

Education Related Development

Sample Activities	Example / Information	Contact Hours You May Claim
Attendance at NAHAM's Annual Conference & Exposition (education sessions, keynote addresses, networking sessions, etc.)	NAHAM's 36th Annual Conference will be held in Orlando April 30 - May 3, 2010. Visit www.naham.org .	1.0 contact hour per clock hour <i>(note: at least and possibly more than 18 hours available each conference)</i>
Attendance at meetings of NAHAM affiliate associations (education sessions, keynote addresses, networking sessions, etc.)	Check the NAHAM web site calendar or affiliate pages of NAHAM's web site for information about affiliate meetings	1.0 contact hour per clock hour
Attendance at other educational events & programs sponsored by organizations or vendors on topics which maintain, update, or enlarge knowledge and/or skills relevant to the Access profession.	Healthcare conferences; leadership development; business, ethics training, etc. as long as the content is related to or can be argued to help you in your Access Services career.	1.0 contact hour per clock hour
Attendance/participation in Internet education programs sponsored by organizations or vendors on topics which maintain, update, or enlarge knowledge and/or skills relevant to the Access profession.	Upcoming NAHAM web seminar are listed under the Education tab on www.naham.org .	1.0 contact hour per clock hour
Visit exhibit hall at a healthcare/management conference to learn about products and services	NAHAM's Access Solutions Marketplace is May 1-3, 2010 in Orlando, FL. Visit www.naham.org	1.0 contact hour per conference
Primary organizer of your facility's observance of National Healthcare Access Personnel Week	Promote Access Week to senior hospital administration, other facility employees, community, etc. Recognize staff and promote the value of patient access services within your facility. Access Week toolkit on NAHAM's Web site will help you plan.	3.0 contact hours per year Add 1.0 contact hour for article about Access Week published in hospital or community newspaper
Employer or industry sponsored educational program or class related to health care field.	User group meetings; motivational speakers; Leadership or Management Institute; soft skills including communication, delegation, dealing with difficult people etc.	1.0 contact hour per clock hour
Questions/answers/reference materials submitted and accepted into the CHAA/CHAM exam bank	Submit an item to a current Item Writer via the online item submission form. If approved the person who wrote the item will receive official notice of acceptance and awarded one contact hour.	1.0 contact hour per accepted item
CHAM/CHAA Certification	Once you earn your CHAM or CHAA you may report this as a professional development activity one time	6.0 contact hours. Certificants may claim this only the first time you are required to renew your certification.
Publication reading and completion of associated quiz or test	NAHAM's Access Management Journal has a quiz for each issue. Visit www.naham.org ; facility based quiz associated with a publication related to Access	1.0 contact hour per quiz or test.
University, college, or vocational/technical school completion with passing scores	Completed coursework at any accredited educational institution	3.0 contact hours per semester 1.0 contact hour per quarter 3.0 contact hours per trimester

In-Services and Hospital Sponsored Training

Sample Activities	Example / Information	Contact Hours You May Claim
Hospital sponsored training	CPR, hand hygiene, customer service, etc.	1 contact hour per clock hour
Internal/external facility drills	Disaster/emergency preparedness training or drill; security training, etc.	1.0 contact hour per clock hour of training and 1.0 contact hour per drill

Software training; process implementations	Registration software; billing software, patient records software, "go live" activities, etc.	1.0 contact hour per clock hour of training
Process improvement activities	Participation in activities within a healthcare setting to review/improve department processes.	3.0 contact hours per implementation

Presentations, Publication, Instruction Design and Delivery

Sample Activities	Example / Information	Contact Hours You May Claim
Presenter at NAHAM Annual Conference, other conference, web seminar, etc.	"Learning Lab" or workshop presenter; panel session presenter, Web seminar content leader, etc.	2.0 contact hours per presentation
Authoring a published article relevant to Patient Access Services	NAHAM Access Management Journal or other journal; publication of article about Access in hospital newsletter or community newspaper	3.0 contact hours per published article
Teaching/instruction curriculum development related to healthcare	Development of hospital training program on customer service;	2.0 contact hours per course
Instructor at University, college, or vocational/technical school	Medical terminology course; coding course, medical records, etc.	4.0 contact hours per semester 2.0 contact hours per quarter 4.0 contact hours per trimester
Coaching, instructing, organizing and leading study review course	CHAM or CHAA study groups; RHIA or other healthcare related certification study groups	2.0 contact hours per hour of coaching
Poster board/storyboard development/presentation related to Patient Access Services	Poster display of process, best practice, etc. at NAHAM Annual Conference	5.0 contact hours per poster development/presentation
Development of training or education materials related to Patient Access Services	Creation of materials used to train staff on processes, software, hardware, etc.	1.0 contact hour per topic
Proctor for CHAM or CHAA examination	Proctor of NAHAM examinations at your hospital or at an affiliate meeting	1.0 contact hour per clock hour
Serving as session moderator at NAHAM Annual Conference or other healthcare related meeting	"Learning Lab" or workshop moderator; panel session moderator, etc.	1.0 contact hour per clock hour
Author of Accepted Contact Hour Activity	Recommend to NAHAM other activities that should be listed as approved professional development activities	1.0 contact hour per accepted activity

Leadership & Participation

Sample Activities	Example / Information	Contact Hours You May Claim
Board member of a national association	Vice President; board member at large, etc.	6.0 contact hours per term of office
Committee chair or committee member with a national association	Education Committee; Finance Committee; Membership Committee	4.0 contact hours per term of service
Active dues paying member of NAHAM	Dues are paid in full for the current membership year	2.0 contact hours per year
Officer of a NAHAM affiliate association	President of HOANY; Secretary of FAHAM	3.0 contact hours per term of office
Member of a NAHAM affiliate association	SCAHAM, GNHAMA, etc. (visit www.naham.org)	2.0 contact hours per year
Committee chair or committee member of a NAHAM affiliate association	Chairperson or active member of any standing committee of a NAHAM affiliate organization	3.0 contact hours per term of service
Volunteer activities - community based	Religious organization volunteer; youth organization volunteer; homeless shelter volunteer, etc.	5.0 contact hours per activity. Limit 5.0 per reporting cycle.