



# CERTIFIED ADMINISTRATOR RENAL HEALTHCARE (CARH) HANDBOOK

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The policies and procedures specified in the CARH Handbook are subject to change. The current Handbook will always be available for download from the RHA website.

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## INTRODUCTION

The CARH Handbook provides information essential to the certification process from application, through examination and recertification.

## HISTORY

The Renal Healthcare Association (RHA) developed the Certified Administrator Renal Healthcare (CARH) certification program to provide an industry credential to elevate professional standards, enhance individual performance, and designate professionals who demonstrate the knowledge essential to the practice of renal healthcare administration.

The Renal Healthcare Certification Commission (RHCC) is a division of the RHA, established to oversee the development and maintenance of the CARH certification program.

## MISSION

The mission of the Certification Commission is to provide independent, verifiable evidence of proficiency renal healthcare administration through a nationally recognized and rigorous certification program.

## RENAL HEALTHCARE CERTIFICATION COMMISSION SCOPE

RHCC is the certifying body for the CARH program. RHCC is responsible for overseeing the development of certification for renal healthcare administration professionals, implementing policies and procedures for this certification program, and overseeing the development of the certification examination.

The RHCC is solely responsible for essential decisions related to the development, administration/delivery, and ongoing maintenance and monitoring of the certification program. RHCC ensures that all application and initial eligibility requirements, examination development and administration activities, recertification application and eligibility requirements, and all certification program policies and procedures are directly related to the purpose of each certification program.

## ABOUT THE CERTIFIED ADMINISTRATOR RENAL HEALTHCARE (CARH) CERTIFICATION

## PURPOSE

The Certified Administrator Renal Healthcare (CARH) certification program has been developed to recognize providers who have demonstrated intermediate-level knowledge and skill to perform competently in the dialysis administrator role.

Earning the CARH credential confers formal recognition of professional competency in renal healthcare administration, and individuals who earn the CARH have demonstrated knowledge of the professional domains that encompass the tasks and knowledge required of a renal healthcare administrator in various practice settings. The duties of the role include experience in regulatory, business, patient care, and leadership. Those in this role that work in applicable practice settings would have been a lead participant in a Medicare or Medicare-approved deeming-agency facility recertification period. Examples of these settings include Acute Dialysis Facilities and Certified and/or accredited ESRD Facilities. The program is based on US standards of practice.

## CERTIFICATION

Professional certification is a process by which an entity grants formal recognition to individuals that meet predetermined, standardized criteria. The certification process involves determination of eligibility, an assessment of demonstration of competence, and requirements for regular recertification. Certification is usually voluntary and established by a non-governmental entity. The CARH credential is a professional certification (Institute for Credentialing Excellence).

## ELIGIBILITY REQUIREMENTS

The eligibility requirements ensure that the certification application process is fair and impartial. Membership in any organization is not a prerequisite for the CARH program.

All individuals who seek certification must meet the established eligibility requirements in effect at the time of application.

There are two eligibility pathways:

Requirement	Option 1	Option 2
Education	Bachelor's degree granted by a U.S. regionally accredited college/university or foreign equivalent, as verified by a recognized credential evaluation service.	High school diploma or equivalent
Work Experience*	<p>A minimum of three (3) years of professional experience as a Dialysis Administrator within the past five (5) years. The role must encompass responsibility and decision-making in the areas of:</p> <ul style="list-style-type: none"> <li>Regulatory compliance (e.g., CMS Conditions for Coverage)</li> </ul>	<p>A minimum of five (5) years of professional experience as a Dialysis Administrator within the past seven (7) years. The role must include responsibility and demonstrated experience in the following areas:</p>

	<ul style="list-style-type: none"> <li>• Business operations and financial oversight</li> <li>• Patient care coordination and quality outcomes</li> <li>• Leadership and staff supervision</li> </ul>	<ul style="list-style-type: none"> <li>• Regulatory and compliance oversight</li> <li>• Business and operational management</li> <li>• Direct or indirect patient care oversight</li> <li>• Leadership, staff management, or team coordination</li> </ul>
Practice Hours*	A minimum of 3,000 verified practice hours in the Dialysis Administrator role during the same five-year period.	A minimum of 5,000 verified practice hours in the Dialysis Administrator role during the same seven-year period.
Code of Ethics and Application Attestation	Attestation to comply with the RHA Code of Ethics. Applicants and certificants must abide to practice the renal healthcare administrator role in a manner consistent with the standards and responsibilities set forth in the RHA Code of Ethics. Applicants must attest to the accuracy of information reported within the application and to abide by the RHCC certification policies.	
Examination	Passing score on the CARH examination.	

#### DIALYSIS ADMINISTRATOR EXPERIENCE REQUIREMENT INTERPRETATION\*

The experience and practice hour requirements include time spent working in various capacities within the dialysis administrator role. Eligible experience includes leadership responsibilities in regulatory compliance, business and financial management, patient care oversight, and operational administration.

Experience may be full-time or part-time, provided the minimum practice hour requirement is met within the designated timeframe.

#### ELIGIBILITY RATIONALE

Each eligibility requirement has been carefully established to ensure that certified individuals demonstrate the appropriate level of knowledge (as evidenced by the examination and education requirements), and practical skill (as evidenced by the experience requirement), necessary to competently perform at an intermediate level as a dialysis administrator.

A rationale for each eligibility requirement has been established as follows:

1. **Education:** The level of education required for CARH certification is consistent with the level of education required to practice as a renal healthcare administrator role. Individuals may work in the role with a minimum of a high school diploma or equivalent; however, the RHCC has determined that additional work experience is required if a bachelor's degree has not been earned. A bachelor's degree granted by a U.S. regionally accredited college/university or foreign equivalent serves as a basic indicator of educational quality foundational knowledge.
2. **Work Experience:** The work experience requirement is necessary to ensure that applicants have an adequate and reasonable base from which they should be able to pass the CARH exam. RHCC recognizes that individuals with a bachelor's degree may have acquired foundational knowledge that reduces the need for extensive on-the-job training, justifying a shorter experience requirement. This replaces two years of practice experience compared to those who have not achieved a bachelor's degree. The minimum experience requirement ensures that all candidates will have worked through a Medicare facility recertification period.
3. **Practice Hours:** Practice hours provide a quantifiable measure of time spent performing dialysis administrator duties. A benchmark of approximately 1,000 hours per year is used, allowing for flexibility in part-time roles. Requiring that hours be accrued within the past five or seven years ensures that applicants have current, relevant experience in a dynamic regulatory and clinical environment.
4. **Code of Conduct and Application Attestation:** The requirement for adherence to the Code of Conduct provides increased awareness of expected ethical behaviors as well as increased public protection through a process that provides a reporting and investigation mechanism for Code of Conduct violations. Further, the application attestation requires individuals to pledge adherence to RHCC policies and accurately report eligibility information.
5. **Examination:** Passing the CARH certification examination demonstrates that the applicant's education, training, and experience have resulted in a sufficient mastery of the knowledge, skills, and abilities required for competent practice. The examination content is based on a comprehensive job analysis and reflects the competencies essential to the role of a dialysis administrator.

## ELIGIBILITY VERIFICATION

Only complete certification applications will be accepted. Applicants must document their highest degree, work experience, and practice hours as part of the application process. Incomplete applications will be returned to the applicant who may address the deficiencies and resubmit the application for review, adhering to established application deadlines. Applicants will attest to the Code of Conduct and to the accuracy of information submitted as part of the application process.

A percentage of candidates will be randomly selected for audit of the eligibility requirements. If selected for audit, verification of the eligibility requirements will be conducted by certification staff as follows:

1. **Education:** Audited applicants must submit a copy of their diploma, degree, or official transcript verifying

the highest level of education attained.

2. **Work Experience and Practice Hours:** The primary employer contact provided on the application will be contacted by RHA to confirm work experience and practice hours claimed on the application. A supervisor or HR professional must complete the verification form provided by RHA.

RHCC reserves the right to verify any information submitted during the application process and to take appropriate action in cases of falsification, misrepresentation, or noncompliance with eligibility standards.

Failure to comply with audit requirements or falsification of application materials may result in denial of eligibility, revocation of certification, or other disciplinary action as determined by the RHCC.

## APPLYING FOR THE EXAMINATION

### APPLICATION REQUIREMENTS

Before applying, candidates are strongly encouraged to thoroughly review this handbook in its entirety. Taking the certification examination is a voluntary process, and applicants should ensure they meet all eligibility criteria before beginning the application. The Renal Healthcare Certification Commission (RHCC) strictly enforces its eligibility requirements, policies, and deadlines. It is the applicant's responsibility to comply with all procedures related to eligibility, the application process, and submission deadlines. The online application is accessible via the link provided on the RHA website. Applications must be completed in full, including all required documentation and payment of applicable fees, prior to submission. All materials must be received by the published deadline for the chosen testing window. Deadlines are enforced to ensure sufficient time for application processing and to secure seat availability within the applicant's geographic region.

### APPLYING FOR THE CARH EXAMINATION

Once each section of the online application form is complete, including submission of the application fee, the applicant may submit the application. Please note: **The application will NOT be received and cannot be reviewed by the RHCC until all steps are complete.** Only complete certification applications will be accepted.

Applicants are encouraged to complete each section of the application before submission; however, the form does not need to be completed in a single session. All fields must be completed unless otherwise indicated on the application. Incomplete or inaccurate applications may delay processing or result in deferral to a future testing window.

Following submission, RHA certification staff will verify the information provided (see Eligibility Verification). If selected for audit, applicants will be notified by staff and provided with further instructions and applicable deadlines.



Once the application is approved, candidates will receive an email from the testing vendor with instructions to schedule their exam within the next available testing window. All testing windows and application deadlines are published on the RHA website.

#### ELIGIBILITY PERIOD

Approved candidates must take the certification exam within **365 days (1 year)** of their application approval date. Exams may be taken during one of the two scheduled testing windows held each calendar year.

Candidates are subject to the retest policy for any subsequent exam attempts (see Exam Administration).

If a candidate does not test within the 365-day eligibility period, they must reapply by meeting all current eligibility requirements, submitting a new application, and paying the full application fee.

#### TESTING ACCOMMODATIONS FOR CANDIDATES WITH DISABILITIES

RHCC, in partnership with its test administration vendor, provides reasonable and appropriate accommodations in accordance with the **Americans with Disabilities Act of 1990 (ADA)**, as amended, and other applicable laws. These accommodations are intended to ensure equal access to the examination process for individuals with documented disabilities who demonstrate a need for such support. ADA regulations define a person with a disability as someone with a physical or mental impairment that substantially limits one or more major life activities. HCC requires documentation to validate both the type and severity of the disability to ensure accommodations are appropriately matched to the individual's functional limitations and exam needs.

The information provided by candidates and any documentation regarding such disability and special accommodation will be treated with strict confidentiality and will not be shared with any source except as required to review, facilitate, and administer the accommodation request without the candidate's express written permission. RHCC will not reveal on score reports or certificates any provided accommodation during the administration of the exam.

Reasonable accommodations are decided based upon:

- the individual's specific request,
- the individual's specific disability,
- documentation submitted, and
- the appropriateness of the request.

Requests for accommodations are reviewed in accordance with the ADA by the certification manager who works in partnership with the test administration vendor to ensure the request can be processed without jeopardizing the integrity or security of the examination and to ensure appropriate arrangements for all approved requests.

Special accommodations must be requested in advance by completing the Request for Special Accommodations Form ([Appendix A](#)) at least one (1) month before desired administration date. The test administration vendor communicates with the candidate to schedule a testing appointment for which an approved accommodation will be administered.

Note: Reasonable accommodations do not include steps that fundamentally alter the purpose or nature of the examination.

Reasonable accommodations generally are provided for candidates who:

- have a physical or learning impairment that substantially limits one or more major life activities (e.g., walking, hearing, reading, concentrating);
- have a record of such physical or learning impairment
- have been formally evaluated and diagnosed with a disability supported by current documentation.

## APPLICATION DEADLINES, FEES, AND REFUNDS

### APPLICATION DEADLINES

Complete applications with all required documentation and fees must be submitted by the published application deadline associated with the testing window which is available on the RHA website. Application deadlines are enforced to ensure adequate time to process applications and provide seat availability within the demographic region for the candidates.

### FEES

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#### Certification Application

RHA Member initial certification application/examination fee:	\$350
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Nonmember initial certification application/examination fee:	\$450
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#### Retesting (within the candidate's 1-year eligibility period)

RHA Member retesting fee for applicants who have failed the exam:	\$200
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Nonmember retesting fee for applicants who have failed the exam:	\$300
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#### Recertification

RHA Member recertification fee (due every 5 years with recertification application):	\$250
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Nonmember recertification fee (due every 5 years with recertification application):	\$350
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#### Reinstatement

If the recertification application is received after the credential expiration date, there is a one-month grace period. Certificants can request an additional 60-day grace period but will need to pay the recertification fee as well as a \$100 late fee in addition to the applicable recertification fee.

## ELIGIBILITY WINDOW EXTENSIONS

Individuals who do not complete their exam attempt within their 1-year eligibility window or have situations causing them to need a future testing window may request a one-time exam extension, which grants them an extension to the next exam availability window (Fall or Spring) for a nominal fee of \$100.

## REFUNDS

Application fees are non-refundable.

## SCHEDULING THE EXAMINATION

### SCHEDULING AN EXAM APPOINTMENT

The CARH examination is a multiple-choice examination delivered twice a year via computer-based administration at Pearson testing centers across the United States or via paper and pencil at limited event-based administrations (i.e., RHA annual conference).

A list of Pearson testing centers is available. Morning and afternoon exam appointments are available Monday—Friday; weekend hours are available at some testing centers.

Once exam applications are approved, candidates will receive an email notification that their application has been approved in addition to instructions for scheduling their exam. Candidates MAY NOT schedule their exam until this scheduling notification is received.

## RESCHEDULING, CANCELLATIONS, AND NO SHOWS

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### Testing Appointment Reschedule

Candidates who need to reschedule their testing appointment must contact the testing vendor directly at least 24 hours in advance. Any rescheduling fees imposed by the testing vendor are the responsibility of the candidate.

### Late Testing Appointment Cancellation

Cancelling an exam within 24 hours of appointment time is subject to a same day forfeit exam fee, \$75. Exam fees are due for no-shows.

Approved reasons to reschedule or cancel within five (5) business days without a fee:

- Jury Duty
- Death in the immediate family
- Military Deployment
- Illness/Medical Condition

The immediate family is defined as a person's grandparents, parents, spouses, domestic partner, siblings, and children.

Candidates MUST provide proper documentation to the testing vendor before being rescheduled to a new date. If none of the above are the reason for wanting to reschedule or cancel an exam less than the minimum rescheduling notice, the candidate will not be allowed to reschedule or cancel the exam.

**Inclement Weather and Exam Canceled by Pearson VUE:** In the event of hazardous weather or any other unforeseen onsite emergencies occurring on the day of a scheduled exam, Pearson VUE will determine whether circumstances require the cancellation of the exam at a particular location. Every attempt will be made to administer all exams as scheduled. Candidates will be given as much advance notice as possible and will not be penalized if Pearson VUE cancels their exam appointment.

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#### Late or No-Show

Candidates who arrive late for the testing appointment will not be seated and will forfeit all fees. Candidates who fail to show for the testing appointment (no-show) will forfeit all fees.

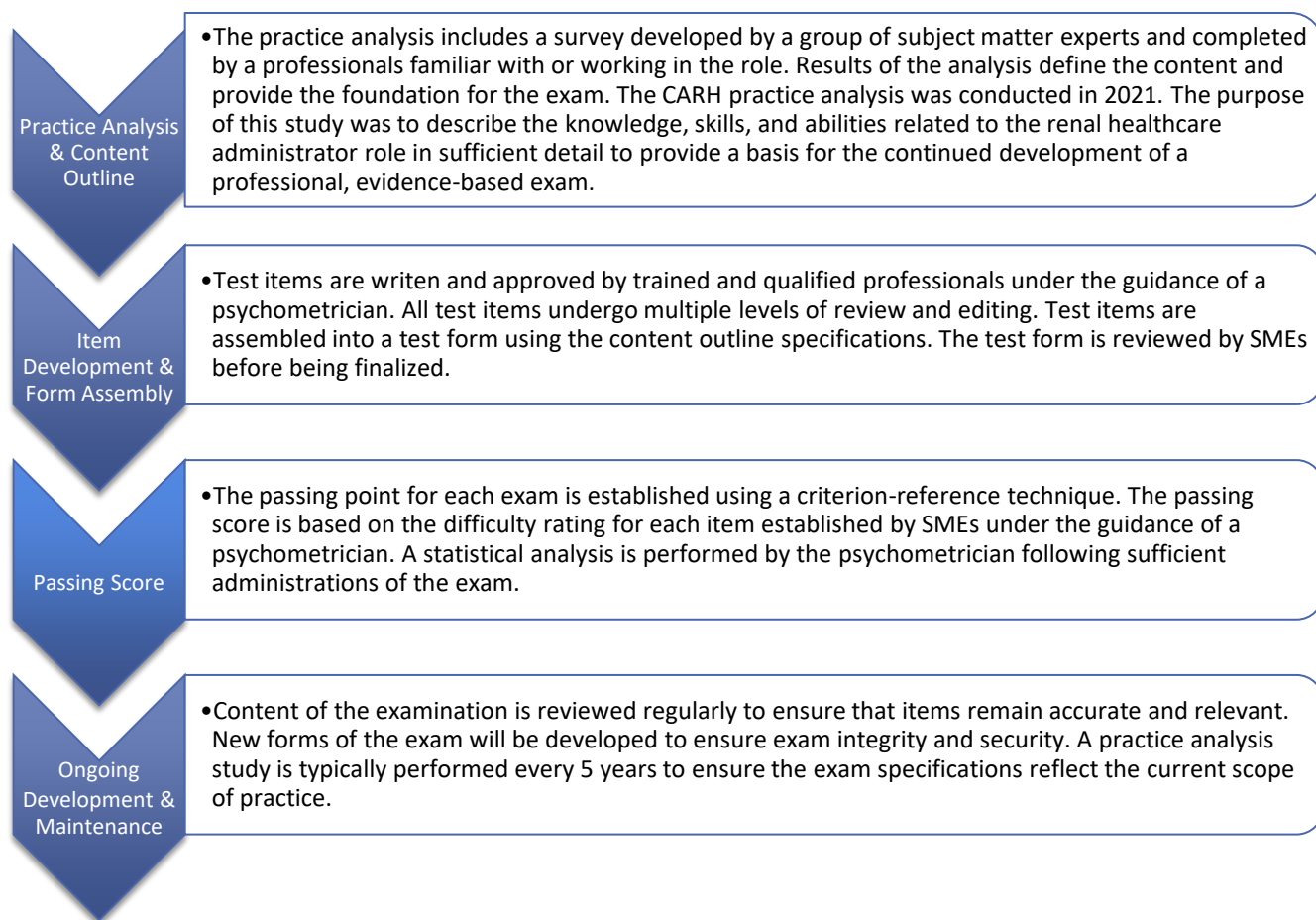
Late or no-show candidates must follow the retest procedures, including payment of fees, to take the exam.

A candidate who does not appear for a testing appointment or reschedule the exam with the required notice will be marked as a "no show." Refunds of exam fees are not provided for "no shows" under any circumstance. Candidates will be required to re-register and pay all fees prior to sitting for the exam.

## PREPARING FOR THE EXAMINATION

### HOW THE EXAMINATION IS DEVELOPED

RHCC and its subject-matter expert (SME) committees participate in and provide oversight for the development and ongoing maintenance of the CARH examination. RHCC works in partnership with the testing vendor to ensure the examination is developed and maintained in a manner consistent with generally accepted psychometric principles and testing practices for certification programs.



## EXAMINATION CONTENT

The CARH examination consists of 175 multiple-choice questions, 150 scored questions, and 25 non-scored, pretest questions). Pretesting is conducted to evaluate the performance of an item before being used as a scored item. Candidates will have 4 hours to complete the examination. The exam covers the topic areas detailed in the content outline. All exam content is developed based on practice in the United States. The CARH exam is offered only in English.

The RHCC's role is in developing and administering certification examinations to determine the qualifications of candidates for certification. The RHCC does not require, provide, accredit, or endorse any specific study guides, training or review courses, or other examination preparation products. The Commission members, certification staff, and certification subject matter experts do not have involvement in the creation, accreditation, approval, endorsement or delivery of examination review courses, preparatory materials, educational programs, or training programs/products that prepare candidates for the CARH certification examination. Purchase of review materials is not a requirement for testing, nor does use of any review materials imply successful performance on the CARH certification examination.

Candidates are encouraged to review the CARH content outline in preparation for the examination.

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## CARH Content Outline

The CARH examination content is coded to a two-dimensional exam blueprint, meaning that each item is coded to one Renal-Specific Activity domain and one Leadership & Management Activity domain. The detailed content outlines are available in [Appendix B](#).

<b>CARH Renal Specific Activities Content Domains</b>	<b>Weight</b>
<b>I. Operations Management</b>	30%
<b>II. Regulatory Requirements / Facility Accreditation</b>	25%
<b>III. Quality and Safety</b>	20%
<b>IV. Business Acumen</b>	15%
<b>V. Patient Experience</b>	10%
<b>Total</b>	100%

<b>CARH Leadership &amp; Management Activities Content Domains</b>	<b>Weight</b>
<b>I. Leadership Skills</b>	30%
<b>II. Communication and Relationship Management</b>	25%
<b>III. Professional and Social Responsibility</b>	30%
<b>IV. Health and Healthcare Systems</b>	15%
<b>Total</b>	100%

## TAKING THE EXAMINATION

### TESTING SITES

[Testing sites](#) have been selected to provide accessibility to the most candidates in the most controlled, secure and consistent environments possible.

All examination sites meet the following criteria:

- Test Center must conform with local building, sanitation & health codes.
- Test Center must be ADA compliant.
- Building and grounds must be clean and in good condition.
- Exits must be clearly marked and unobstructed.
- Fire extinguishers are required and must be in working order, location well marked and easily accessible.
- Emergency exits must be clearly identified and clear of obstructions.
- First-Aid kits must be stocked and easily accessible.
- Restrooms must be in the same building as the testing center.
- Restrooms must be clean, supplied with necessary items, and in working order.
- Adequate parking must be available near the testing center location.
- All testing rooms meet the following criteria:
  - Temperature must be consistent and comfortable.
  - Test room must be well-ventilated, with continuous air circulation.
  - Test room must be lit so that each candidate can read all diagrams, charts, etc., and read the computer screen with no glare.

### TEST CENTER ADMINISTRATOR/PROCTOR

All exam administrations will be monitored by qualified proctors who are trained by the testing agency according to its standardized procedures for test delivery. Proctors receive directions and are accountable for checking candidate identification, seating candidates, security of test materials, proctoring, and dealing with candidate misconduct.

### IDENTIFICATION

Candidates are required to present one form of original (no photocopies or digital IDs), valid (unexpired), government issued, photo identification to gain admission to the testing site. Acceptable forms of primary identification (both photograph and signature required) include:

- Driver's license
- Passport

- Alien registration card
- National/state/country identification card
- Military identification card

The first and last name on your exam registration must match exactly the name on your ID. If a candidate legally changes their name after submitting the application and before testing, the candidate must contact the RHA certification department and Pearson and provide both entities with the legal document confirming the name change (i.e., Marriage License, Divorce Decree, Naturalization Certificate).

Candidates will not be admitted to the testing site without proper identification, and all fees will be forfeited (see Refunds and Rescheduling, Cancellations, and No Shows).

## TEST SITE SECURITY

To provide a fair and consistent environment for all candidates, the exams are delivered using standardized procedures following strict security protocols. Candidates are required to follow all [testing site rules](#). Failure to follow these rules may result in termination of a candidate's testing session, invalidation of the candidate's exam score, and/or disciplinary action.

The following rules will be enforced on exam day:

- Candidates must arrive at least 30 minutes prior to the scheduled start of the exam. Late arrivals may not be accommodated. Fees are not refunded for missed examination appointments.
- Candidates must present acceptable identification. Please see the "Identification" section above.
- No study materials, documents, or notes of any sort are to be taken into the examination area. No materials may be removed from the examination area.
- Candidates are observed at all times during testing and should be aware that security procedures are in place and will be enforced.
- Candidates may not bring any electronic devices, notes, or reading material into the examination area. Cell phones, backpacks, purses, and other personal items are not permitted. Candidates are encouraged to leave these items at home when possible. Items brought to the test center will be placed in a secure area that is not accessible to the candidate during the examination session.
- No questions concerning the content of the examination may be asked in the examination area before, during, or after the examination. Proctors are not qualified nor permitted to answer any questions about the content of the examination. Proctors may answer questions about processes (e.g. time limit) but cannot interpret or explain any information on the exam.
- All candidates must answer the exam questions independently. There is to be no sharing of information, teamwork, or any other collaborative relationship with another candidate before, during, or after the exam. Any violation of this policy is misconduct/cheating. Any candidate engaged in this behavior may be subject to



score cancellation and not be allowed to sit for future administrations of the exam. See the disciplinary policy for additional information.

- No exam questions are to be discussed during or after the exam administration. Any infraction of these terms is a violation of your ethical responsibilities and subject to the disciplinary policy. It is also a violation of copyright law and examination security.
- Candidates should dress comfortably. While all test sites strive to ensure the exam is given in a room that is neither too hot nor too cold, candidates should be prepared with appropriate layered attire.
- No food or beverage is permitted in the examination area.
- Candidates may not communicate with anyone except the proctor during the exam.
- Candidates are not permitted to bring guests, including children, to the testing center.
- Candidates should complete their exams quietly without disturbing others.

#### CANDIDATE FEEDBACK

Exam candidates may provide feedback at the testing center through a post-exam candidate survey or by contacting [info@renalcert.org](mailto:info@renalcert.org). Feedback received from candidates will be reviewed by the RHCC as part of the overall examination review and quality assurance process for the program.

Candidates will not receive direct feedback regarding specific item decisions.

#### CANDIDATE MISCONDUCT

Individuals suspected of cheating will be subject to RHCC's disciplinary policies and procedures. Any incidents of suspected cheating, violation of any RHCC policies, disturbances, attempts to remove test materials or notes from the testing room, or other exam-related irregularities will be reported immediately to certification staff by the testing vendor. All serious incidents will be investigated by RHCC with assistance from the testing vendor. Testing irregularities may result in termination of a candidate's participation in the examination administration, invalidation of exam scores, or other disciplinary action. RHCC and the testing vendor reserve the right to investigate any incident of suspected misconduct or irregularity.

#### COPYRIGHT INFORMATION

All proprietary rights to the CARH examination, including copyright, are held by the RHA. To protect the validity of the scores reported, candidates must adhere to strict guidelines regarding proper conduct in handling these copyrighted proprietary materials. The law strictly prohibits any attempt to reproduce all or part of the CARH examination. Such attempts may include, but are not limited to, removing materials from the testing room, aiding others in reconstructing any portion of the exam by any means, posting content on any discussion forum or website, and selling, distributing, receiving, or having unauthorized possession of any portion of the exam. Alleged copyright violations will be investigated and, if

warranted, prosecuted to the fullest extent of the law. It should be noted that examination scores might become invalid in the event of this type of suspected breach. Permanent revocation of certification may occur if allegations are substantiated. See the Complaints and Disciplinary Actions for further information.

## TESTING IRREGULARITIES

Irregularities observed during the testing period, including but not limited to, creating a disturbance, giving or receiving unauthorized information or aid to or from other persons, or attempting to remove test materials or notes from the testing room, may be sufficient cause to terminate candidate participation in the examination administration or to invalidate scores.

Irregularities may also be evidenced by subsequent statistical analysis of testing materials. When testing irregularities occur, an investigation will take place. Based on this information, scores may be cancelled. When it is appropriate to do so, affected test takers will have the opportunity to take the test again as soon as possible, without charge. Affected test takers will be notified of the reasons for the cancellation and any options for retaking the test. Any appeal process does not apply to testing irregularities.

## AFTER THE EXAMINATION

### NOTIFICATION OF EXAM RESULTS

Score reports will be presented to candidates at the testing site immediately following the exam administration. Passing score reports include a decision outcome (“pass”), information about official notification of certification (e.g., certificate) and recertification requirements.

Failing score reports include a decision outcome (“fail”), the candidate’s total score, passing score, performance in each content domain, the type of score reported (e.g., scaled), appropriate uses and potential misuses of reported score information and re-examination information. Scores are reported to failing candidates as scaled scores.

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### Interpretation

The CARH examination is designed to measure a candidate’s overall performance. Examination content area scores are not used to determine pass/fail status but are provided to offer a general indication of a candidate’s performance and may be used to assist in evaluating relative areas of strengths and weakness in each content area.

Examination results are not discussed or released via email, telephone or fax. Results are not released to anyone other than the candidate who took the CARH examination unless written consent is provided by the examinee.

## UNDERSTANDING YOUR SCORES

A criterion-referenced standard setting process is used to establish the passing point for the exam. This means that each candidate's performance on the exam is measured against a predetermined standard. Candidates are not graded on a curve and do not compete against each other or against a quota.

The CARH examination indicates whether a candidate is minimally competent to practice as a renal healthcare administrator. A candidate's total score relative to the cut score determines whether he/she has passed or failed the examination. To determine the cut score, a group of subject-matter experts defines the minimum acceptable performance level, which is linked to a final examination score.

## VALIDATION OF SCORES

RHCC and its testing vendor reserve the right to cancel scores if their validity and integrity is compromised. Discrepancies such as misconduct of a candidate may cause a score to be suspect. RHCC and its testing vendor will investigate the occurrence and may cancel or withhold examination results if a rules violation is found.

## VERIFICATION OF EXAM RESULTS

Due to the secure nature of the examination, neither the Commission nor its psychometric vendor will disclose examination questions or a candidate's response to individual questions. Examinees who question or dispute their test score can request to have their score verified, in writing to certification staff, no later than seven (7) days after receipt of the exam score report. Candidates who request to verify their scores will incur a fee of \$50.00 USD (non-refundable).

## RE-EXAMINATION

Candidates who do not pass the examination on their first attempt may retake the exam during the next available testing window (i.e., fall for spring candidates, or spring for fall candidates). Candidates are permitted a maximum of two (2) exam attempts within their 12-month eligibility period, which begins on the date of application approval.

A retest fee is required for the second exam attempt within this 12-month eligibility window.

The rationale for this waiting period includes:

- Ensuring candidates have adequate time to prepare for the examination; and,
- Increasing the security of the exam administration process by limiting candidate exposure to items.

If a candidate does not pass the exam within the 12-month eligibility period, they must submit a new initial application, meet all current eligibility requirements, and pay the full application fee.

Upon approval of the new application, a new 12-month eligibility period will begin.

## MAINTAINING YOUR CERTIFICATION

### PURPOSE

The RHCC supports the ongoing professional development of certificants. The process required for recertification provides certificants with the opportunity to create an individualized professional development plan, demonstrate the reinforcement and expansion of their knowledge and skills, and retain their knowledge of current practice.

### RATIONALE

The RHCC requires periodic recertification to promote professional development for certificants and ensure they maintain an ongoing commitment to learning to strengthen their knowledge and skills in their area(s) of practice.

Recertification provides encouragement to, and acknowledgement for, participation in ongoing professional development activities. To support this purpose, the recertification requirements require earning continuing education points through participation in activities that enhance ongoing professional development, encourage opportunities for new learning, and provide a process for both planning and recording professional development achievements. Certified individuals must earn a total of 75 professional development points over a five-year recertification cycle. Certified individuals are required to earn professional development points in the proportions detailed in the candidate handbook to ensure they are completing professional development activities across the content specifications and staying current in practice. The content allocations are based on the relative weight of the content domains as listed in the current exam specifications.

Recertification requirements include the option to take and pass the current certification examination which aligns with the requirements of the test specifications. Passing the certification exam demonstrates that certified individuals are knowledgeable of current practice.

The five (5) year period established for recertification is based on both the scope of issues that face the field and the RHCC's acknowledgement that new practices, research, and information are introduced in the field with enough frequency that professional development activities should be conducted routinely so that certificants remain up to date with both current best practices and emerging knowledge.

### RECERTIFICATION REQUIREMENTS

Certification is valid for a five (5) year period, and the certification expiration date is indicated on the individual's certificate. To maintain an active CARH certification status all certificants must complete the recertification application with all required documentation and fees by the published deadline to document completion of the recertification requirements. As part of the application process, certificants will attest to continue to abide by the RHA Code of Ethics.

### RECERTIFICATION OPTIONS

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Recertification by Professional Development Points

Certified individuals who select recertification by professional development points are required to earn 75 professional development points to maintain the CARH certification. Points may be earned through a combination of continuing education activities related to the renal healthcare administrator scope of practice and the CARH exam specifications. General knowledge and ethics-related activities that are not related to the CARH exam specifications will not be accepted. Applicants may accrue points from a variety of sources including:

- Accredited CE activities
- Non-accredited CE activities
- Conference attendance
- Validated research/project involvement
- Higher education coursework

See [Appendix C](#) for a description of activity categories and point allowances.

According to generally accepted standards, 50 minutes of training will equal one (1) professional development point.

All professional development activities are subject to review and approval by RHCC. Credit is only granted after the activity has been completed and documented.

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#### Recertification by Exam

Certified individuals may recertify by exam by taking and passing the current certification exam within the last year of their certification period. The re-take policy applies to certificants wishing to recertify by exam, and therefore certificants are authorized to take the exam twice during the 12-month period that precedes their credential expiration. Certified individuals who have participated in exam development activities within the previous 5 years are not eligible to recertify by exam in accordance with the Confidentiality policy.

If an individual selects recertification by exam and does not pass within the maximum allowed attempts in the 12-month period prior to expiration of their credential, recertification by points will not be an option. The individual must meet all initial eligibility requirements, complete an initial exam application, and take and pass the current certification exam to regain certification.

#### RECERTIFICATION APPLICATION VERIFICATION

Only complete recertification applications, including payment of the application fee, will be accepted. Applicants attest to the accuracy of the information provided in the recertification application.

To maintain the credibility and integrity of the certification process, RHCC reserves the right to verify any information provided on recertification applications. Requests for verification of recertification requirements may be made prior to the application due date for the recertification cycle.

Certification staff will randomly audit a percentage of applications submitted for recertification to verify the recertification requirements are met. If audited, candidates for recertification will be responsible for submitting proof of satisfactory activity completion, such as certificates of completion, transcripts, or attendance verification. Failure of an applicant to provide complete and/or accurate information to satisfy the audit may result in consequences including, but not limited to, revocation of certification.

#### RECERTIFICATION ACCEPTANCE

Once all recertification requirements have been met, certificants will receive a renewal notice and updated certificate the month after the certification expiration date.

Recertification applications will not be accepted from individuals whose certification is in a state of suspension, has lapsed or has been revoked.

#### FAILURE TO RECERTIFY

Recertification is mandatory for all certificants. If certification is not renewed, it will expire on the last day of the month five years after the certification was last earned. Individuals whose certification has expired or been suspended or revoked may not represent him/herself as certified and may not use the credential until they receive official notice that the recertification requirements have been satisfied or that certification status has been reinstated.

Certificants who fail to renew the credential will be removed from the online verification list of active certificants.

#### REINSTATEMENT

If the recertification application is received after the credential expiration date, there is a one-month grace period in which it will be accepted.

Certificants can request an additional 60-day grace period for a fee (see Application Deadlines, Fees, and Refunds). If the application is not received, the credential expires.

There will be no extension of the certification period. If the grace period is utilized, the certificant's next expiration date will remain the same as if the recertification was completed on time.

#### CODE OF ETHICS

The RHCC has adopted the RHA Code of Ethics for the Renal Healthcare Administrator, which defines the standards of conduct and professionalism for individuals who serve in this capacity. Applicants, candidates, and certificants are required to adhere to the Code of Ethics and must attest to uphold it during the application process.

The current version of the RHA Code of Ethics is available on the RHA website at:

<https://www.renalhealthcare.org/resources/standards-of-practice>.

## MISCELLANEOUS POLICIES

### STATEMENT OF FAIRNESS AND NONDISCRIMINATION

RHA and the RHCC adhere to principles of fairness and due process and endorse the principles of equal opportunity. In administering the certification program, RHCC does not discriminate or deny opportunity to anyone based on race, color, creed, age, gender, national origin, religion, disability, marital status, parental status, ancestry, sexual orientation, military discharge status, source of income, or any other status protected by applicable law. All candidates for certification will be judged solely on the published eligibility and recertification criteria determined by the Commission.

### CONFIDENTIALITY

The Commission is committed to protecting confidential and/or proprietary information related to applicants; candidates; certificants; and the examination development, maintenance, and administration process. The confidentiality policy applies to all RHA certification personnel, Commission members, committee members, subject matter experts, consultants, and other individuals who are permitted access to confidential information. These individuals are required to sign confidentiality forms/attestations.

Confidential information includes but is not limited to an individual's application status, personal applicant/certificant information, exam development documentation (including job analysis study reports, technical reports, and cut score studies), exam items and answers, exam forms, item banks, and individual exam scores. Confidential information also includes any information marked by the Commission as confidential or explicitly instructed by the Commission to be regarded as confidential.

The RHCC will not disclose confidential applicant/certificant information unless authorized in writing by the individual or as required by law. If information is released due to a legal matter, the RHCC will inform the individual.

Personal information submitted by applicants/certificants with an application or recertification application is considered confidential. Personal information retained within the applicant/certificant database will be kept confidential.

All application information, including the status of an application, is confidential and will not be shared with any party other than the RHCC's examination development or administration vendors, as needed, for certification processing purposes.

Information about applicants/certificants and their examination results is considered confidential. Exam results will be released only to the individual candidate unless a signed release is provided. The RHCC can disclose that a certificant is certified in responding to an inquiry from an outside party.

### AGGREGATE DATA

Annual aggregate examination statistics (including the number of examination candidates, pass rates and the current total number of certificants) will be made publicly available. Aggregate examination statistics, studies and reports concerning

applicants /candidates/certificants will contain no information identifiable with any applicant/candidates/certificants, unless authorized in writing by the individual.

## CHANGES IN CONTACT INFORMATION

Candidates and certificants are responsible for maintaining their mailing and email addresses information. RHA may send certification materials to the mailing address and/or email addresses on file. Candidates and certificants contact RHA to update contact information, [admin@renalhealthcare.org](mailto:admin@renalhealthcare.org).

## REQUESTS FOR RECONSIDERATION OF ADVERSE ELIGIBILITY DECISIONS AND EXAM ADMINISTRATION

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### Reconsideration of Initial and Recertification Eligibility Decisions

Applicants who are notified they do not meet the eligibility or recertification requirements may request reconsideration of this decision by sending a written notice of the appeal to the certification manager within 30 days of communication of the adverse decision. The certification manager will forward the notice to the RHCC for review.

The RHCC will review the applicant's information and make a final decision regarding initial or recertification eligibility. No new or additional information may be submitted with the request. The request will be reviewed within 45 days of receipt. Written notice of the final decision will be sent to the applicant within 30 days of the review.

The RHCC may appoint a sub-committee or review committee for the purpose of reviewing reconsideration requests and making final determinations regarding disposition of the requests. The recertification decision of the RHCC, or appointed sub-committee or review panel, is final.

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### Exam Administration

Candidates who fail the exam and believe irregular testing conditions were a contributing factor may file a request for reconsideration to the RHCC. Examples of irregular testing conditions include a medical or personal emergency during the testing session, testing vendor technical issues such as computer malfunctions or power outages, and other significant test site disruptions. All requests must be made in writing and emailed no later than 7 days after the receipt of the exam score report. All requests must describe the suspected error or problem and the requested remedy.

The RHCC will review the information, consult with the testing vendor when necessary, and make a final decision within 30 days of receipt. The decision of the RHCC shall be final.

## RECORDS RETENTION

All documents created, implemented, or received by the certification program will be retained according to its record retention schedule. The Commission retains and destroys records in accordance with corporate policies on business records retention, as well as federal and state laws governing record retention. Individual examination results and active applicant,



candidate, and certificant data are permanently retained as are records of disciplinary actions and investigations. Inactive certificant records are retained for seven years after the file becomes inactive.

## STATEMENT OF COMPLIANCE WITH ALL LAWS

RHA is committed to compliance with all applicable federal, state/provincial, and local laws and regulations including, but not limited to confidentiality, nondiscrimination, employment, business, privacy, maintenance of records, and disabilities.

Reports of unlawful activity will be referred to appropriate law enforcement and/or licensing officials.

## CERTIFICATION VERIFICATION

The names of RHA-certified individuals and their certification status are not considered confidential and are published for verification purposes. Verification will be accessible via the certification program's web page on the RHA website or by contacting the RHCC Customer Service Representative.

Certificants may opt-out of inclusion in the online list of certificants by contacting the RHCC Customer Service Representative via email. Written verification of credentialed status may be obtained by providing the certificant name via email to the RHCC Customer Service Representative. Only the certification status may be shared. No other data may be shared without written permission from the credentialed practitioner. Online verification of certification status will include the name of the certificant. Any published list or directory includes only active certificant holders.

Application status, information about whether an individual has taken the examination, and score information will not be released to those requesting verification.

## DESIGNATION & CERTIFICATE

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### Use of the Certification Mark

After receiving official notification of CARH certification, the credential may be used only as long as certification remains valid and in good standing. Individuals may not use the CARH credential until they have received specific written notification that they have successfully completed all requirements, including passing the examination and documenting the required experience.

Certificants must comply with all recertification requirements to maintain use of the credential. Certification is a non-transferable, revocable, limited, non-exclusive license to use the certification designation subject to compliance with the policies and procedures, as may be revised from time to time.

Except as permitted by this policy, any use or display of RHA certification marks and/or logos without the prior written permission of the RHA is prohibited. Any candidate or certificant who manufactures, modifies, reproduces, distributes, or

uses a fraudulent or otherwise unauthorized RHA certificate, RHA designation or other credential may be subject to disciplinary action, including denial or revocation of eligibility for certification.

Any individual who engages in such behavior also may be subject to legal action.

Education and training providers may not use the certification name, logos, or mark to state or imply any approval or endorsement by RHA or any affiliation with RHA.

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## Proper Use of the Credential

After meeting all eligibility requirements and passing the examination, individuals may use the credential in all correspondence and professional relations and on promotional materials, such as stationery, websites, business cards, etc. The mark or logo may be used only on business cards, stationery, letterhead, and similar documents on which the name of the individual certified is prominently displayed.

Individuals who have met the certification standards established by the RHCC are authorized to use the following certification mark in communications and marketing materials:

- The credential may be used as CARH or Certified Administrator Renal Healthcare.
- The credential is typically used after the certificants name following any academic degrees and licensure (e.g., John Smith, MBA, CARH).
- The mark must be clearly associated with the certified individual(s).

The certification mark may be used only as long as the certification is valid. Should the certification be suspended or withdrawn for any reason, the individual must immediately cease the use of the certification designation and acronym on stationery, websites, business cards, and all promotional materials.

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## Ownership of the Mark and Logo

The certification marks and logo are the property of the RHA. Permission to use the certification mark or logo is granted to credentialed persons at the discretion of the Commission for permissible uses only.

The CARH marks and logo may not be revised or altered in any way. They must be displayed in the same form as produced by RHA and cannot be reproduced unless such reproduction is identical to the mark provided by RHA.

The mark or logo may not be used in any manner which could bring RHA into disrepute or in any way is considered misleading or unauthorized. This includes any use of the mark or logo that the public might construe as an endorsement, approval, or sponsorship by RHA of a certificant's business or any service or product thereof.

## CERTIFICATES

Candidates who successfully earn the CARH will receive a non-transferable certificate specifying that the designation has been awarded and including their name, credential awarded, and expiration date. The certificate may only be displayed during the period for which the credential is valid. Certificates remain the property of RHA and must be returned to RHA upon request. Certificates may be issued in physical or digital format (i.e., digital badge).

## COMPLAINTS AND DISCIPLINARY ACTIONS

### DISCIPLINARY AND APPEALS POLICY

To maintain and enhance the credibility of the CARH certification program, the RHCC has adopted the following procedures to allow individuals to bring complaints concerning the conduct of individuals who are CARH candidates or certificants.

The grounds for sanctions under these procedures may include, but are not necessarily limited to:

- Violation of the RHA Code of Ethics for the Renal Healthcare Administrator.
- Violation of established certification policies, rules, and requirements.
- Fraud or misrepresentation in an initial certification application or recertification application.

In the event a candidate or certificant violates the RHA Code of Ethics, certification rules, or RHCC policies, the RHCC may reprimand the individual or may suspend or revoke certification.

Actions taken under this policy do not constitute enforcement of the law, although referral to appropriate federal, state/provincial, or local government agencies may be made about the conduct of the candidate or certificant in appropriate situations. Individuals initially bringing complaints are not entitled to any relief or damages by virtue of this process, although they will receive notice of the actions taken.

## COMPLAINTS

Complaints may be submitted by any individual or entity. Complaints should be reported to the RHCC in writing and should include the name of the person submitting the complaint, the name of the person the complaint is regarding along with other relevant identifying information, a detailed description of factual allegations supporting the suspected violations, citation to the policy or rule involved, and any relevant supporting documentation. Information submitted during the complaint and investigation process is considered confidential and will be handled in accordance with the RHCC's Confidentiality Policy. Inquiries or submissions other than complaints may be reviewed and handled by the RHCC or RHA staff at its discretion.

## PRELIMINARY REVIEW

Within 30 calendar days of receipt of the complaint, the certification manager and Chair of the Commission will review the complaint. Upon preliminary review of a complaint involving the certification program, the certification manager and Chair of the Commission may conclude, in their sole discretion, that the submission:

- contains unreliable or insufficient information, or
- is patently frivolous or inconsequential.

In such cases, the certification manager and Commission Chair may determine that the submission does not constitute a valid and actionable complaint that would justify bringing it before the Commission for investigation and a determination of whether there has been a violation of substantive requirements of the certification process. If so, the submission is disposed of by notice from the certification manager to the submitter, if the submitter is identified. All such preliminary dispositions are reported to the RHCC at its next meeting.

If a submission is deemed by the Chair or certification manager to be a valid and actionable complaint, the Chair shall see that written notice is provided to the candidate/certificant whose conduct has been called into question. The candidate/certificant whose conduct is at issue shall also be given the opportunity to respond to the complaint. The Commission also shall ensure that the individual submitting the complaint receives notice within 30 days of receipt that the complaint is being reviewed by the Commission.

## COMPLAINT REVIEW

For each complaint that the Chair and certification manager conclude is a valid and actionable complaint, the RHCC authorizes an investigation into its specific facts or circumstances to whatever extent is necessary to clarify, expand, or corroborate the information provided by the submitter.

The Chair appoints a Review Committee of three or more individuals, who may or may not be members of the Commission, to investigate and make an appropriate determination with respect to each such valid and actionable complaint. The Review Committee may review one or more such complaints as determined by the Chair.

The Review Committee initially determines whether it is appropriate to review the complaint under these procedures or whether the matter should be referred to another entity engaged in the administration of law. The timeline for responses and for providing any additional information shall be established by the Review Committee. The review and investigation will be completed in an appropriate amount of time, not to exceed six (6) months, unless there are extenuating circumstances that require an extended period. The Review Committee may be assisted in the conduct of its investigation by other members of the RHCC or by RHA staff or legal counsel. The Chair and certification manager exercise general supervision over all investigations.

The individual submitting the complaint, the candidate/certificant who is the subject of the investigation, and/or their employer may be contacted for additional information with respect to the complaint. The Review Committee, or the Commission on its behalf, may at its discretion contact such other individuals who may have knowledge of the facts and circumstances surrounding the complaint.

All investigations and deliberations of the Review Committee and the Commission are conducted in confidence, with all written communications sealed and marked "Personal and Confidential," and they are conducted objectively, without any indication of prejudgment. An investigation may be directed toward any aspect of a complaint which is relevant or potentially relevant. Formal hearings are not held, and the parties are not expected to be represented by counsel, although the Review Committee and RHA, on behalf of the Commission, may consult their own counsel.

Members of the Review Committee shall be reimbursed for reasonable expenses incurred in connection with the activities of the Committee.

## DETERMINATION OF VIOLATION

Upon completion of an investigation, the Review Committee recommends whether the RHCC should determine there has been a violation of the RHA Code of Ethics and/or certification policies and rules. When the Review Committee recommends that the RHCC find a violation, the Review Committee recommends imposition of an appropriate sanction. If the Review Committee so recommends, a proposed determination with a proposed sanction is prepared under the supervision of the Chair and is presented by a representative of the Review Committee to the Commission along with the record of the Review Committee's investigation.

If the Review Committee recommends *against* a determination that a violation has occurred, the complaint is dismissed with notice to the candidate/certificant, the candidate/certificant's employer if involved in the investigation, and the individual or entity who submitted the complaint. A summary report is made to the Commission.

If the Review Committee recommends *for* a determination that a violation has occurred, the Commission reviews the recommendation of the Review Committee based upon the record of the investigation and may accept, reject, or modify the Review Committee's recommendation, either with respect to the determination of a violation or the recommended sanction to be imposed. If the Commission determines a violation has occurred, this determination and the imposition of a sanction are promulgated by written notice to the candidate/certificant.

In certain circumstances, the Commission may consider a recommendation from the Review Committee that the candidate/certificant who has violated the certification program policies or rules should be offered an opportunity to submit a written assurance that the conduct in question has been terminated and will not recur. The decision of the Review Committee to make such a recommendation and of the Commission to accept it are within their respective discretionary powers. If such an offer is extended, the candidate/certificant at issue must submit the required written assurance within 30 days of receipt of the offer, and the assurance must be submitted in terms that are acceptable to the Commission.

## SANCTIONS

Any of the following sanctions may be imposed by the Commission upon a candidate/certificant whom the Commission has determined violated the policies and rules of its certification program(s), although the sanction applied must reasonably relate to the nature and severity of the violation, focusing on reformation of the conduct of the individual and deterrence of similar conduct by others:

- written reprimand to the candidate/certificant;
- suspension of the certificant for a designated period; or
- suspension of the candidate's application eligibility for a designated period; or
- termination of the certificant's RHA certification; or
- termination of the candidate's application eligibility for a designated period.

For sanctions that include suspension or termination, a summary of the final determination and the sanction with the candidate/certificant's name and date may be published by the Commission and RHA.

Certificants who have been terminated shall have their certification revoked and may not be considered for certification in the future. If certification is revoked, all certificates or other materials requested by the Commission must be returned promptly to RHA.

## APPEAL

Within 30 days from receipt of notice of a determination by the RHCC that a candidate/certificant violated the certification program policies and/or rules, the affected candidate/certificant may submit a request for appeal to the Commission in writing.

Upon receipt of a request for appeal, the Chair of the Commission establishes an appellate body consisting of at least three, but not more than five, individuals. This Appeal Committee may review one or more appeals, upon request of the Chair. No current members of the Review Committee or the Commission may serve on the Appeal Committee; further, no one with any personal involvement or conflict of interest may serve on the Appeal Committee.

Members of the Appeal Committee may be reimbursed for reasonable expenses incurred in connection with the activities of the Committee.

The Appeal Committee may only review whether the determination by the Commission of a violation of the certification program policies and/or rules was inappropriate because of material errors of fact, or failure of the Review Committee or the Commission to conform to published criteria, policies, or procedures.

Only facts and conditions up to and including the time of the Commission's determination as represented by facts known to the Commission are considered during an appeal. The appeal shall not include a hearing or any similar trial-type proceeding. The Commission and Appeal Committee may consult legal counsel.

The Appeal Committee conducts and completes the appeal within 90 days after receipt of the appeal request. Written appellate submissions and any reply submissions may be made by authorized representatives of the individual and of the RHCC. Submissions are made according to whatever schedule is reasonably established by the Appeal Committee. The decision of the Appeal Committee either affirms or overrules the determination of the Commission but does not address a sanction imposed by the Commission.

The Appeal Committee decision is binding upon the Commission, the candidate/certificant who is subject to the termination, and all other persons.

## RESIGNATION

If a certificant who is the subject of a complaint voluntarily surrenders their certification at any time during the pendency of a complaint under these Procedures, the complaint is dismissed without any further action by the Review Committee, the Commission, or an Appeal Committee established after an appeal. The entire record is sealed, and the individual may not reapply for the CARH certification. However, the Commission may authorize the Chair to communicate the fact and date of

resignation, and the fact and general nature of the complaint, which was pending at the time of the resignation, if requested by a government entity engaged in the administration of law.



## APPENDIX A: RHA REQUEST FOR TESTING ACCOMMODATIONS FORM – PAGE 1

### CANDIDATE INFORMATION

_____ First Name	_____ Last Name	_____ Credentials
_____ Address		
_____ City	_____ State/Province	_____ Zip/Postal Code
_____ Country	_____ Phone	_____ Email
_____ Email		_____

### SPECIAL TESTING ACCOMMODATIONS REQUEST

I request special accommodations as follows (check all that apply):

- ☐ Special seating or other physical accommodation
- ☐ Extended exam time (please specify amount): \_\_\_\_\_
- ☐ Separate exam room
- ☐ Other (please describe): \_\_\_\_\_

_____ Candidate's Name	_____ Signature	_____ Date
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## APPENDIX A: RHA REQUEST FOR TESTING ACCOMMODATIONS FORM – PAGE 2

### HEALTHCARE PROFESSIONAL'S DOCUMENTATION AND EVALUATION

Professional's First Name	Professional's Last Name	Credentials
Professional License Number	State/Province of Issue	
Employer	Job Title	
Address		
City	State/Province	Zip/Postal Code
Country	Mobile Phone	Work Phone
Email		
Printed Name	Signature	Date

### HEALTHCARE PROFESSIONAL DESCRIPTION OF CANDIDATE DISABILITY

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*Professional evaluation must have been made no earlier than five (5) years prior to application.*

In my capacity as a \_\_\_\_\_, I evaluated \_\_\_\_\_  
Professional title Candidate name

on \_\_\_\_ / \_\_\_\_ / \_\_\_\_.  
Date

**I have been informed of the nature of the examination to be administered. It is my opinion that because of this candidate's disability, as described above, he/she should receive the special testing accommodations requested on these forms.**

## APPENDIX B: EXAM CONTENT OUTLINE

### DIMENSION I. RENAL-SPECIFIC ADMINISTRATIVE ACTIVITIES

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#### I. Operations Management (30%)

1. Manage daily workflow to assure the effective and timely performance of essential functions.
2. Communicate with staff and patients in an efficient and timely manner, e.g. schedules.
3. Ensure adequate resources for both routine operations and emergency situations.
4. Manage the supply chain to achieve timelines and efficiency.
5. Define staff roles and responsibilities, as well as accountability and professional behavior/boundaries.
6. Manage the interdependency and logistics of supply chain services within the organization.
7. Create and maintain a business continuity plan to address potential disruptions of service delivery, e.g., local, regional, national emergencies.
8. Use trend analysis and business systems, e.g., EHR/EMR, to assure ongoing operations.
9. Adhere to procurement policies and regulations in terms of contract management.

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#### II. Regulatory Requirements/Facility Accreditation (25%)

1. Ensure patient's confidentiality.
2. Ensure that performance of patient care is in compliance with the organization's policies and procedures, as well as state and federal guidelines.
3. Demonstrate knowledge of state and federal ESRD regulations, e.g., CMS Conditions for Coverage.
4. Adhere to AAMI guidelines for the management of the water treatment system.
5. Ensure that applicable privacy and security requirements are upheld.
6. Assure current licensure/certification of staff as well as mandatory annual retraining and competency assessment.
7. Assure appropriate documentation is completed for staff's current licensure/certification, as well as required education.
8. Assure compliance with laws/regulations related to employment, e.g., FMLA, ADA, anti-discrimination.
9. Interpret impact of new legislation for organization.

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#### Quality and Safety (20%)

1. Develop and maintain an infection prevention program that scales to the current environment.
2. Maintain the integrity and safety of the facility environment.
3. Assure all medical/dialysis equipment is inspected prior to patient use and maintained in proper operating condition.
4. Develop and maintain a quality assessment performance improvement (QAPI) program.
5. Schedule, perform, and review practice audits as needed.
6. Maintain continuity of care across the continuum, e.g., change in patient's dialysis modality from peritoneal dialysis to hemodialysis.
7. Promote a quality management program through education and involvement of staff.
8. Use risk management principles and programs, e.g., risk assessment, analysis, and mitigation.

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#### Business Acumen (15%)

1. Practice due diligence in carrying out fiduciary responsibilities.
2. Ensure cost-effective utilization of medications, laboratory materials, and supplies.
3. Assure outcomes are met by establishing targets and monitoring indicators and trends.
4. Achieve financial targets, e.g., budget, labor costs.
5. Demonstrate knowledge of basic business practices, e.g., contracting, project management (e.g., research).
6. Lead the development of key planning documents, e.g., strategic plans, business service plans.
7. Use key accounting principles and financial management tools, e.g., performance indicators.
8. Participate in project, operating, and capital budgeting.

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#### V. Patient Experience (10% of Test)

1. Address patient and family questions or concerns about their renal health care.
2. Recognize and promote patient's and family's/caregiver's knowledge and perspectives in the delivery of care.
3. Identify factors associated with patients' experience in renal health care, e.g., advocacy activities.
4. Measure outcomes of patient-centered care using standardized surveys, e.g., patient satisfaction surveys.

## DIMENSION II. LEADERSHIP ACTIVITIES

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### A. Leadership Skills (30% of Test)

1. Demonstrate accountability for one's own actions.
  2. Create an organizational climate built on mutual trust and transparency.
  3. Serve as a role model to develop healthcare managers by mentoring, advising, and coaching.
  4. Build and participate in effective interdisciplinary teams.
  5. Analyze and evaluate data to make effective decisions.
  6. Demonstrate the ability to optimize the healthcare workforce around local critical workforce issues, e.g., labor shortages, skill mix.
  7. Use a variety of sources to assess organizational performance and prioritize requirements.
  8. Respond to the need for change and lead change processes.
  9. Provide leadership in workforce planning.
  10. Demonstrate commitment to self-development through continuing education, networking, reflection, and personal improvement.
  11. Use monitoring systems to ensure legal, ethical, and quality/safety standards are met in clinical, corporate, and administrative functions.
  12. Develop, apply, review and revise policies and procedures.
  13. Manage risks, threats, and damage to physical/mental health and well-being, both to the organization and its people during disasters and/or emergency situations.
  14. Use self-assessment and feedback from others to demonstrate reflective leadership.
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### B. Communication and Relationship Management (25% of Test)

1. Demonstrate strong interpersonal communication skills.
  2. Focus on service improvement by encouraging teamwork and supporting diversity.
  3. Exercise cultural sensitivity in internal and external communication.
  4. Consider one's own assumptions, values, strengths, and limitations when interacting with internal and external stakeholders.
  5. Develop and maintain positive stakeholder relationships.
  6. Assure an effective system for reporting and investigating adverse events.
  7. Encourage diversity of thought to support innovation, creativity, and improvement.
  8. Manage disputes using conflict resolution techniques, e.g., mediation, negotiation.
  9. Practice transparent decision-making with both internal and external stakeholders, e.g., staff, patients' families.
  10. Ensure patients or their representatives are informed of their rights and responsibilities when they begin their renal health care.
  11. Communicate information and education based on patient's health literacy and level of education.
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### C. Professional and Social Responsibility (30% of Test)

1. Promote and support the safety and well-being of staff.
2. Maintain a balance between personal and professional accountability while focusing on the needs of the patient/community.
3. Advocate for rights and responsibilities of patients and their families.

4. Advance the profession of healthcare management by sharing knowledge and experience, e.g., participating in research.
5. Manage conflict-of-interest situations.
6. Articulate and communicate the mission, objectives and priorities of the organization to internal and external entities. Includes working knowledge of common terms, e.g., AKI, LDO, etc.
7. Use vital statistics and core health indicators to guide decision making.

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#### D. Health and Healthcare System (15% of Test)

1. Deliver healthcare services to promote the public good.
2. Create and maintain a governance structure that assures appropriate oversight of the organization.
3. Communicate relevant public health surveillance information to increase the organization's response to risks, threats, and damage to health.
4. Establish goals and objectives for improving health outcomes that incorporate an understanding of the social determinants of health.
5. Assess the performance of the organization as part of the health system/healthcare services.
6. Advocate for and participate in healthcare policy initiatives.

## APPENDIX C: RECERTIFICATION PROFESSIONAL DEVELOPMENT ACTIVITY TABLE

Category	Activity	Points	Maximum	Designation	Audit Proof Required
1. Accredited CE Activity	1 hour	1	75	RH/PD	Certificate(s) of Activity
2. Non-accredited CE Activity	1 hour	1	25	RH/PD	Certificate(s) of Activity
2. Academic Credits	1 Credit	8	48	RH/PD	Transcript
3. Conference Attendance	1 hour	1	50	RH/PD	Certificate(s) of Activity
4. Professional Publications	Book	25	25	RH/PD	title of publication, name of publication, publisher, date, objectives, bibliography
	Chapter	10			title of publication, name of publication, publisher, date, objectives, bibliography
	Article	5			Copy of Article
5. Presentation	1 Hour	5	15	RH/PD	A syllabus or one-page overview of the presentation which includes when event occurred, to whom, how many contact hours were earned by participants
6. Research Project	1 Project	15	30	RH/PD	A copy of the research proposal and a letter explaining your involvement
7. Board/ Committee Member	1 Hour	1	6	PD	Letter Stating Involvement from Organization
8. RHCC Test Development	One Day	8	16	PD	RHCC will Confirm
9. RHCC Recertification Committee	One Year	5	25	RH/PD	RHCC will Confirm
10. RHA Volunteer Unit	One Year	5	25	RH/PD	RHCC will Confirm

### Overview

To maintain the CARH certification, certificants must earn 75 professional development points within their 5-year certification cycle. The points must be distributed across the exam content areas. Below is a breakdown of eligible activity categories and the point allowances associated with each.

#### Activity Categories and Point Allowances

### 1. Accredited Continuing Education (CE)

Participation in educational activities provided by an accredited provider (e.g., RHA, ANNA, NANT). Activities must relate to the CARH scope of practice. Continuing education with the same course information may only be accepted once per certification period.

**Examples:** in-person courses, online CE modules, webinars.

**Points Allowance:** 1 point per 60 minutes of instruction. No maximum.

**Designation:** Renal Healthcare or Professional Development

**Submit:** If you complete continuing education in the RHA Education and complete the associated evaluation, then you do not need to submit a certificate. Any other continuing education must be entered into your application as Self-Reported Contact Hours. For any self-reported continuing education, you must submit the certificate that includes your name, the date earned, title of the program, the number of CEs awarded, and an accreditation statement.

### 2. Non-Accredited CE Activities

Participation in in-service training, webinars, or learning events not formally accredited. Must relate to the CARH scope of practice. Continuing education with the same course information may only be accepted once per certification period.

**Points Allowance:** 1 point per 60 minutes. Maximum: 25 points per cycle.

**Designation:** Renal Healthcare or Professional Development

**Submit:** Any professional development must be entered into your application as Self-Reported Contact Hours. For any self-reported professional development, you must submit the certificate that includes your name, the date earned, title of the program, the number of hours completed.

### 3. Higher Education Coursework

Administrators enrolled in an accredited baccalaureate, masters, or doctoral degree program may receive points for academic course work. Coursework must pertain to renal healthcare or healthcare management.

- General education courses may not be used.
- Academic courses should be listed as separate entries in your application. Please do not enter more courses into your application than you are allowed to claim contact hours for.



- You may claim credit for a specific course only once per accrual period, even if you took the course multiple times during the accrual period.
- If you were the instructor/lecturer for an academic course, please use the Presentations category to record your contact hours.

**Points Allowance:** 8 points per 1-credit. Maximum: 48 points per cycle.

**Designation:** Renal Healthcare or Professional Development

**Submit:** A copy of your unofficial transcript must be provided to RHCC.

#### **4. Conference Attendance**

Attendance at professional meetings or conferences related to renal healthcare administration. Credit granted only for documented educational sessions (not general attendance).

**Points Allowance:** 1 point per 50-60 minutes of session attendance. Maximum: 50 points per cycle.

**Designation:** Renal Healthcare or Professional Development

#### **5. Professional Writing or Publication**

The format must be a manuscript, article, research paper, book, or book chapter and must be published by a recognized publisher or professional journal and a renal healthcare topic.

**Points Allowance:** 25 points per book, 10 points per chapter, 7 points per article Maximum: 25 points per cycle. All activities are subject to review and approval by the RHCC.

**Designation:** Renal Healthcare or Professional Development

**Submit:** Publications must be entered into your application as Self-Reported Contact Hours. Please include title of publication, name of publication, publisher, date, objectives, bibliography. Supporting documentation is required for each activity. All activities are subject to review and approval by the RHCC.

#### **6. Presentations and Teaching**

Teaching or presenting content related to renal healthcare administration. Must be original presentations developed and delivered by the certificant.

**Points Allowance:** 5 points per 60 minutes of delivery. Maximum: 15 points per cycle.

**Designation:** Renal Healthcare or Professional Development

**Submit:** Presentation development must be entered into your recertification application as Self-Reported points with the following: To whom the presentation was presented to, objectives, script or program outline, bibliography.

## **6. Validated Research or Projects**

Participation in research or quality improvement projects that contribute to renal healthcare administration.

Must be validated through documentation of your role and the project outcomes.

**Points Allowance:** 15 point per project, providing documented effort. Maximum: 30 points per cycle.

**Designation:** Renal Healthcare or Professional Development

**Submit:** Presentation development must be entered into your recertification application as Self-Reported points with any of the following: Title of project, objectives, script or program outline, bibliography.

## **7. Board or Committee Member**

Servicing as a Board member or Committee member of a national organization related to renal healthcare. Membership to an organization is not accepted for points.

**Points Allowance:** 1 point per hour of meeting attendance. Maximum: 6 points per certification cycle.

**Designation:** Professional Development

**Submit:** Board member or committee chair of national renal healthcare organization must be entered into your recertification application as Self-Reported Contact Hours. Include a letter from national nursing organization confirming appointment.

## **8. Test Development**

Members of any RHCC Test Development, Item Writer, or Item Reviewer Committees or Task Forces may count their volunteer time as points towards recertification

**Points Allowance:** One day of attendance equals 8 points. Maximum: 16 points per certification cycle.

**Designation:** Professional Development

**Submit:** Board member or committee chair of national renal healthcare organization must be entered into your recertification application as Self-Reported Contact Hours. Include a letter from national nursing organization confirming appointment.

## **9. RHCC Recertification Committee**

Publication of articles, book chapters, or other scholarly work related to renal healthcare.

Points Allowance: 5 points per peer-reviewed article; 3 points per non-peer-reviewed piece. Maximum: 10 points per cycle.

All activities are subject to review and approval by the RHCC. Supporting documentation is required for each activity

## **7. RHA Volunteer Unit**

Publication of articles, book chapters, or other scholarly work related to renal healthcare.

Points Allowance: 5 points per peer-reviewed article; 3 points per non-peer-reviewed piece. Maximum: 10 points per cycle.

All activities are subject to review and approval by the RHCC. Supporting documentation is required for each activity