To: All Fellows, Associate Fellows and Associates
From: President, HKCHSE
Subject: Certification Program of the ACHSM
Date: 2 Jan 2020

The Australasian College of Health Service Management (ACHSM) Board and executives has introduced a Certification Program scheme to acknowledge and recognize the competence and professionalism of ACHSM members (including the Dual Fellows of HKCHSE) and future members. This is a two tiered system that operates as followings:

1) To join the College as an Associate Fellow, the colleagues need to demonstrate 12 points on the ACHSM application form. On Dec 1 2020, existing Associate Fellows will be deemed to be Certified Health Manager (*CHM*) and be able to use the *CHM* post nominal in addition to their existing AFCHSM post nominals. They will be required to demonstrate by Dec 1 2021 that they have :
    i. Completed and lodged a confidential self-assessment against the ACHSM Master Health Service Management Framework;
    ii. Complete a minimum of 25 hours of Continuing Professional Development as listed out in the circulation document "Maintenance of Certification (MOC)
2) On Dec 1, 2020, existing Fellows as at that date will be deemed to be Certified Health Executives (*CHE*) and be able to use the *CHE* post nominal in addition to their existing FCHSM post nominals. They will be required to demonstrate by Dec 1 2021 that they have :
    i. Completed and lodged a confidential self-assessment against the ACHSM Master Health Service Management Framework;
    ii. Complete a minimum of 25 hours of Continuing Professional Development as listed out in the circulation document "Maintenance of Certification (MOC)

I enclose herewith the MOC draft 04122019 for your information and action. More details will be available from www.achsm.org.au. If you have any enquiries, please direct to our Academic Convener.

Dr S H Liu, President HKCHSE

COVER PAGE NEEDED

MAINTENANCE OF CERTIFICATION (MOC)

Philosophy

- The Australasian College of Health Service Management (henceforth the College) has two professional certification designations – Certified Health Manager (CHM) and Certified Health Executive (CHE) – with the aim to represent the commitment of the certified members to professional excellence characterized by a focus on ethics, continuous learning, helping others develop through coaching and mentoring, networking, and advancing the field through active participation in health leadership and growing a community of interest.
- The College's certified members are personally accountable for lifelong learning. The College will ensure that the education events which it accredits and / or accepts for MOC follow adult education principles, is of high quality and aligns with the ACHSM Master Health Services Management Competency Framework.

Guiding Principles

The MOC process should be transparent, easy to understand, and well communicated. The Guiding Principles include :

- A **commitment to high standards**; few barriers; and multidisciplinary focus
- Encourages **continuous learning / professional development** through different mediums
- **Respects diverse talents and ways of learning**
- **Easily administered, understood and undertaken by members**
- **Applicable and Sensitive** - to the needs of both urban and rural / remote members and those from the various sectors within the health leadership profession (deleted the list because lists always miss someone!)
- Assuring the continued competence of its members by maintaining systems that support the documentation of learning throughout professional careers

Goal

The objective is to ensure that the **MOC** process maintains its rigour, thereby reflecting the significance of the professional designations as an indicator of professional excellence, competence and commitment to lifelong learning.

All College members who are Certified Health Executives (CHEs) or Certified Health Managers (CHM) are required to participate in the Maintenance of Certification (MOC) program in order to continue to use these professional designations.

Lifelong learning is one of the requirements for MOC of the CHE/CHM designations and as such, there is an obligation for certified members to earn a minimum of 75 MOC points during a three (3) year block (henceforth a triennium which will be pre-determined by the College). Certified members are not allowed to carry over MOC points from one triennium to another.

Background

The promotion of excellence in health leadership is at the core of all the College's work. Through this credentialing process and the MOC program, the College aims to build on a long tradition of leadership

development programs that encourage and foster lifelong learning for members. Lifelong professional development ensures that each individual will utilize optimized information sources for decision making. It is the basis for a strong and vibrant valuation of the health care leaders' profession across all regions in which the College operates.

As is the case in virtually all professional associations, there is a requirement for certified members to be engaged in lifelong learning. This is a condition of College membership (all categories except Retired) for all members holding either the CHE or CHM designation.

Once CHE/CHM candidates have earned their designation, they are required to earn MOC points in keeping with the standard College MOC program in order to maintain the designation. This applies to all membership categories except for retired members.

MAINTENANCE OF CERTIFICATION POINTS AND LIMITS

Required MOC Points

Both CHM's and CHE's are required to achieve 75 Maintenance of Certification (MOC) Points every 3 years. These points need not be evenly spread over the 3 years but will be audited at the end of the triennium period for that individual.

Assessment of Points

Normally one (1) point for every hour of activity or educational content.
MOC Points will be assigned as indicated to the following categories of activity.

EDUCATIONAL EVENTS

- A minimum of 30 MOC points each triennium must be attained through educational events in the two categories below :
    - Attendance at College educational events – the number of MOC points allocated to each College event will be indicated in the promotion material of that event.
    - Attendance at educational events not conducted by the College that are within the scope of management and leadership as defined by the ACHSM Master Health Service Competency Framework to a maximum of 45 points per triennium.
- The College recognizes that pathways to leadership and management are enormously varied and as such, many CHE's/CHM's will also be required to maintain professional credentials in clinical or other professional specialties. A maximum of 30 MOC points per triennium will be recognised of formal education activities aligned with meeting these other professional credentials.

MENTORING

- It is a requirement of the ACHSM Certification program that all CHE/CHMs participate either as a Mentor or Mentee in the College Mentoring program at least once every two (2) trienniums (i.e. once every 6 years). Participation in this program will earn 5 MOC points for both the Mentor and the Mentee.
- The College may accept applications to recognise other Mentoring programs formally conducted through the auspices of another professional association in the health sector.

DELIVERY OF PAPERS OR PRESENTATIONS IN ACHSM EDUCATION EVENTS

- A maximum of 10 MOC points per triennium will be awarded for the delivery of papers or presentations at a College event. Points will not be awarded for repeat presentations under this category of MOC. A maximum of 4 MOC points will be awarded for delivering a paper and a maximum of 2 MOC points for an accepted poster at a College congress or conference.

FELLOWSHIP PROGRAM BY EXAMINATION

A CHM who chooses to undertake the Fellowship Program will be awarded 25 MOC points subject to verification from the regional Fellowship Coordinator that they have participated actively in discussion groups and attendance at the Fellowship examination. Fellowship study co-ordinators will be awarded 10 MOC points for each Fellowship year.

AUTHORING

- Articles that have a health leadership and management focus written for College publication – if an article is accepted for publication in the Asia Pacific Journal of Health Management then 5 MOC points each will be awarded for up to 3 authors. Acceptance of articles published in other journals by application and must show a focus on health leadership and management..

SDLP – SELF-DIRECTED LEARNING PROJECTS (SELF ASSESSED)

- A maximum of 15 MOC points per triennium can be recognized under this category of MOC

Self-directed learning provides topical, practical knowledge. Important attributes for a SDLP to be recognized are evidence of strategy, implementation and reflection. The documentation necessary to demonstrate this process will include providing a written statement LIMIT 300 words) that identifies:

1. The stimulus that triggered the professional development/learning to become important (what brought this to the fore?)
2. A formal statement of the learning/development required (what will be needed?)
3. A listing of specific resources used to satisfy the learning/development required (what was actually done?).
4. An identification of the specific learning/development achieved (lessons learned) – 200 words

TYPES OF MOC POINTS AND LIMITS PER THREE YEAR PERIOD (TRIENNIUM)

Type of MOC Activity	Limit on Points
MOC Points from 2 educational events areas below	*A minimum of 30 points per triennium*
Educational events run by the College	Unlimited
Education events not conducted by the College within the scope of management and leadership	Maximum of 45 points per triennium (3-year period)
Education events required to maintain professional credentials in clinical or other professional specialties	Maximum of 30 points per triennium
Fellowship by Examination	25 points
Fellowship Study Co-ordinator	10 points
College Mentoring program or other pre-approved Mentoring Program (5 points per participation)	Maximum of 10 points per triennium (note it is a requirement to participate as a mentor or mentee in an approved program once every 6 years)
Delivery of papers or presentations at College events	Maximum of 8 points per triennium
Authoring of academic paper for College journal (5 points per paper)	Maximum of 10 points per triennium
Self-directed learning project	Maximum of 15 points per triennium

Recording Process

Every CHE and CHM is responsible for the accurate entry of their MOC activities online in the "Members Only" section of the College web site. For each activity, this will include the:

- Date
- Title
- MOC Category
- Number of points

The ACHSM membership website will contain the details of what is required.

Please note that attendance at any College educational event will automatically be recorded in the member profile.

The individual CHE or CHM is also required to keep a separate, auditable, record of any SDLP (self-directed learning projects).

Failure to Meet MOC Requirements

Certified members who are non-compliant by the end of the triennium period will lose their designation. Through its communication vehicles, the College provides up-to-date information about maintenance of certification to certified members.

Re-Instatement Policy

This policy provides a process for members to regain certification in the event that they have lost the designation. Certified members of the Australasian College of Health Service Management who lose their certification due to the following reasons:

- Maintenance of Certification (MOC) non-compliance
- Non-renewal of College membership

College members who have lost their certification status with the College and the right to use the designation are eligible to apply for re-instatement. There will be an associated cost.

Members eligible for re-instatement will be required to apply for certification and pay the re- instatement fee. The College will review applications to assess eligibility for re-instatement.

Application Process

There is a two-year window of opportunity to apply for re-instatement from the time that the Certification designation was terminated. After expiration of the two-year window, members will be required to complete the full Certification program.

1. Application Requirements

- Must be an individual member of the College in good standing
- Curriculum Vitae with job description
- Copies of diplomas and certificates
- 2 reference letters – one must be from a Certified member
- Self-Evaluation Questionnaire
- Minimum of two consecutive previous years as a CHE/CHM
- Cite reasons for not obtaining the required MOC points
- Submit a plan for obtaining 25 MOC points in the following 12 months after reinstatement

2 Review Process

A Panel appointed by the National Education Committee (Certification and CPD), in consultation with the College staff, will assess the former CHE/CHM candidate's file to determine eligibility for re-instatement.

Policy Variations

Retired CHEs or CHM's

Those certified members who are in the "Retired" membership category are not required to participate in the MOC program. Should a retired CHE or CHM again become actively employed, he / she will have to be compliant with the Maintenance of Certification Policy.

Appeal Process

The College has an appeal process in regard to the requirement of MOC compliance to allow the College the flexibility to respond to unforeseen circumstances of its members.

FREQUENTLY ASKED QUESTIONS (FAQ)

1. Are my MOC points automatically entered?

Only for College educational events. This will include participation in the College Mentoring Program but not presentation of papers or presentations or authoring in the College Journal.

Each individual CHM / CHE is responsible for tracking your points and ensuring your compliance at the end of the triennium.

The individual CHE or Fellow is also required to keep a separate, auditable, record of any SDLP (self-directed learning projects).

2. How do I log or enter points and evidence of points?

1. Log into your ACHSM membership profile via www.achsm.org.au
2. Click on 'My CPD/CPE' *(under the member functions section on the left)*
3. Click on 'Add a Claim'
4. Complete the details required, in the 'Type' section choose 'Non-ACHSM event'
5. Once you have completed the details click 'Save'
6. An email is sent to ACHSM and your CPD record will be reviewed and confirmed. *Please Note: when claiming external CPD (MOC) points 1 hour of education equals 1 point.*

For a full how to guide including images on how to upload and manage your CPD via your ACHSM membership profile please click here: how to guide

3.How do I recover my ACHSM username or password?

Click on 'LOGIN' at the top right handside of the ACHSM website homepage. Your username is your email address,
if you need to reset your password click on the 'Reset Password' button and enter your username (email address), a password reset link will be sent to you via email immediately. Click on the link in that email and you will be taken to a page where you can then create a new password.

If you do not receive a reset password email please retry with an alternate email address. If you have recently changed employment and have not updated your email address on your membership profile and need assistance to update this email address as your new username please call 02 8753 5100.