

Commission on Certification for Health Informatics and Information Management (CCHIIM) Operating Code

Mission:

Through certification, the CCHIIM assures the competency of professionals practicing health informatics and information management worldwide.

Vision:

Professional excellence in health informatics and information management through certification

Values:

- The application of evidence-based best practices for certification;
- The validation of workforce competence through professional certification;
- The commitment to ongoing professional development, lifelong learning and workforce excellence, and
- The recognition of CCHIIM-certified professionals' role in maintaining and enhancing quality health information for the safety of the public and the improvement of health care.

Purpose:

CCHIIM serves the public by establishing, implementing and enforcing standards and procedures for certification and recertification of health informatics and information management (HIIM) professionals.

Authority:

Per AHIMA bylaws, and as further codified in a signed Memorandum of Understanding (MOU) between AHIMA and CCHIIM, CCHIIM shall have sole and independent authority in all matters pertaining to both the standards for initial certification and ongoing recertification (certification maintenance) of HIIM professionals.

Article I. **CCHIIM Standards for Certification**

- Section 1.01 CCHIIM Standards for Initial Certification – the Commission’s established standards for the initial certification of HIIM Professionals shall be set forth in the CCHIIM Policy and Procedure Manual.
- Section 1.02 CCHIIM Standards for Recertification (certification maintenance) – the Commission’s established standards for recertification (certification maintenance) of certificants shall be set forth in the CCHIIM Policy and Procedure Manual.
- Section 1.03 CCHIIM Certification Process – the Commission’s established certification process shall be set forth in the CCHIIM Policy and Procedure Manual.
- Section 1.04 CCHIIM Standards for Exam Security – the Commission’s established standards for exam security shall be set forth in the CCHIIM Policy and Procedure Manual.
- Section 1.05 CCHIIM Standards for Sunsetting Credentials – the Commission’s established standards for sunsetting credentials shall be set forth in the CCHIIM Policy and Procedure Manual.
- Section 1.06 CCHIIM Standards for Quality – the Commission’s established standards for quality shall be set forth in the CCHIIM Policy and Procedure Manual.
- Section 1.07 Revisions/Changes to CCHIIM Standards
- (a) CCHIIM established standards may be revised or otherwise amended by a two-thirds vote of all Commissioners present during a CCHIIM meeting, subject to the establishment of quorum.
 - (b) Interim policies and procedures will be developed to facilitate the transition from existing CCHIIM standards to any revised CCHIIM standards, as needed.

Article II. **Certificants**

- Section 2.01 Qualifications – holders of an active AHIMA certification (certificants) must have successfully completed the CCHIIM certification process, which includes complying with the Commission’s established standards for initial certification for first-time certificants, and ongoing compliance with the Commission’s established standards for recertification (certification maintenance) for active certificants.
- Section 2.02 Certificant Confidentiality
- (a) Certification Examination Results –

- (i) A candidate's performance(s) on certification examinations shall remain confidential unless otherwise stipulated by the candidate or applicable laws.
 - (ii) All examination scores are reported to the appropriate CAHIIM accredited educational programs.
 - (iii) Score reports will not be released over the phone or by fax. Scores will be sent directly to the candidate in the form of either a secured electronic message or sealed transcript, subject to authorization of recipient identity.
- (b) Certification Verification - Information requested by a third-party on a certificant's certification status may be disclosed, and can include the certification type, date earned, and recertification status, as applicable, and in accordance with the CCHIIM Policy and Procedure Manual.

Article III. **Commissioners**

Section 3.01 Composition – CCHIIM shall have at least fifteen (15) voting members, hereinafter referred to as Commissioners (excluding ex officio members), consisting of at least eight (8) At-large Commissioners appointed by CCHIIM, at least one (1) Public Member appointed by CCHIIM, and at least six (6) Representative Commissioners elected by the membership of AHIMA, which shall always represent no more than 40% of the Commission as a whole, regardless of the total number of Commissioners at any time. With the exception of the Public Member, each credential type issued by CCHIIM must be held by at least one Commissioner. For example: Coding would be satisfied with a CCA, CCS and/or CCS-P.

This composition ensures that stakeholders, defined as certificants, AHIMA members, and the public, are represented on CCHIIM. Stakeholder representation on CCHIIM provides ongoing input and representation from these groups.

Section 3.02 Qualifications – Any AHIMA Certified Professional who meets all of the following shall be eligible for nomination as an At-large or Representative CCHIIM Commissioner:

- (a) Understandings for Nomination and Service
 - (i) Participation: Potential nominees understand and agree to abide by CCHIIM prescribed standards for participation and conduct with respect to all CCHIIM activities.
 - (ii) Ethics and Conduct: Potential nominees are made aware that if appointed or elected must adhere to all CCHIIM governance policies and procedures.

This includes reviewing, attesting, and signing all CCHIIM documentation with respect to confidentiality, conflict(s) of interest and disclosure, all state and federal laws, and intellectual property rights, as applicable, and as set forth in the CCHIIM Policy and Procedure Manual.

- (b) Requirements for Nomination of Representative and At-large Commissioners (nominees must meet all criteria as defined below):
 - (i) Health Informatics and Information Management (HIIM) Competence: Currently AHIMA-credentialed member in good standing and has been AHIMA certified for a minimum of five years.
 - (ii) HIIM-relevant work: Currently performs HIIM-relevant work and has a minimum of five years or more performing HIIM-relevant work.
 - (iii) Leadership Experience: Has documented successful volunteer leadership experience which can be demonstrated through participation in HIIM and other, non-HIIM organizations or associations.
- (c) Exclusions to Nomination– Any AHIMA Certified Professional who currently performs or represents any of the following exclusions, even though they may meet all of the aforementioned requirements, will be deemed temporarily ineligible for nomination to CCHIIM, until such time that the exclusion can be deemed no longer active.
 - (i) Currently serves on the AHIMA Board of Directors.
 - (ii) Currently serves on the Commission on Accreditation for Health Information and Informatics Management Education (CAHIIM) Board of Directors, the Council for Excellence in Education (CEE), or is a paid AHIMA staff member.
- (d) Individuals currently serving their CSA as an officer or in the House of Delegates or serving on a National AHIMA or affiliate volunteer group are eligible for nomination to CCHIIM, but must complete their term or put in writing that they will resign from their current position prior to the start of the CCHIIM term.

Section 3.03 Commissioners – Commissioners are comprised of Officers, At-large, Representatives, and Public Member(s).

- (a) Officers – Commission officers jointly comprise the CCHIIM Executive Council and include the Chair, Chair-elect, and the Immediate Past Chair:
 - (i) Chair-elect: The members of the Commission shall elect the Chair-elect by ballot. The Chair-elect shall be elected from among those eligible Commissioners in their first (1st) or second (2nd) year of tenure. A majority vote is required for election. The Chair-Elect shall serve a one (1) year term. Immediately following the completion of the one (1) year term, which

concludes on December 31, the Chair-elect automatically becomes the Chair, effective January 1.

- (ii) Chair: The Chair shall serve for a one (1) year term, effective January 1, immediately following the completion of the one (1) year term as Chair-elect, concluding on December 31.
 - (iii) Immediate Past Chair: Immediate Past Chair shall serve a one (1) year term, effective January 1st, immediately following the completion of the one (1) year term as Chair, concluding on December 31st.
- (b) At-Large Commissioners – These Commissioners are appointed directly by CCHIIM.
- (i) Nominations: The Commission’s Nominating Committee shall prepare a slate of qualified candidates, using the qualification criteria included in this Operating Code and additional considerations relating to certification representation developed for the Nominating Committee by the Commission, as applicable. This slate will be presented to all the Commissioners for their ratification.
 - (ii) Appointments: Appointments for At-large Commissioners will be made upon the recommendation of the Chair with the approval of the majority of Commissioners.
 - (iii) Designations: The specific designation of At-large Commissioners by role, setting, representation, or other classification, if applicable, shall be determined upon recommendation of the Chair with the approval of the majority of Commissioners, and shall be provided to the Commission’s Nominating Committee in advance of their work.
 - (iv) Modifications: CCHIIM will modify nominating and appointment procedures to ensure representation of various areas of health informatics and information management practice or other factors while maintaining compliance with third-party accreditation standards, specifically with respect to assuring that all AHIMA-certified populations are represented on the Commission, with voting rights, at all times.
- (c) Representative – Commissioners elected by AHIMA membership.
- (i) Nominations: Nominations for representative Commissioners will be conducted per AHIMA bylaws.
 - (ii) Elections: Elections for representative Commissioners will be conducted per AHIMA bylaws.
 - (iii) Designations: The specific designation of representative Commissioners by role, setting, representation, or other classification, if applicable, shall

be determined by the AHIMA Board of Directors, and shall be provided to the AHIMA Nominating Committee in advance of their work.

- (iv) Modifications: CCHIIM will provide recommendations to the AHIMA Board of Directors for consideration of changes to the AHIMA nominating and appointment procedures, in order to ensure representation of various areas of health informatics and information management practice or other factors, while maintaining compliance with third-party accreditation standards, specifically with respect to assuring that all AHIMA-certified populations are represented on the Commission, with voting rights, at all times.
- (d) Public Member(s) – CCHIIM will also include a Public Member selected from a slate of qualified candidates, as provided for in the appointment process for at-large Commissioners. The Public Member represents the direct and indirect consumers of certificant's skills and/or services.
 - (i) The Public Member, although ineligible for consideration as Chair-elect, holds all other rights and responsibilities of other full voting Commissioners of CCHIIM, including the declaration of any conflict of interests specific to the Public Member's qualifications to hold the position of Public Member.
 - (ii) Any member of the public who is not qualified to be considered as an AHIMA Certified Professional and meets all of the following shall be eligible for appointment as a Public Member:
 - (iii) Has documented successful volunteer leadership experience with oversight boards.
 - (iv) Is not a current certificant, a former certificant or hold any financial interest in any aspect of AHIMA, CAHIIM, and/or CCHIIM work or activities.
 - (v) Does not act as a representative of any commercial firm with an interest or sponsorship in AHIMA, CAHIIM, and/or CCHIIM.
 - (vi) Is not a current or previous member of the professions, occupations, roles, or specialty areas encompassed by the credentialing programs of AHIMA.
 - (vii) Is not a supervisor, manager, direct co-worker, or an employee of individuals in the professions encompassed by the credentialing programs of AHIMA.
 - (viii) Is not an employee of an individual certified by AHIMA or an employer of individuals in the profession encompassed by the certification programs of AHIMA.
 - (ix) Is not an employee of an organization administering voluntary or regulated credentials.

- (x) Is not currently, or within the last five years, receiving income from the profession encompassed by the certification programs of AHIMA.
- (e) Ex Officio Member(s) – Ex-officio (non-voting) members of the Commission include the AHIMA Chief Executive Officer (CEO), senior AHIMA official, Past President of the AHIMA Board of Directors, and the past Chair of the Council for Excellence in Education (CEE). The Chair may appoint additional ex-officio members, as needed.

Section 3.04 Tenure – all Commissioners shall serve a three (3) year term. Terms commence on January 1 and conclude on December 31 at the end of each Commissioner’s respective term. Terms shall be staggered to maintain continuity. Any Commissioner may request to have their term extended. This request shall be submitted to the Nominating Committee. The Nominating Committee will only consider such requests after the AHIMA membership election for representative Commissioners has concluded and all At-large candidate applications have been processed. By recommendation of the Chair and receiving a majority vote of all Commissioners, the extended Commissioners shall be re-appointed for additional one (1) year terms, which must be: A) Consecutive to the original term, and B) Cannot exceed a maximum of two additional one (1) year terms. The total duration of consecutive service to the Commission by any Commissioner cannot exceed five (5) years in total.

Reappointments- Retiring commissioners who are reappointed for one (1) year terms will be designated as At-large commissioners for the purpose of determining the overall composition of the board.

Section 3.05 Vacancies- Vacancies in Commissioners’ terms shall be filled for the unexpired portion of the term by recommendation of the Chair, and with the approval by the majority of Commissioners, subject to a quorum during a CCHIIM meeting. This vacancy appointment shall be consistent with the position designated in the original election of representative Commissioners, or if applicable, in the original appointment of At-large Commissioners.

Section 3.06 Removals- Commissioners that present irreconcilable differences with the mission of CCHIIM, or those that present significant or material conflicts of interest that cannot be resolved during their terms, are subject to removal by recommendation of the Chair, with the approval by two-thirds of Commissioners, subject to a quorum during a CCHIIM meeting.

Section 3.07 Resignations - A Commissioner may resign at any time by providing written notice that includes the effective date of the resignation. If no date is provided, the Chair determines the effective date.

Section 3.08 Responsibilities and Restrictions

- (a) Officers
 - (i) Chair:
 - 1) Prepares meeting agendas and related materials in conjunction with certification staff;
 - 2) Facilitates all CCHIIM meetings in collaboration with certification staff;
 - 3) Serves as an ex-officio member on all CCHIIM committees, subcommittees, and task forces (unless designee such as Chair-elect or immediate Past-Chair is appointed);
 - 4) Prepares reports, recommendations for activities/special projects, and recommended changes/additions to the Council and/or committee, subcommittee, or task force's policies and procedures, as applicable;
 - 5) Appoints committee, subcommittee, and task force chairs and members, with the approval of CCHIIM Commissioners;
 - 6) Defines the goals and responsibilities for committees, subcommittees, and task forces, with the approval of CCHIIM Commissioners;
 - 7) Represents CCHIIM at AHIMA and/or other HIIM meetings, as needed and within budgetary constraints.
 - 8) Establishes and provides a process for orientation of new Commissioners;
 - 9) Develops an annual calendar, inclusive of all CCHIIM meetings, in collaboration with the Senior Certification Staff Executive.
 - (ii) Chair-elect: Performs duties and responsibilities as assigned by the Chair, and any or all Chair responsibilities in the absence of the Chair.
 - (iii) Immediate Past Chair: Performs duties and responsibilities as assigned by the Chair, and any or all Chair responsibilities in the absence of both the Chair and Chair-elect.
- (b) Commissioners:
 - (i) Abide by all CCHIIM Understandings for Nomination and Service as referenced in this Operating Code, and further defined in the policies and procedures, at all times while participating in CCHIIM meetings, when performing CCHIIM work, or when representing CCHIIM publicly.
 - (ii) Attend and participate in all CCHIIM meetings or provide notice when unavailable to attend a meeting.
 - (iii) Fulfill responsibilities assigned by CCHIIM, including responsibilities related to a committee or task force appointment.
 - (iv) Disclose fully any perceived conflicts of interest.
- (c) Restrictions on CCHIIM Officers and Commissioners

AHIMA Board of Directors, Council for Excellence in Education, Commission on Certification for Health Informatics and Information Management, and AHIMA staff are not allowed to write letters of

recommendation for applicants running for any office on the national ballot during their term of service.

AHIMA Board of Directors, Council for Excellence in Education, Commission on Certification for Health Informatics and Information Management, and AHIMA staff are not eligible for AHIMA Triumph Awards during their terms of office or employment and may not write letters of recommendation for award applicants.

Article IV. **Meetings**

Section 4.01 A minimum of two (2) in-person meetings will be held annually, with the last in-person meeting within the calendar year being designated as the CCHIIM annual meeting.

Section 4.02 Additional in-person meetings may be held on an as-needed basis, as determined by staff and CCHIIM leadership, and within budgetary constraints.

Section 4.03 Additional virtual meetings conducted either by conference call or through a digital engagement platform, may be scheduled to conduct CCHIIM work on an as-needed basis.

Article V. **Quorum**

Section 5.01 Two-thirds of the Commissioners present (including the Public Member) of which two thirds are At-large commissioners shall constitute a quorum during any in-person, virtual, or annual meeting.

Article VI. **Decision Rights**

Section 6.01 For the purposes of conducting CCHIIM business and activities, all Commission decisions, except as noted elsewhere in this operating code, require a majority vote of all Commissioners present during a meeting, subject to the establishment of quorum.

Article VII. **Committees, Subcommittees, Task Forces, and Work Groups**

Section 7.01 The Commission may establish both ad hoc and standing committees, subcommittees, and task forces, as necessary, to conduct the business of the Commission or conduct special projects for the Commission.

- (a) Ad Hoc – temporary committees, subcommittees, or task forces established to complete work on behalf of the Commission in a single calendar year or less.

- (b) Standing – permanent committees, subcommittees, or task forces established to perform ongoing work over multiple calendar years on behalf of the Commission.
- Section 7.02 The Commission shall specify the composition, scope, responsibility, size and tenure of members for all committees, subcommittees, or task forces.
- Section 7.03 A committee, subcommittee, or task force may have policies and procedures specific to its project and/or task. In the absence of such policies and procedures as provided by the Commission, a committee, subcommittee, or task force can develop their own policies and procedures, which must be approved by the Commission prior to implementation.
- Section 7.04 The Commission shall appoint a Commissioner as liaison for any ad hoc or standing committees, subcommittees, or task forces.
- Section 7.05 Ex-officio members of all committees, subcommittees, and task forces will include the Commission Chair (or designee, such as Chair-elect or Immediate Past Chair) and appropriate Certification Staff Representatives.
- Section 7.06 The Commission will review and act on the recommendations of the committees, subcommittees, and task forces.
- Section 7.07 The Disciplinary and Appeal Policy Panels (Standing).
- (a) It is the policy of CCHIIM to provide opportunity for candidates or certificants to respond to notifications of claims brought against them and/or appeal decisions that may potentially adversely affect their credential(s) status. Refer to the CCHIIM Disciplinary & Appeal Policy.
 - (b) Composition
 - (i) CCHIIM Review Panel (CRP) - The CCHIIM Review Panel shall consist of three (3) non-executive council Commissioners, including the Chair (who shall be appointed by the CCHIIM chair with the approval of the majority of the full Commission), two volunteer Commissioners and a member of the certification department.
 - (a) Tenure – The Commissioners on the CCHIIM Review Panel members, including the Chair, will serve a term beginning immediately upon appointment in response to the first occasion each calendar year when a potential ethics case is sent to CCHIIM for review. The CCHIIM Review Panel, once appointed, will consider to conclusion any ethics case brought forward during the calendar year. CCHIIM Review Panel (CRP) members will serve a one-year term. That term shall automatically be extended through the resolution of

any case brought to CCHIIM for a vote, and may exceed one (1) calendar year, but under no circumstances will exceed their respective term duration as a CCHIIM Commissioner.

- (ii) CCHIIM Executive Committee will hear final appeals.
- (c) Confidentiality – the confidentiality of appellants for certification examination eligibility, examination performance, and recertification (certification maintenance), and certificant misconduct shall be maintained in accordance with the Policies and Procedure.

Section 7.08 Nominating Committee (Standing)

- (a) Responsibilities – the responsibilities of the CCHIIM Nominating Committee are to solicit and screen candidates; and present a slate of qualified candidates to fill the At-large Commissioner position vacancies and Public Member vacancy, in accordance with the CCHIIM Policy and Procedure Manual. This slate will be presented to all the Commissioners for their ratification.
- (b) Composition
 - (i) Nominating Committee Chair – the Chair of the CCHIIM Nominating Committee shall be the immediate past chair of CCHIIM.
 - (ii) Nominating Committee Members – the CCHIIM Nominating Committee shall consist of two (2) Commissioners, and the Nominating Committee Chair. The CCHIIM Chair and senior AHIMA official will serve as ex-officio members to the CCHIIM Nominating Committee.
- (c) Term – CCHIIM Nominating Committee members will serve a term beginning immediately upon appointment, and concluding immediately upon approval, by the majority of Commissioners, of the proposed slate of qualified candidates for At-large Commissioner positions. Under no circumstances will the term for nominating committee members exceed one (1) calendar year.
- (d) Meeting(s) – the CCHIIM Nominating Committee will meet virtually, as needed, as determined by the Chair of the CCHIIM Nominating Committee, in collaboration with certification staff

Section 7.09 Exam Security Committee (Standing)

- (a) Responsibilities of the Exam Security Committee (ESC) include researching, developing, recommending, and when applicable, monitoring and evaluating CCHIIM Certification policies and procedures regarding examination security to maintain public confidence in all AHIMA credentials and certification exams, by ensuring that:
 - (i) All certification exam content is secure;

- (ii) No candidate has an unfair advantage over another;
 - (iii) Only those individuals truly eligible to take an exam do so; and
 - (iv) The risks inherent in examinations for certification purposes are identified and addressed appropriately.
- (b) The ESC, through its respective ESC Chair, shall report directly to CCHIIM, who will make all final decisions which affect certification exam security.
- (c) **Composition**
- (i) ESC Chair – the CCHIIM Chair will appoint, with the approval by the majority of Commissioners subject to quorum during a CCHIIM meeting, an ESC Chair. The ESC Chair serves as a liaison between the ESC and CCHIIM to facilitate communication and ensure continuity and alignment between the ESC and CCHIIM.
 - (ii) ESC Members – the ESC will consist of at least five members (including the ESC Chair) appointed by the CCHIIM Chair, upon initial vetting and recommendation by the ESC’s respective staff liaison(s), and with the approval of the majority of Commissioners, subject to quorum, during a CCHIIM meeting. The composition of the ESC shall represent a broad range of expertise with respect to exam development and exam security. ESC members must be currently certified by AHIMA, and also abide by all CCHIIM requirements for participation, ethics, and conduct.
 - (iii) Staff support shall be provided by certification staff liaison(s) and representative(s) from the Testing Vendor (if applicable) or other consultant(s) (if applicable).
- (d) **Tenure** – all ESC members shall serve a minimum of one-year term. Terms commence on January 1 and conclude on December 31 at the end of each ESC members’ respective term. Terms shall be staggered to maintain continuity.
- (e) **Vacancies** – Vacancies of ESC members are handled in a manner and fashion identical to those of CCHIIM Commissioners.
- (f) **Removals** – Removals of ESC members are handled in a manner and fashion identical to those of CCHIIM Commissioners.

Section 7.10 CCHIIM Executive Council

- (a) **Responsibilities** - CCHIIM Executive Council conducts routine CCHIIM management including meeting agenda planning and decision making that falls outside of the scope of CCHIIM items requiring vote of the commission.
- (b) **Meetings** – The CCHIIM Executive Council meets as necessary to fulfill these duties.

- (c) Composition – The CCHIIM Executive Council is comprised the current Chair, Chair-Elect, and Immediate Past Chair.
- (d) The term of Executive Council is concurrent with the individual terms of its members (Chair, Chair-elect, and Immediate Past Chair).

Section 7.11 Exam Development Committee (Standing)

- (a) It is the responsibility of CCHIIM to include an Exam Development Committee (EDC) which oversees, abides by, and implements CCHIIM policies and procedures regarding examination development.
- (b) Composition
 - (i) CCHIIM shall maintain oversight of the EDC.
 - (ii) Sub-committees
 1. The CCHIIM Chair shall appoint, with the approval by the majority of commissioners, credential-specific sub-committee EDC Chairs. The chairs serve as liaisons between the sub-committees and CCHIIM to facilitate communication and ensure continuity and alignment.
 2. The EDC sub-committees are comprised of member volunteers who hold the representative credential.
 3. Term – Terms commence on January 1st and conclude on December 31st at the end of each commissioner’s respective term.
 4. Vacancies – Vacancies of Chair(s) are handled in a manner and fashion identical to those of CCHIIM Commissioners.
 5. Removals – Removals of Chair(s) are handled in a manner and fashion identical to those of CCHIIM Commissioners.
 6. Meetings – At least one (1) in-person meeting shall be held annually. Additional meetings may be held at the discretion of the Chair(s), and in collaboration with the certification staff liaison(s).
 - (iii) Staff support shall be provided by certification staff liaison(s) and representative(s) from the Testing Vendor (if applicable).

Article VIII. **Revisions/Changes**

- Section 8.01 This Operating Code may be revised or otherwise amended by a quorum of the Commissioners during a CCHIIM meeting, via conference call or a face to face meeting, subject to the establishment of a quorum.
- Section 8.02 Interim policies and procedures will be developed to facilitate the transition from this existing Operating Code to a revised Operating Code, as needed.
- Section 8.03 The composition of committees, sub-committees and other workgroups is subject to change and dependent upon the disposition of credentialed CCHIIM Commissioners and Commissioner terms.

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