

INTRODUCTION

The American Board of Quality Assurance and Utilization Review Physicians (ABQAURP) is a non-profit organization that has certified over 9,000 Physicians, Nurses and other Health Care Professionals in Health Care Quality and Management (HCQM). Its mission is to improve the overall quality of health care that is provided to the consuming public.

Established in 1977, ABQAURP has evolved to become the nation's largest organization of interdisciplinary health care professionals and it remains at the forefront of the HCQM field for all medical specialties and professions.

ABQAURP is dedicated to assuring a high quality certification process with definable standards. In fact, ABQAURP is the only HCQM organization with an exam developed, administered and evaluated through the National Board of Medical Examiners' (NBME) testing expertise. The NBME's involvement in the certification process serves to reinforce ABQAURP's dedication to establishing HCQM as a specialty with definable standards upheld by knowledgeable experts.

The ABQAURP certification process promotes excellence and professionalism through recognition of individuals dedicated to HCQM. Individuals are distinguished by superior skills in analysis, review, case management and many other areas of health care administration. Managed care companies, government agencies, hospitals and insurance companies have come to recognize the value of the ABQAURP credential when seeking qualified health care experts to meet their staffing needs.

"In the current environment where quality of care and patient safety is the key clinical issue facing healthcare today, my certification affords me the background to understand the key issues and assist my organization in its effort to reduce medical errors."

Barry P. Chaiken, MD
ABQAURP Diplomate since 1991

PATIENT SAFETY INITIATIVE

In response to the recent industry focus on medical errors and patient safety, ABQAURP has launched the Patient Safety Initiative (PSI) to build upon its current expertise in certification and professional development in HCQM. The PSI will expand ABQAURP's focus to more directly include the issues of medical errors and patient safety.

ABQAURP has invested substantial resources in the PSI to develop additional patient safety focused education and to create a Patient Safety Officer Section (PSOS) devoted to the professional needs of patient safety officers. ABQAURP has expanded the HCQM Certification Exam to include additional patient safety questions across all disciplines, such as risk management, case management and managed care.

WHO SHOULD TAKE THE CERTIFICATION PROGRAM

This program is intended for all physicians, nurses and other health care professionals striving for both personal and professional enrichment. HCQM Certification is recommended for individuals dedicated to the principles of quality improvement, utilization management, managed care, risk management, case management and workers' compensation.

BENEFITS OF CERTIFICATION

- Reflects commitment to the HCQM profession
- Demonstrates personal achievement
- Enhances professional credentials
- Improves career opportunities and increases potential income
- Expands skills and knowledge to manage in today's complex and increasingly litigious health care environment

Certification as an active Diplomate entitles you to numerous membership benefits, including discounted tuition for ABQAURP's accredited continuing education seminars and courses. These seminars are intended to enhance your ability to successfully compete in today's complex, constantly changing, health care environment. In addition, Diplomates receive quarterly issues of ABQAURP's peer-reviewed *Journal of Quality Health Care*, which addresses medical and

legal issues focusing on ethics, compliance, clinical resource management, case management, risk management and patient safety.

Diplomates are listed in ABQAURP's online Membership Directory. In addition, Diplomates can take advantage of networking opportunities at continuing education seminars and receive career placement assistance through ABQAURP's affiliated health care placement companies.

EXAMINATION PREPARATION

INDEPENDENT HOME STUDY COURSE

A Review of the Core Body of Knowledge (CBK)

In order to fulfill the education requirement for the certification examination, many examinees take advantage of the CBK course. This comprehensive course is intended for Physicians of all specialties, RNs and other Health Care Professionals.

The Course Modules include:

- **Patient Safety + AHRQ report**
- **Insurance and Managed Care**
- **Workers' Compensation: A Practical Perspective**
- **Clinical Resource Management**
- **Regulatory Environment**
- **Accreditation Organizations**
- **Credentialing and Privileging**
- **Quality Improvement, Quality Management and Quality Assurance**
- **Legal and Ethical Issues in Risk Management: Practice Protection**

Candidates will be required to complete a post-test. While it is strongly recommended as a valuable overview of Health Care Quality and Management, this course is not a requirement and does not ensure successful completion of the examination.

ABQAURP designates the CBK Course for a maximum of 12 hours in Category 1 credit towards the AMA Physician's Recognition Award. In addition, this course has also been approved for 14 contact hours by the Florida Board of Nursing, Provider Number NCE2583.

For maximum flexibility, the CBK can be viewed, printed and completed online with instantaneous results from our website at www.abqaurp.org.

RECOMMENDED READING

Below is a list of suggested reading materials to help candidates prepare for the HCQM Certification Examination. Purchasing these books is optional, and although the books were an integral tool in exam development, their review does not guarantee successful exam completion. These publications are available directly from ABQAURP. Please refer to the Order Form.

The Managed Health Care Handbook, 4th Edition **Peter R. Kongstvedt**

This thoroughly revised (30 new chapters) and updated book is a strategic and operational resource for use in planning and decision-making. It includes advice from managers in the field on how to succeed in every aspect of managed care including quality management, claims and benefits administration, and managing patient demand.

Hornbook Series: Health Law 2nd Edition

Barry R. Furrow, Thomas L. Greaney

Expert authors overview health law as it affects the professionals, institutions, and entities that deliver and finance health care in the United States. Considers the law's response to quality and error through institutional and professional regulation, and malpractice litigation against professionals, hospitals, and managed care organizations.

The Patient Safety Handbook

Barbara Youngberg, JD, BSN, MSW, Martin J. Hatlie, JD

The Patient Safety Handbook offers practical guidance on implementing systems and processes to improve outcomes and advance patient safety. Covering the full spectrum of patient safety and risk reduction, it builds from the fundamentals of the science of safety, to a thorough discussion of operational issues and the actual application of the principles of research.

ELIGIBILITY REQUIREMENTS

ABQAURP provides equal opportunity/access to all eligible examination candidates. Candidates must meet the following criteria:

1. *Hold a current, non-restricted license in each state or territory of the United States in which the candidate is licensed. If the individual's profession does not require a license, ABQAURP may determine eligibility based on experience and education.*

2. *Complete a minimum of twenty (20) hours of ABQAURP-approved continuing education (pertinent to at least one of the exam categories). Successful completion of the CBK Course fulfills this requirement.*

EXAMINATION CATEGORIES

The 2004 Exam has been updated to include additional patient safety questions across all disciplines such as Risk Management, Case Management and Managed Care.

The HCQM examination is reviewed and updated annually by a committee of Health Care Quality and Management experts. The examination contains factual material, application of concepts and realistic vignettes. To view examples of the types of questions that may appear on the exam, visit the Certification page on the website, www.abqaup.org.

The 2004 HCQM Exam covers a broad range of topics and concepts relative to HCQM and Patient Safety. The principal categories represented on the exam may include, but are not limited to, the following:

Accreditation Organizations

- NCQA & HEDIS
- JCAHO & ORYX
- AAAHC
- URAC
- ABQAURP

Insurance and Managed Care

- Indemnity
- HMO
- Medicare & Medicaid
- Tricare
- PPO, Point of Service, EPO

Workers' Compensation

- Compensability
- Managing Cases
- Independent Medical Exams
- Return To Work
- Safety Programs
- Impairment

Clinical Resource Management

- Utilization Profiles
- Medicare Audits
- Demand & Disease Management

Credentialing and Privileging

- Core Concepts
- Determining Capability
- Primary Source Verification
- NPDB & HIPDB
- Fair Hearings
- Re-credentialing & Re-privileging Processes

Quality Improvement, Management and Assurance

- PSRO
- PRO
- QIO
- 6th Scope of Work
- QISMC
- Best Practices
- Pathways
- Peer Review
- Statistical Process Control
- CQI & TQM
- Theories

Risk Management

- Stark Laws
- Anti-Kickback Statutes
- Anti-Referral Laws
- Safe Medical Devices
- EMTALA
- PSDA
- ADA
- Tort Reform
- Informed Consent
- Patient Bill of Rights
- Patient Safety

Regulatory Environment

- ERISA, OBRA, COBRA, TEFRA, CLIA, BBA, PPS, DRGs, APCs
- Health Care Quality Improvement Act
- HIPAA

APPLICATION PROCEDURES

Examination candidates must submit all completed application materials to the ABQAURP National Office prior to the specified application deadline. These documents must include:

- Notarized application
- Curriculum Vitae (resume)
- Copy of the candidate's current license (if applicable)

Applications will not be processed until all of the above information has been received along with the application and examination fees.

Incomplete applications will be returned to the applicant. A late fee of \$50.00 may be assessed if the materials are not submitted by the application deadline date. The examination fee is non-refundable unless the applicant is determined ineligible to participate in the exam. It is the candidate's responsibility to promptly inform the ABQAURP National Office of any changes in address or telephone number. For more information, call Elizabeth White at (800) 998-6030 ext. 116.

SPECIAL ACCOMMODATIONS

Special testing accommodations are available for persons with disabilities. Participants may request special accommodations by attaching the documentation and specific requirements to their application form. Call Elizabeth White at (800) 998-6030 ext. 116 for more information.

FEES

Core Body of Knowledge Course (CBK) - Online only

Online - Affiliate Member **\$235.00**
Online - Non-Member **\$275.00**

Certification

Application Fee* - Affiliate Member **\$125.00**
Application Fee* - Non-Member **\$150.00**

Certification

Certification Exam Fee* - Affiliate Member **\$385.00**
Certification Exam Fee* - Non-Member **\$450.00**

**An application is included in this packet and must be completed and approved. Examination fees are non-refundable unless the candidate is determined ineligible to sit for the exam.*

"ABQAURP certification is an important credential for the members of the medical team at ADP IMS...to remain current with the trends in utilization review, adding yet another quality standard to our review process. Both clients and associates reap the benefits of this credential."

Jean E. Lapeirre, RN,
ABQAURP Diplomate since 1986

CORPORATE DISCOUNT

ABQAURP offers a "Group Rate" discount to any organization sponsoring 5 or more individuals for the CBK Course and/or Certification Examination. Call Elizabeth White at (800) 998-6030 ext. 116 for more information.

APPLICATION DEADLINE

The 2004 Exam application deadline is June 30th. Applicants that need to complete the CBK course to meet the eligibility requirements to sit for the Exam, must do so by June 30th.

Although the afore-mentioned deadline is flexible, testing appointments are made on a **first-come, first-serve** basis. Therefore, the sooner the application process is completed, the more options there are concerning testing locations, dates and times.

Please call for testing opportunities beyond June 30th. Extensions are subject to availability and a \$50.00 late fee.

CERTIFICATION EXAM

2004 Testing Window Schedule July 1 through November 30

The exams are offered daily (except Sundays and holidays) at an extensive network of Prometric® (formerly Sylvan) Test Centers located throughout the U.S. and Canada. A complete listing of Prometric Test Centers is located at our website, www.abqaarp.org, located under Certification.

The candidate is allowed 4.5 hours to complete the exam. A brief tutorial is included.

ADDITIONAL CERTIFICATION

Once ABQAURP certified, Diplomates who perform or are involved in activities such as Patient Safety/Risk Management, Case Management, Managed Care and Workers' Compensation have the opportunity to enhance their existing clinical credentials by obtaining Sub-specialty Certification in one of these four areas.

Select your sub-specialty now at no additional charge. Once you pass the exam, they will become effective.

If you choose to select your sub-specialty later, Diplomates can download application forms from www.abqaarp.org under certification and then click on Additional Certification Options or application forms can be obtained by contacting Elizabeth White at ewhite@abqaarp.org.

RECERTIFICATION

Continuing Education Requirement

Candidates that have successfully completed the examination must maintain their HCQM certification through a regular program of continuing professional education. To remain a Diplomate in good standing, 8 hours of ABQAURP approved Continuing Education (CE) must be completed every 2 years. For maximum flexibility, ABQAURP sponsored education programs are offered in the form of seminars, home study, online courses and through the quarterly *Journal of Quality Health Care* with each offering Category 1 CME credit and nursing contact hours.

Members who would like to utilize CE credits received from an accredited provider other than ABQAURP, must complete an application form found at www.abqaarp.com and return it with the required documentation and fees. (It is not necessary to track the CE credits received from ABQAURP.) All hours submitted must have been completed during the Member's current 2-year renewal cycle.

Details on upcoming seminars, home study and online courses are listed at www.abqaarp.org.

Annual Fee

To maintain active status, Diplomates must also remain current with their annual fees, which help to support the research and development of educational programs and to maintain the integrity of the certification examination.

AFFILIATE MEMBERSHIP

ABQAURP's Affiliate Membership was established for those individuals who are devoted to the concepts and objectives outlined in ABQAURP's Mission Statement (i.e., to improve the overall quality of health care that is provided to the consuming public), but are not currently eligible to take the certification examination to achieve Diplomate status.

Benefits include discounted tuition for ABQAURP sponsored continuing education seminars and courses. Affiliate Members are listed in ABQAURP's online Membership Directory and receive a certificate to proudly display. All members can also take advantage of networking at continuing education seminars and can participate in employment opportunities through ABQAURP's participating health care placement companies.

Affiliate Members must complete 8 hours of ABQAURP approved CE every two years. For maximum flexibility, ABQAURP sponsored education programs are offered in the form of seminars, home study, online courses and through the quarterly *Journal of Quality Health Care* with each offering Category 1 CME credit and nursing contact hours. The educational credits earned for these programs may be applied toward eligibility for the certification exam. Affiliate Memberships may be reassessed five years from the initial date of membership to determine the appropriate classification upon completion of the education.

An application for Affiliate Membership is included in this package.

EXAMINATION PROCEDURES

When candidates have successfully been credentialed and examination fees are paid, a confirmation letter will be sent from ABQAURP. A Scheduling Permit from the NBME with a Permit number will be issued. A Prometric Customer Service Call Center (CSCC) telephone number will also be included. It is the responsibility of the candidate to schedule the examination within the stated time period.

It is strongly recommended that you do not wait until you're ready to take the exam before making the appointment, as there may be no appointments left in the period that you have selected.

The Scheduling Permit Number and the Exam Type must be given to the customer service operator. Provide the operator with your pre-selected choices of testing locations, dates and time. You will then be provided with a Prometric Confirmation Number. *Do not call the desired testing center directly; testing appointments must be made through the Customer Service Call Center. Appointments are made on a first-come, first-serve basis.*

The 2004 testing window is open from July 1, through November 30. Each test center is independently run. Days of the week and/or hours of the day for test administration are at the discretion of the center administrator and may vary from center to center. There is no testing on Sundays or holidays. The CSCC will only schedule appointments for candidates authorized as eligible.

EXAMINATION PROTOCOL

Examinees shall adhere to the examination protocol in accordance with ABQAURP policy as outlined by Prometric certified administrators during the instruction portion of the exam. Exam protocol is provided to ensure that the exams are administered under

"My certification as a healthcare professional by ABQAURP is a source of great pride to me. ABQAURP has certainly been at the top in assisting me to further my professional career through their educational seminars and network of fellow Diplomates."

J. H. Soublis, Director of Operations,
ABQAURP Diplomate since 1995

uniform standards and generally acceptable conditions. This protocol has been developed in conformity with the principles upon which the examination was developed and will be scored. The rules are designed to uniformly enforce the correct and accepted behavior at the test sites and during the examination.

If any situation arises in which the integrity of the examination process is jeopardized, ABQAURP reserves the right to invalidate all or part of the examination. Any subversion or attempt to subvert the assessment or certification process of ABQAURP shall be deemed irregular behavior. When observed and documented irregularities occur during the course of the examination, they will be reported to ABQAURP. If an investigation is pursued, ABQAURP will withhold any pending scores and/or certificate/s of the examinee in question and the examinee will be notified.

Candidates may submit a written appeal to ABQAURP's National Office stating necessary information and explaining the reasons and basis for the appeal.

CANCELLATIONS

A \$50.00 fee, payable to Prometric Testing Centers, is required from candidates who are "no-shows" or who cancel less than five days before the scheduled testing date. If a candidate cannot reschedule the exam appointment within the current year's testing window, the candidate forfeits all exam fees. To be eligible for testing at a future date, candidates will repeat the credentialing process, along with submitting the appropriate fees.

TRANSFERS

A candidate may reschedule an examination appointment to a future date within the scheduled testing window, but only within the current year. The Customer Service Call Center must be notified at least five business days prior to the scheduled appointment.

OTHER FEES

There is a rescheduling fee of \$50.00, payable to Prometric Testing Centers, for candidates who arrive too late for test administration, fail to bring the required identification materials or fail to meet the minimum time for rescheduling. Another testing appointment must be scheduled within the testing window of the current year. Please note that if you miss your test date, you must wait at least 48 hours to reschedule.

EXAM DAY

For admission to the examination, candidates will be required to:

- Show one form of government issued photo identification that includes a signature,
- Present original Scheduling Permit
- Have a photo taken for identification
- Sign in upon entering and sign out upon completing the exam

Calculators, calculator watches, scratch paper, cellular telephones, beeper/pagers, etc. are not permitted in the room.

QUESTIONS?

If you need further assistance or have additional questions, our qualified staff is ready to assist you. Call Elizabeth White at (800) 998-6030 ext. 116 for more information or send an email to: ewhite@abqaurp.org.

TEST RESULTS

All examinees will be advised of their test result upon completing the exam at the testing center.

Examinees not satisfied with the automated scoring performed onsite may have their exam graded manually upon written request. ABQAURP must receive this request within four (4) weeks of the examinee's test date. A fee of \$50.00 will be charged for this special service.

RETAKE THE EXAMINATION

Examinees who fail the examination are encouraged to retake the test at a future exam date by submitting a written request to the National Office. All current examination fees must be paid to retake the exam.

THE STEPS TO CERTIFICATION

- Scheduling Permit arrives from the NBME
- Decide on preferred testing locations, dates, and times with alternate selections
- Phone Prometric Customer Service Call Center (CSCC) [Have: scheduling permit number and preferred test locations, dates and times](#)
- The CSCC provides a Prometric Confirmation Number
- Record the Prometric Confirmation Number on back of your Scheduling Permit
- Confirm your testing appointment several days before examination
- Arrive at testing site 30 minutes before scheduled test time [Bring: Scheduling Permit and Personal ID with photo](#)
- Prometric takes a photo and obtains your signature
- Start Exam at computer station after entering the CIN located at bottom of the Scheduling Permit

PASSING THE EXAM AND DESIGNATIONS

Candidates who pass the examination are distinguished as Diplomates of ABQAURP and as such, are entitled and encouraged to use the designation of CHCQM in recognition of their Certification in the field of Health Care Quality and Management.

FORMS

The following pages contain the forms needed to register for our programs and services. Please fill out the necessary forms and detach. You can then either fax them to ABQAURP at (727) 449-0555 or mail them to the address below:

ABQAURP
2120 Range Road
Clearwater, FL 33765

"The Core Body of Knowledge and this certification credential has been invaluable to me, giving credibility to my role as QI Coordinator of my facility."

Stephanie Messersmith, MSN, RN, CCM
ABQAURP Diplomate since 1998