedures, and job descriptions.
- B. Develop programs to reduce risks and manage costs.
- C. Meet with HR staff to determine priorities.
- D. Develop employee benefit programs.
- E. Oversee personnel record keeping related to new hires, employee reviews, promotions, transfers, separations and exit interviews.
- F. Design the budgeting and implementation of new HR programs.
- G. Provide HR policy interpretation for employees and management.
- H. Direct evaluation of all HR programs.
- I. Develop HR metrics and benchmarks.
- J. Evaluate HR outcomes.
- K. Develop operational and capital budgets to address department needs.
- L. Manage high level risks.
- M. Perform due diligence for potential mergers and acquisitions.
- N. Drive the organization to identify and respond to changing demands.
- O. Utilize new technologies to increase operational efficiencies.
- P. Collaborate with senior executives and cross-functional teams in the development of systems that ensure customer service throughout all levels of the organization.
- Q. Create financial reports associated with HR activities.
- R. Implement systems that measure employees' perceptions of organizational culture and climate.
- S. Advise management in issue resolution to ensure HR management practices.
- T. Administer employee benefit plans.
- U. Design the employees' benefits package to address specific benefits programs (e.g., medical, dental, benefits, wellness).
- V. Enhance the work experience by providing essential information to all parties.
- W. Respond to customer communication needs.
- X. Develop organizational communications and communication channels.
- Y. Communicate a vision for HR.
- Z. Administer compensation plan.
- AA. Analyze purchased survey results to verify the compensation structure and ratio remain competitive.
- BB. Analyze wage and salary data.
- CC. Coordinate delivery of a comprehensive compensation system.
- DD. Advise senior management as a strategic business partner regarding the organizational implications of executive and employee compensation and rewards packages.
- EE. Facilitate understanding of and competency in compensation and Human Resource Information System (HRIS) issues.
- FF. Collaborate with senior executives about pay practice.
- GG. Design the employee code of conduct.
- HH. Work with management to accomplish positive employee relations.
- II. Design the employee reward and recognition program.
- JJ. Address breaches in employee code of conduct in a manner consistent with employment law.
- KK. Develop a talent management program that will attract and retain necessary talent for the organization.
- LL. Solicit input from employees through employee surveys.
- MM. Align initiatives with rollout of employee engagement scores and action planning.
- NN. Adhere to all mandatory regulatory training (e.g. HIPAA, OSHA, EEOC, TJC, CMS).
- OO. Maintain databases and tracking systems to ensure compliance with legal and healthcare organization guidelines.



- PP. Ensure activities and programs are compliant with federal, state and municipal labor laws.
- QQ. Ensure mechanisms are in place for reporting unethical, fraudulent or unprofessional behavior internally and to state and federal entities.
- RR. Use standardized healthcare measurement and analysis for process improvement.
- SS. Lead the development, training, and application of performance management systems and processes.
- TT. Develop innovative interviewing processes and techniques.
- UU. Negotiate the contracts for external resources.
- VV. Maintain knowledge of safety requirements.
- WW. Direct the development and maintenance of the Human Resource Information System (HRIS) database to ensure compliance with licensure and regulation agencies.
- XX. Partner with leaders and managers on workforce planning, including department restructure, role redesign, and reductions in force.

**2. Healthcare Business Knowledge: 20 items (Recall - 8, Application - 12, Analysis - 0)**

- A. Evaluate organizational staffing and scheduling requirements.
- B. Analyze trends, patterns and HR implications of business goals.
- C. Communicate with operational leaders to review information regarding specific business challenges, issues, and priorities.
- D. Demonstrate knowledge of the healthcare specific industry standards (e.g., CMS, TJC, CAP).
- E. Support programs associated with current trends in service delivery across the continuum of care (e.g., joint ventures, contracting and outsourcing).
- F. Provide assistance with continuous quality improvement efforts of the organization.
- G. Collaborate with senior executives to ensure that HR initiatives are aligned with the healthcare organization's strategic goals.
- H. Support new work models that improve outcomes and stakeholder satisfaction.
- I. Conduct job analyses to establish the specific requirements of individual jobs within each department.
- J. Identify potential staffing opportunities.
- K. Investigate all employee relation issues.
- L. Advise senior management as a strategic business partner regarding the organizational implications of organizational structure/design.
- M. Address physician behavioral and conflict issues in collaboration with medical leadership.
- N. Contribute to the design of programs associated with physician relations satisfaction and reimbursement.
- O. Demonstrate knowledge of labor relations.
- P. Promote the development and growth of healthcare careers.
- Q. Interact with regulatory agencies in all areas (e.g., licensing, regulatory).
- R. Evaluate workforce planning implications of new business operations (e.g., EMR implementation, acquisitions).

**3. Community Citizenship: 10 items (Recall - 2, Application - 6, Analysis - 2)**

- A. Participate in professional organizations, networks and community boards.
- B. Promote the importance of connections between community and business results.
- C. Engage diverse groups in the development of communications and communication channels.
- D. Meet with community leaders to discuss workforce challenges and opportunities to better prepare their future graduates.
- E. As a strategic business partner, advise senior management regarding the organizational implications of diversity initiatives relative to business strategies and vision.

**4. People Strategies: 24 items (Recall - 5, Application - 14, Analysis - 5)**

- A. Build employee and leadership development programs aligned with orientation performance management and succession planning.
- B. Oversee cost of the workforce forecasting process.
- C. Build relationships with internal and external stakeholders.
- D. Develop an employee benefit philosophy that balances the employees' needs with organizational resources.
- E. Implement work/life balance programs (e.g., life cycle benefits, flexible work arrangements, employee assistance programs, dependent care).
- F. Maintain the safety of employees by mitigating potential risks in the workplace in a cost effective manner.
- G. Model organizational culture to employees.
- H. Develop communication mechanisms that support employee relations, open feedback and associated follow-up.
- I. Support managers with employee relations that include performance and disciplinary actions.
- J. Conduct performance review meetings.
- K. Review policies/guidelines regarding performance behaviors and completion of required competencies.
- L. Direct the evaluation of HR staff.
- M. Direct programs for staff education and development.
- N. Direct the design of the following HR functions or programs:
  - 1) position evaluation.
  - 2) performance management.
  - 3) retention.
- O. Coordinate the development of all recruitment programs.
- P. Develop an employee retention program.
- Q. Develop appropriate behavior-based interviewing questions.
- R. Negotiate competitive offers to job candidates.
- S. Identify sources of job applicants.
- T. Implement an HR planning process to ensure leadership continuity and an ongoing supply of qualified employees.
- U. Implement recruitment strategies based on organizational staffing needs.
- V. Develop workforce plans that respond to current and future staffing needs
- W. Implement structure for leadership and employee training and development.
- X. Advise senior management as a strategic business partner regarding the organizational implications of training and development.
- Y. Lead the design, development and implementation of organizational development programs including talent management/succession planning, leadership development, and career development.
- Z. Develop an HR strategic plan that drives HR initiatives from organizational and business strategies.
- AA. Identify process for onboarding of new physicians.



**5. Personal Leadership: 17 items (Recall - 4, Application - 3, Analysis - 10)**

- A. Act as a coach and advisor to senior leaders on people related-strategies including, but not limited to culture, engagement, leadership decisions, and alignment of vision.
- B. Lead strategic, consultative services within areas of expertise for all levels of employees, departments and business units.
- C. Provide overall strategic HR leadership to support the vision, mission, strategies, key success indicators and the healthcare organization's culture.
- D. Mentor new managers on HR issues.
- E. Provide coaching and feedback on how to improve individual and organizational performance.
- F. Work with senior management to lead:
  - 1) executive development.
  - 2) organizational development.
  - 3) professional development.
  - 4) lead succession planning.
- G. Serve as a resource for senior leaders, managers and employees.
- H. Provide counsel to leadership on HR-related matters

## Sample Examination Questions

1. When performing a job analysis, which of the following should be the FIRST step?
  - A. Identify the department of the job to be analyzed.
  - B. Collect the job analysis information.
  - C. Obtain appropriate permissions for the analysis.
  - D. Determine the purpose of the analysis.
  
2. Under the Health Insurance Portability and Accountability Act (HIPAA), which of the following must be included in an authorization for release of protected health information (PHI) from a healthcare provider?
  - A. the patient's reason for executing the authorization and the date it was authorized
  - B. a commitment that the releasing entity will prevent the recipients from re-releasing the information
  - C. the patient's name, date of birth, and social security number
  - D. an expiration date or expiration event that relates to the use of the disclosure
  
3. To BEST support an internally diverse and inclusive workforce, an organization should establish employee
  - A. resource groups.
  - B. orientation programs.
  - C. mentoring initiatives.
  - D. focus groups.
  
4. When planning for a new primary healthcare service with employed physicians, which of the following strategies would BEST support this new service?
  - A. Employ physician extenders to supplement staffing.
  - B. Establish a primary care base that will feed specialty or secondary care services.
  - C. Establish a link between productivity and pay.
  - D. Enforce benchmarks or monitor collections only after the initial startup period.
  
5. An organization uses "just culture" in responding to safety issues and errors, including a standard that indicates hand hygiene is a required step prior to certain procedures. Failure to perform hand hygiene on three noted occasions on specific procedures results in termination. The department chair of cardiac care reports that the newest surgeon has had five patient safety alerts from staff reporting lack of hand hygiene. Which of the following should the chair be coached on?
  - A. the importance of accountability and responsibility
  - B. to provide education on process and consequences
  - C. to ensure the reporting staff have not been retaliated against
  - D. in a no-blame culture, there must be a systems factor
  
6. Senior leaders ask how they can work on continuous improvement of employee engagement as well as patient experience. They want to improve outcomes of their work as well as track improvement over time. Which of the following recommendations is BEST?
  - A. Implement work-life balance program.
  - B. Utilize Plan-Do-Check-Act.
  - C. Survey employees and evaluate their suggestions.
  - D. Study Best Workplace winners to determine trends.

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

## CHHR 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 limited to the following methods:

### ***Review the Content***

Candidates who have passed AHA-CC certification examinations report that study should begin by reviewing the CHHR 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 CHHR Examination are job-related/experience-based and test the application and analysis of information, not just the recollection of isolated facts.

### ***Complete the CHHR Self-Assessment Examination (SAE)***

A Self-Assessment Examination (SAE) for the CHHR Examination is an online tool created by the AHA-CC to simulate the CHHR Examination. This tool is available for purchase at [www.AHACertificationCenter.org](http://www.AHACertificationCenter.org).

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

### ***Use Other Study Resources***

The AHA-CC recommends that study for the CHHR Examination focus on references and programs that cover the information summarized in the CHHR Examination Content Outline. It should not be inferred that questions in the CHHR Examination are selected from any single reference or set of references, or that study from specific references guarantees a passing score on the examination. For information about references, study guides, and review sessions offered by the American Society for Healthcare Human Resources Administration (ASHHRA), visit <http://www.ASHHRA.org>.

## CHHR EXAMINATION ADMINISTRATION

The CHHR Examination is administered in the following ways:

- On computers at PSI Test Centers
- During special administrations at conferences, meetings, or other specially-arranged sessions
- Outside of the U.S. on request

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 CHHR Examination is via computer at over 190 PSI Test Centers geographically distributed throughout the United States and typically located in H&R Block offices. For PSI Test Center locations, detailed maps and directions, go to [www.AHACertificationCenter.org](http://www.AHACertificationCenter.org), click on "CHHR" and then on "Testing Centers."

For computer administrations at PSI Test Centers, a candidate who meets eligibility requirements for the CHHR Examination may submit an application and fee at any time. A candidate must make an appointment for testing and take the CHHR Examination within ninety (90) days from confirmation of eligibility from PSI. The CHHR 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 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 CHHR 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 CHHR 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.AHACertificationCenter.org](http://www.AHACertificationCenter.org). For the Special Administration application, go to [www.goAMP.com](http://www.goAMP.com).

### ***International Testing***

Candidates who are eligible for the CHHR Examination and wish to take the CHHR Examination outside of the U.S. may email [AMPIntlExamServices@goAMP.com](mailto:AMPIntlExamServices@goAMP.com) for more information or to begin the international scheduling process.

### ***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 CHHR Examination solely by reason of that disability. Through its agents, the AHA-CC will provide reasonable accommodation for a candidate with a disability who requests timely accommodation by completing and timely submitting the two-page Request for Special Examination Accommodations form included in this Candidate Handbook to PSI.

**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 examination under standard conditions may request special accommodations and arrangements. For either a computer or a special administration of a CHHR Examination, complete the two-page Request for Special Examination Accommodations form included in this Candidate Handbook and submit it with a CHHR Examination application and fee at least forty-five (45) days prior to the CHHR Examination date desired.

## **ADHERING TO PROFESSIONAL STANDARDS OF CONDUCT**

The AHA-CC is responsible to its candidates, certifiants, 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 application for the CHHR Examination attests to ongoing agreement to adhere to the following *Professional Standards of Conduct*.

**Professional Standards of Conduct.** A certificant who is awarded certification by the AHA-CC agrees to conduct himself or 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:





# CHHR CANDIDATE HANDBOOK AND APPLICATION

- 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.

<b>CHHR EXAMINATION APPLICATION AND SCHEDULING PROCESS</b>
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## **CHHR Examination Application Fee Schedule**

After fulfilling the CHHR eligibility requirements, a candidate may apply to PSI for the CHHR Examination in one of the following ways:

- Online Application (available at [www.goAMP.com](http://www.goAMP.com) and requires credit card payment for fees)
- Paper Application (included in this Candidate Handbook)

Documentation of eligibility does *not* need to be submitted with a CHHR 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 will be asked to submit documentation as proof of meeting the eligibility requirements.

To apply for the CHHR Examination, an eligible candidate must submit the appropriate fee (see below) with a complete CHHR Examination Application to PSI.

Member of ASHHRA or other AHA Personal Membership Group.....	\$295
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 PSI Services. 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 CHHR examination date by requesting PSI to reschedule a new date. The CHHR Examination date may be rescheduled *once* without incurring an additional fee. This date must be within your original ninety (90) day eligibility window of PSI confirming receipt of the application. Additional rescheduling of a CHHR Examination date is subject to a \$100 rescheduling fee.

# CHHR CANDIDATE HANDBOOK AND APPLICATION

- 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 PSI to cover the declined credit card transaction.
- Candidates who fail a CHHR Examination and apply to retake the CHHR Examination must pay the full Examination fee as listed above.

## **Online Application and Scheduling**

### **For computer administrations at PSI Test Centers only**

Complete the application and scheduling process in one online session. Visit [www.AHACertificationCenter.org](http://www.AHACertificationCenter.org), click on “CHHR,” click on “Online Application and Scheduling,” and then follow the online instructions for accessing the application at [www.goAMP.com](http://www.goAMP.com).

If you are a current member of an AHA Personal Membership Group (PMG), you are eligible for the reduced AHA member rate for CHHR 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 ASHHRA at 312-422-3720 or AHA’s Member Services Center at 312-422-2765. **\*\*NEW MEMBERS must wait at least five business days after new membership to apply online. If the membership number is not accepted, you may submit the paper application to receive the membership discount.**

After completing the application and submitting credit card payment information (VISA, MasterCard, American Express, Discover), PSI confirms the candidate’s certification of eligibility and the candidate is prompted to schedule a CHHR Examination appointment or supply additional eligibility information. The candidate must schedule a CHHR Examination date that is within the assigned 90-day eligibility window.

## **Paper Application**

### **For all administrations**

Complete and submit to PSI a CHHR Examination application with the appropriate fee. You may complete the two-page paper application included in this Candidate Handbook or obtained by one of the following ways:

- Downloading copy from [www.AHACertificationCenter.org](http://www.AHACertificationCenter.org)
- Contacting PSI at 888-519-9901

A written request must be submitted for an incomplete online CHHR Examination Application fee to be returned to the candidate (less a \$50 processing fee). For eligibility, a CHHR Examination application requires:

- Information provided is legible and accurate.
- All of the following required information is provided:
  - Personal Information
  - Examination Type. For the application for a specific special administration, go to [www.goAMP.com](http://www.goAMP.com).
  - Application Status
  - Membership Status. Eligibility for the Member rate of the Examination Application fee requires recording the membership number, name, and address exactly as they appear in AHA’s membership database. For information on your member record, contact ASHHRA at 312-422-3720 or AHA’s Member Service Center at 312-422-2765.
  - Method of payment for the applicable fee
  - Demographic information
  - Signature
- The candidate is eligible for the CHHR Examination and can provide evidence if requested to do so.
- Appropriate fee accompanies 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 PSI.

If **special accommodations** are required, complete and submit to PSI the two-page *Request for Special Examination Accommodations* form included in this Candidate Handbook and submit with the two-page CHHR Examination application and fee at least forty-five (45) days prior to the desired testing date.



# CHHR CANDIDATE HANDBOOK AND APPLICATION

## **CHHR Application Processing and Examination Scheduling**

Generally, in about two (2) weeks of receiving the application, PSI 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. For **special administrations**, approximately ten (10) business days after PSI'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 ineligible, 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 CHHR special administration date. The notice includes the date, location and check-in time for the CHHR Examination. **If a confirmation notice is not received within four (4) weeks of mailing your application, contact PSI at 888-519-9901.**

When scheduling a CHHR Examination at a PSI Test Center, be prepared to provide your assigned identification number and confirm a location and a preferred date and time for testing-

For a computer administration at a PSI Test Center, a candidate's application is valid for 90 days from the date of eligibility. The candidate must schedule an appointment and take the CHHR 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 CHHR Examination. A complete application and full examination fee are required to reapply for CHHR Examination.

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

## **Rescheduling a CHHR Examination**

Although exam application fees are nonrefundable, there are the following options to reschedule a CHHR Examination:

- A candidate **may reschedule the CHHR Examination once at no charge** online at [www.goAMP.com](http://www.goAMP.com) or by calling PSI at 888-519-9901 **at least two (2) business days** prior to a scheduled administration date. The CHHR Examination must be rescheduled within your original ninety (90) day eligibility window.
- A candidate may **reschedule a second time or additional time** by submitting to PSI a written request including their name, address, identification number and the **\$100 rescheduling fee**. A new CHHR Examination application is not required. The exam must be rescheduled **within ninety (90) days** of the originally scheduled CHHR Examination date. For payment by credit card, the credit card number, expiration date and 3-digit security code must be included.
- A candidate who wants to **reschedule a CHHR Examination or cancel the examination after the 90-day period** forfeits the application and all fees paid to take the CHHR Examination. A new, complete application and **full** CHHR Examination fee are required to reapply for the CHHR Examination.

## **ON THE DAY OF THE CHHR EXAMINATION**

### **Reporting for the CHHR Examination**

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

**For a computer administration**, report to the PSI Test Center no later than the scheduled testing time. After entering the H&R Block office, for some locations, 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 CHHR Examination will begin after all scheduled candidates are checked-in and seated and no more than one hour after the scheduled registration begins. Follow the signs provided in the hotel/convention center to locate the testing room.

# CHHR CANDIDATE HANDBOOK AND APPLICATION

## ***Failing to Report for the CHHR 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 must reschedule the CHHR Examination for a new date that is within ninety (90) days from the originally scheduled testing date and remit the \$100 rescheduling fee. To schedule a new appointment for the exam, the candidate must submit to PSI a written request including their name, address, identification number and rescheduling fee. For payment by credit card, the credit card number, and expiration date must be included. A new examination application is not required.
- A candidate who does not reschedule a CHHR Examination session that is within the ninety (90)-day period forfeits the application and all fees paid to take the exam. A complete application and full exam fee are required to reapply for the exam.

## ***On-site Security***

The AHA-CC and PSI maintain 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 PSI Test Centers is continuously monitored by audio and video surveillance equipment or exam personnel. Candidates may be subjected to a metal detection scan upon entering the examination room.

## ***Identity Verification***

To gain admission to the PSI Test 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 CHHR 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).
- No form of temporary identification will be accepted.

## ***Use of Calculators***

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

## ***Inclement Weather or Emergency***

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

Every attempt is made to administer a CHHR Examination as scheduled; however, should a CHHR Examination be canceled, the scheduled candidate will receive notification following the examination regarding a rescheduled examination date or reapplication procedures. In the case of cancellation, no additional fee is required to test. For computer administrations at PSI Test Centers, candidates may visit [www.goAMP.com](http://www.goAMP.com) prior to the examination to determine if any Test Centers have been closed.

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

## TAKING THE CHHR EXAMINATION

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

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

For a **computer administration at a PSI Test 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 CHHR Examination session. Prior to attempting the CHHR Examination, 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 exam. Only after a candidate is comfortable with the software and chooses to start the Examination does the exam time begin.

The **computer monitors the time spent on the examination**. The CHHR Examination terminates at the two (2)-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 CHHR Examination.

**Only one (1) CHHR Examination question is presented at a time**. The question number appears in the lower right portion of the screen. The entire CHHR Examination question appears on-screen (question 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 selected 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 CHHR Examination question by question. To review a question, click the backward arrow (<) or use the left arrow key to move backward through the CHHR Examination.

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

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

## **Rules for CHHR Examination**

All CHHR Examination candidates must comply with the following rules during the CHHR 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. CHHR Examinations are proprietary. CHHR 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 CHHR 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 CHHR candidate will be provided one sheet of scratch paper that must be returned to the CHHR Examination proctor at the completion of testing.
6. No questions concerning the content of the CHHR Examination may be asked of anyone during the CHHR Examination.
7. Permission from the CHHR 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 CHHR Examination may be dismissed from the CHHR Examination session, their score on the CHHR Examination voided and the CHHR Examination fees forfeited. Evidence of misconduct is reviewed by the Appeal Board of the AHA-CC to determine whether the CHHR candidate will be allowed to reapply for CHHR Examination. If re-examination is granted, a complete CHHR Examination application and full CHHR Examination fee are required.

- Gaining unauthorized admission to the CHHR 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 CHHR Examination candidates
- Giving or receiving help or being suspected of doing so
- Leaving the PSI Test Center or testing room during the CHHR Examination
- Attempting to record CHHR Examination questions in any manner or making notes
- Attempting to take the CHHR 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 CHHR Examination materials or notes from the PSI Test Center or the testing room

## **Copyrighted CHHR Examination Questions**

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

## FOLLOWING THE CHHR EXAMINATION

### ***CHHR 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 examination in ***paper-and-pencil format*** receives his/her score report from PSI by mail generally in about three (3) five (5) weeks after completing the CHHR examination.
- A candidate who takes the examination ***on a computer at a PSI Test Center or on laptop*** receives his/her score report before leaving the testing center except when the examination program is in a provisional score report mode.

The score report indicates a “Pass,” which is determined by the raw score on the total CHHR Examination. The score report also includes raw scores for each of the major categories of the CHHR Examination Content Outline. A raw score is the number of questions answered correctly. Responses to individual CHHR Examinations questions will not be disclosed to a candidate. Although the CHHR Examination consists of 110 questions, the score is based on 100 questions. Ten (10) questions are “pretest” questions and do not impact the candidate’s score. The minimum passing score for the examination is posted on [www.AHACertificationCenter.org](http://www.AHACertificationCenter.org).

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

### ***How the CHHR 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 CHHR Examination. These ratings are averaged to determine the preliminary minimum passing score (i.e., the number of correctly answered questions required to pass the examination). This method takes into account the difficulty of the CHHR Examination. The preliminary minimum passing score is validated by the performance of candidates. The passing standard is applied consistently across all CHHR candidates who take the same form of the CHHR Examination.

When new forms of the CHHR Examination are introduced, a certain number of CHHR Examination questions in the various content areas are replaced by new CHHR Examination questions. These changes may cause one form of the CHHR 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 CHHR Examinations that have different passing scores, the equating process helps ensure that the levels of CHHR examinee knowledge are equivalent on the various CHHR Examination forms.

### ***Passing the CHHR Examination***

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

The AHA-CC, in concert with the personal membership group (PMG), reserves the right to recognize publicly any candidate who has successfully completed the CHHR 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 CHHR 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](mailto:certification@aha.org) or fax at 312-422-4575.



## ***Failing the CHHR Examination***

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

- To schedule a **retake of the CHHR Examination**, a candidate may apply by using the online application and scheduling feature on [www.AHACertificationCenter.org](http://www.AHACertificationCenter.org) or by submitting the re-application form included with the score report. To use this shortened application form, the completed application and full CHHR Examination fee must be submitted and a CHHR Examination scheduled within the ninety (90)-day period following the failed examination.
- A candidate who wishes to retake the CHHR Examination after ninety (90) days following the failed examination date must submit a completed full-length application (in this CHHR Handbook or online at [goAMP.com](http://goAMP.com)) and full examination fee.

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

## ***CHHR Examination Scores Canceled 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 CHHR Examination results if, upon investigation, violation of CHHR regulations is discovered.

## ***CHHR Examination Score Confidentiality***

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

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

## ***Administrative Matters***

### ***Duplicate CHHR Examination score report***

Duplicate score reports are available from PSI up to one year from the testing date. The fee is \$25 per copy payable by cashier's check or money order to PSI Services. The request must include the candidate's name, unique identification number, mailing address, telephone number, and date the CHHR Examination was completed. After receipt of the request, a duplicate score report is generally mailed within three (3) weeks.

### ***Score verification request***

Candidates who do not pass the CHHR Examination may request a manual verification of the computer scoring. Requests for manual scoring must be submitted to PSI in writing with a \$25 hand scoring fee (cashier's check or money order made payable to PSI Services) within one year following the CHHR Examination date. The request must include your name, unique identification number, mailing address, CHHR Examination date, and a copy of your score report. Please allow 10 business days for processing your request. Candidates close to passing are discouraged from a handscore request. PSI routinely samples examinations of candidates who score near passing to ensure correct reporting of results. These CHHR Examinations are automatically handscored before results are mailed as a quality control measure. Thus, it is unlikely any CHHR Examination results will change from "fail" to "pass" after a requested handscore.

### ***Name and address change***

Candidates 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, the candidate should contact ASHHRA at 312-422-3720 or the AHA Member Services Center at 312-422-2765.

## RENEWAL OF CHHR CERTIFICATION

Achieving CHHR certification is an indication of mastery of a well-defined body of knowledge at a point in time. Periodic renewal of the CHHR 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 CHHR Examination are provided information about certification renewal requirements in a certification package sent by the AHA-CC. ***The CHHR Certification Renewal Application may 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.***

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

The current CHHR Certification Renewal Application and renewal fees are posted at [www.AHACertificationCenter.org](http://www.AHACertificationCenter.org).

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

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

CHHR certification Renewal Application processing generally requires 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 CHHR Certification***

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

## APPEALS

A candidate who believes he or she was unjustly denied eligibility for CHHR examination, who challenges results of a CHHR Examination or who believes he or 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 CHHR candidate for certification or renewal of CHHR certification must provide evidence satisfactory to the Appeal Board that a severe disadvantage was afforded the candidate during processing of an application for the CHHR examination or renewal of the CHHR certification or prior to or during administration of a CHHR 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 CHHR Certification Examination Eligibility Requirements.
- Prepare for the CHHR Certification Examination.
- Read the CHHR Candidate Handbook fully. Use the Examination Content Outline to focus study efforts.
- Apply for the examination by one of the following two (2) ways:
  - Mail or fax the complete Examination Application to PSI as directed on the application. Include the exam fee, sign the application, and submit both pages of the application. When confirmation of eligibility is received from PSI, make an appointment to take the examination.
  - Apply online for the examination and schedule an appointment to test on computer at a PSI Test Center. Visit [www.AHACertificationCenter.org](http://www.AHACertificationCenter.org), click on “CHHR,” “Online Application and Scheduling,” and then follow the online instructions.
- Appear on time for the examination on the date and at the time and location selected. Bring the confirmation notice provided by PSI and identification as described in the CHHR Candidate Handbook.



AMERICAN HOSPITAL ASSOCIATION CERTIFICATION CENTER  
CERTIFIED in HEALTHCARE HUMAN RESOURCES (CHHR)  
EXAMINATION APPLICATION PAGE 1 OF 2



To apply for the CHHR Examination, complete this two-page application and return it with the examination fee to:

PSI, AHA-CC Examination, 18000 W. 105th St., Olathe, KS 66061-7543  
FAX: 913-895-4651 PHONE: 888-519-9901

CANDIDATE INFORMATION

(First Name) (Middle Initial) (Last Name) Former name if exam was taken previously under a different name.  
List name as you wish to be printed on your certificate.  
Titles and designations will not be printed on the certificate.

Name of Facility/Company/Organization Title

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

Preferred Telephone Number Email Address

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

- Computer administration at a PSI Test Center
- Special domestic administration (For scheduled dates, see [www.AHACertificationCenter.org](http://www.AHACertificationCenter.org)). Scheduled date and location: \_
- International administration (For Request for International Examination Administration form, see [www.AHACertificationCenter.org](http://www.AHACertificationCenter.org)).

ELIGIBILITY REQUIREMENTS

To be eligible for the CHHR Examination, a candidate must fulfill one (1) of the following education and work experience requirements. By checking a box below, a candidate certifies to the AHA-CC that he or she satisfies the eligibility requirements. Check the one (1) that applies.

- Master's degree or higher from an accredited college or university plus five (5) years of human resources experience in a healthcare setting\* or with a provider of human resources services to the healthcare industry.
- Bachelor's degree from an accredited college or university plus six (6) years of human resources experience in a healthcare setting\* or with a provider of human resources services to the healthcare industry.
- Associate degree or equivalent from an accredited college or university plus eight (8) years of human resources experience in a healthcare setting\* or with a provider of human resources services to the healthcare industry.

\* Includes experience with a provider of human resources services to healthcare facilities such as research, VA or other hospitals; medical practice groups, ACOs; IDNs; MCOs; acute care, rehabilitation or skilled nursing facility; hospice or home health agency.

APPLICATION STATUS Check one of the following.

- I am applying as a new candidate.
- I am applying as a reapplicant; i.e., to retake the examination.
- I am applying for renewal of certification.

MEMBERSHIP STATUS

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

For information on joining the American Society for Healthcare Human Resources Administration (ASHHRA), visit [www.ashhra.org](http://www.ashhra.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 PSI Services. Indicate the type and amount of fees enclosed:

- Member of ASHHRA or other AHA PMG.....\$295
- Nonmember:.....\$425
- Rescheduling Fee.....\$100
- Member Voucher.....\$0

\*\* Note: If you are paying with a Member Voucher, the original voucher is required. Copies will not be accepted.

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 IN HEALTHCARE HUMAN RESOURCES (CHHR)

EXAMINATION APPLICATION PAGE 2 OF 2



**SPECIAL ACCOMMODATIONS.** Do you require special disability related accommodations during testing?

- No
- Yes

If yes, please complete the two-page Request for Special Examination Accommodations form included in this Candidate 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 healthcare?
  - 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 healthcare human resources?
  - 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/GED
  - Some College
  - Associate's degree
  - Baccalaureate degree
  - Master's degree
  - Doctoral degree
4. What is your level of responsibility?
  - Vice President
  - Director
  - Manager
  - Specialist
  - Associate
  - Coordinator/Supervisor
  - Other \_\_\_\_\_
5. How many employees are there in your organization?
  - 50 or less
  - 51 - 500
  - 501 - 1,000
  - 1,001 - 2,500
  - 2,501 - 5,000
  - More than 5,000
6. How many employees report to you directly?
  - 2 or less
  - 3 - 5
  - 6 - 10
  - More than 10
7. How many employees are there in your HR department?
  - 5 or less
  - 6 - 20
  - 21 - 50
  - More than 50

**Note:** Name, address, telephone number and email address of candidates who pass the Examination will be shared with ASHHRA. 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](mailto:certification@aha.org) or fax to 312-422-4575.

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

Name (please print): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# REQUEST FOR SPECIAL EXAMINATION ACCOMMODATIONS



If you have a disability covered by the Americans with Disabilities Act (ADA), please complete this form and provide the Documentation of Disability-Related Needs on the next page 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 CHHR Examination application and fee to PSI at least 45 days prior to the desired testing date.

## CANDIDATE INFORMATION

\_\_\_\_\_  
First Name                      Middle Initial                      Last Name

\_\_\_\_\_  
Name of Facility/Company                      Title

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

\_\_\_\_\_  
Preferred Telephone Number                      Email Address

ASHHRA or other AHA Personal Membership Group Member (PMG) Number \_\_\_\_\_

I am not a member of an AHA PMG

### SPECIAL ACCOMMODATIONS

I request special accommodations for the \_\_\_\_\_ examination.

**Please provide** (Check all that apply.):

- \_\_\_\_\_ Reader
- \_\_\_\_\_ Extended testing time (time and a half)
- \_\_\_\_\_ Reduced distraction environment
- \_\_\_\_\_ Large print test (paper-and-pencil administration only)
- \_\_\_\_\_ Circle answers in test booklet (paper-and-pencil administration only)
- \_\_\_\_\_ Other special accommodations (Please specify.)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**PLEASE READ AND SIGN:** I give my permission for my diagnosing professional to discuss with PSI staff my records and history as they relate to the requested accommodation.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

**Return this form with your CHHR Examination application and fee to:**  
PSI, 18000 W. 105th St., Olathe, KS 66061-7543

If you have questions, call PSI Candidate 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 PSI is able to provide the required examination accommodations. The information provided will be treated with strict confidentiality. Return this form with the Request for Special Examination Accommodations form and your CHHR Examination application and fee to PSI 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: \_\_\_\_\_  
(Street Address, City, State/Province, Zip/Postal Code, Country )

Telephone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

Email: \_\_\_\_\_

**Return this form with your CHHR Examination application and fee to:**

PSI, 18000 W. 105th St., Olathe, KS 66061-7543

If you have questions, please call PSI Candidate Services at 888-519-9901 or fax to 913-895-4651.