

TABLE OF CONTENTS

CERTIFICATION FOR VALUE ANALYSIS HEALTHCARE PROFESSIONALS.....	3
CERTIFICATION ELIGIBILITY REQUIREMENTS.....	4
PREPARING FOR THE EXAMINATION.....	4
CERTIFICATION EXAMINATION CONTENT OUTLINE.....	5
TESTING AGENCY.....	9
REGISTERING FOR AN EXAMINATION	9
APPLICATION AND TESTING FEE.....	10
APPEALS.....	10
EXAMINATION ADMINISTRATION.....	11
TEST CENTER LOCATIONS.....	11
SPECIAL ARRANGEMENTS FOR CANDIDATES WITH DISABILITIES.....	11
RESCHEDULING AN EXAMINATION.....	12
MISSED APPOINTMENTS AND FORFEITURES	12
INCLEMENT WEATHER, POWER FAILURE OR EMERGENCY.....	12
TAKING THE EXAMINATION	13
IDENTIFICATION.....	13
SECURITY	14
PERSONAL BELONGINGS.....	14
EXAMINATION RESTRICTIONS.....	14
MISCONDUCT	15
COPYRIGHTED EXAMINATION QUESTIONS	15

COMPUTER LOGIN.....	15
PRACTICE EXAMINATION.....	15
TIMED EXAMINATION	16
CANDIDATE COMMENTS	17
FOLLOWING THE EXAMINATION	17
HOW SCORES ARE DETERMINED	17
SCORE CANCELLATION	18
FAILING TO REPORT FOR AN EXAMINATION.....	18
CONFIDENTIALITY	18
DUPLICATE SCORE REPORT	18
CERTIFICATION RENEWAL	18

CERTIFICATION FOR VALUE ANALYSIS HEALTHCARE PROFESSIONALS

The Association of Healthcare Value Analysis Professionals (AHVAP) and Owens & Minor University (OMU) partnered to establish the industry's first and only healthcare value analysis credential – Certified Value Analysis Healthcare Professional (CVAHP). CVAHP was created to meet a growing need in the healthcare industry – skilled value analysis professionals who can deliver outcome-driven, patient-centered care.

AHVAP is nationally recognized as the preeminent clinical resource in providing education, resources and networking to value analysis professionals and promoting value analysis in the healthcare community. Value analysis professionals drive value for their organizations by collaborating with clinicians and multi-disciplinary teams to deliver optimal patient outcomes in a cost-effective manner. AHVAP's mission is to provide and promote processes and information to assist value analysis professionals in evaluating healthcare services for clinical quality and cost effectiveness.

OMU is an organization dedicated to helping healthcare professionals improve the healthcare value analysis and supply chain management capabilities. Its integrated educational opportunities are designed to develop people, improve processes, maximize performance, and increase profitability. With a commitment to maintaining a teaching and learning culture, Owens & Minor leverages its position as a world-class supply chain solutions and healthcare logistics company to provide up-to-date educational opportunities for its business partners and customers. Log on to www.ahvap.org to learn more about on-line Healthcare Value Analysis educational modules and certification.

CERTIFICATION ELIGIBILITY REQUIREMENTS

To sit for the CVAHP examination, you must meet the following requirements:

Education and Experience

- 2 years formal post-secondary education or higher*, and
- 3 years cumulative experience in a VA role**

*Education may be verified on request

**Cumulative experience is defined as the total length of time employed with responsibility for value analysis activities. The experience does not have to be consecutive or with a single employer.

Documentation to be submitted to PSI with the certification registration will include:

- Submission of a letter of reference from the applicant's manager/director/supervisor verifying that the candidate performs the job functions of a value analysis professional and meets the requirements to sit for certification, **or**
- Submission of a copy of their job description that specifies responsibility for the job functions of a value analysis professional and confirmation from their human resources department of their tenure in this role (may be documentation from more than one organization in the event they changed employers).

PREPARING FOR THE EXAMINATION

We have included a detailed content outline below of the topics and skills included in the exam. Try to be objective about your individual learning needs when deciding how best to study. Plan your study schedule well in advance.

Be sure to answer each question, even the ones for which you are uncertain. Avoid leaving any questions unanswered as this will maximize your chances of passing. It is better to guess than to leave a question unanswered. There is no penalty for guessing.

Content Area	# of Questions on Exam
Governance and Structure	30
Healthcare Value Analysis Methodology	30

Professionalism and Business Ethics	15
Finance	25
The total score is based on 100 scored items. The examination also includes 10 pretest items which are not counted in the scoring of the examination.	

CERTIFICATION EXAMINATION CONTENT OUTLINE

1. Governance and Structure

30 Items

- A. Design an evidence-based healthcare value analysis model
 - 1. Advocate for a patient centered approach that includes quality, safety, and patient experience
 - 2. Establish goals, objectives, charters, and education to support the model
 - 3. Incorporates support from executive team to create an organizational structure that utilizes the AHVAP value analysis process
 - 4. Assign the roles of participants / stakeholders in the healthcare value analysis process
 - 5. Define metrics to evaluate robust clinical and financial outcomes
- B. Project management in healthcare value analysis
 - 1. Initiate or reject a healthcare value analysis project
 - 2. Plan a healthcare value analysis project
 - 3. Execute a healthcare value analysis project
 - 4. Monitor and evaluate a healthcare value analysis project
 - 5. Conclude a healthcare value analysis project
 - 6. Follow up after a healthcare value analysis project to determine results or check and adjust as needed
- C. Communication & collaboration
 - 1. Communicate to an organization the value analysis purpose, goals, and metrics
 - 2. Facilitate value analysis meetings
 - 3. Tailor communication to diverse audiences
 - 4. Establish and implement a barrier escalation process
 - 5. Collaborate with physicians, clinicians healthcare providers and consumers to identify and evaluate opportunities for value through
 - a. standardization
 - b. clinical quality outcomes
 - c. cost effectiveness
 - d. utilization management
 - e. safety
 - f. sustainable practices

2. Healthcare Value Analysis Methodology

30 Items

A. Identification

1. Validate the need
 - a. Define current problem
 - b. Identify future requirements
2. Review GPO contract compliance and identify opportunities
3. Assess for standardization opportunity
4. Assess new regulations and new evidence-based practice
5. Address defective product/recalls
6. Review capital budget request
7. Identify savings opportunities
8. Respond to strategic initiatives
9. Examine quality/safety issues

B. Gather information

1. Collect usage data
2. Identify supplier's capacity
3. Obtain all pertinent costs and support data
4. Identify key clinical and non-clinical stakeholders to assess current practices related to utilization, supply, equipment, or purchased services
5. Conduct literature review
6. Obtain benchmarking data
7. Investigate community standards and list serves
8. Identify product specifications and compare to defined clinical requirements/outcomes
9. Analyze reimbursement information when applicable
10. Utilize information from regulatory agencies
11. Review policy/procedures/guidelines
12. Identify sustainable opportunities

C. Analysis

1. Complete cost analysis
2. Conduct negotiation
3. Identify purchase versus lease benefits, if applicable
4. Evaluate consignment or supplier-managed opportunities
5. Determine if evaluation is necessary
6. Establish evaluation parameters
 - a. Identify a champion
 - b. Identify which units or which hospitals
 - c. Identify timeframe versus number of patients
 - d. Obtain product samples
 - e. Provide training for clinicians participating in the product/equipment evaluation

- f. Develop objective evaluation form based on quality, safety, outcomes, and effectiveness
- 7. Determine final financial, clinical, safety, quality and potential outcomes impact
- 8. Explore educational needs and opportunities
- 9. Establish committee decision

D. Implementation

- 1. Determine inventory management strategy
- 2. Identify logistical plan
- 3. Build item master and charge master if applicable
- 4. Develop and execute education plan
- 5. Design communication plan
- 6. Collaborate to ensure policy/procedure/guidelines are updated

E. Monitoring

- 1. Review compliance metrics to evaluate the success of a project (clinical, financial, safety, quality, outcomes, and impact)

3. Professionalism and Business Ethics

15 Items

- A. Adhere to organization compliance guidelines
- B. Define key legal and ethical considerations
- C. Develop supplier relationship strategies
- D. Comply with disclosure and confidentiality policies
- E. Serve as a resource to internal and external customers

4. Finance

25 Items

- A. Value analysis definition
- B. Integrate financial principles into value analysis
- C. Goal setting
 - 1. Financial
 - 2. Non-financial
- D. Finance definitions
 - 1. Savings
 - 2. Return on investment
 - 3. Payback
 - 4. Costs
 - a. total cost
 - b. fixed and variable costs
 - c. direct and indirect costs
 - d. activity based cost

- e. life cycle cost
- f. utilization cost
- E. Integrate financial strategy into value analysis
- F. Metrics for the value analysis program
- G. Monitor effectiveness of value analysis program
- H. Gap analysis
- I. Coordinate with stakeholders
 - 1. Internal stakeholders
 - 2. External stakeholders
- J. Perform cost analysis
 - 1. Use benchmarks
 - 2. Complete cost analysis process
 - 3. Verify cost analysis
- K. Understand contract principles with respect to the value analysis process
 - 1. Supply chain, contracts, and value analysis
 - 2. Compare contract management and the value analysis process
 - 3. Contracting compliance
 - 4. Contracting strategies
 - a. general principles
 - b. bulk buys
 - c. rebates
 - d. capitated pricing
 - e. committed pricing

¹ Each examination form will include two 10-item pretest sets.

Time limit is 2 hours.

TESTING AGENCY

PSI Services assists the AHVAP in the development, administration, scoring and analysis of the Certified Value Analysis Healthcare Professional (CVAHP) examination. PSI Services has more than 70 years of experience providing worldwide testing solutions to corporations, federal and state government agencies, professional associations, certifying bodies and leading academic institutions. PSI offers a comprehensive solutions approach from test development to delivery to results processing, including pre-hire employment selection, managerial assessments, licensing and certification tests, distance learning testing, license management services and professional services.

NONDISCRIMINATION POLICY

PSI does not discriminate among candidates on the basis of age, gender, race, color, religion, national origin, disability, marital status or any other protected characteristic.

REGISTERING FOR AN EXAMINATION

1. Online: You may register online at www.goAMP.com by selecting "Candidates." The computer will guide you through the process. After your application information and credit card payment (VISA, MasterCard, American Express and Discover) have been submitted, you will be prompted to schedule an examination appointment or to supply additional eligibility information.

OR

2. Paper: Complete and mail the paper application included in this handbook with appropriate fee (credit card, cashier's check or money order) and documentation of experience. An application is considered complete only if all information requested is complete, legible and accurate; if you are eligible for the examination; and if the appropriate fee accompanies the application.

Approximately two weeks after receipt, PSI will send you a confirmation notice including a website address and toll-free telephone number to schedule an examination appointment (see following table). If your eligibility cannot be confirmed, notification why your application is incomplete will be sent. If you do not receive information about your application within four weeks, call PSI at 888-519-9901.

If you contact PSI by 3:00 p.m. Central Time on...	Depending on availability, your examination may be scheduled as early as...
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Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday/Saturday
Thursday	Monday
Friday	Tuesday

When you schedule your examination appointment, be prepared to confirm a location and a preferred date and time for testing. You will be asked to provide your social security number. You will be notified of the time to report to the Test Center, and if an email address is provided you will be sent an email confirmation notice.

If special accommodations are being requested, complete the two-page Request for Special Examination Accommodations form included in this handbook and submit it to PSI at least 45 days prior to the desired examination date.

APPLICATION AND TESTING FEE

- Member \$270
- Non-Member \$370
- Payment may be made by credit card (VISA, MasterCard or American Express), cashier's check or money order made payable to PSI Services. Examination registration fees are not refundable or transferrable and expire in one year.
- Credit card transactions that are declined will be subject to a \$25 handling fee. A certified check or money order for the amount due, including the handling fee, must be sent to PSI to cover declined credit card transactions.
- If an applicant does not appear for the test, all fees are forfeited; the applicant must resubmit a new, complete application and full examination fee.

In the event you are found ineligible to test, \$100 of the fee is non-refundable to cover costs of processing.

APPEALS

Requests for exceptions to Requirements and Fees will be submitted to an AHVAP Board-appointed, three-member panel for review and recommended action.

EXAMINATION ADMINISTRATION

Examinations are delivered by computer at approximately 300 PSI Test Centers located throughout the United States. Computer examinations are administered by appointment only Monday through Friday. Saturday appointments may be scheduled based on availability. Available dates will be indicated when scheduling your examination. Appointment starting times may vary by location. Candidates are scheduled on a first-come, first-served basis.

TEST CENTER LOCATIONS

PSI Test Centers have been selected to provide accessibility to the most candidates in all states and major metropolitan areas. A current listing of PSI Test Centers, including addresses and driving directions, may be viewed at www.goAMP.com. Specific address information will be provided when you schedule an examination appointment.

SPECIAL ARRANGEMENTS FOR CANDIDATES WITH DISABILITIES

PSI complies with the Americans with Disabilities Act and strives to ensure that no individual with a disability as defined by the ADA as a person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such an impairment, or a person who is perceived by others as having such an impairment is deprived of the opportunity to take the examination solely by reason of that disability.

PSI will provide reasonable accommodations for candidates with disabilities. Candidates requesting special accommodations must call PSI at 888-519-9901 to schedule their examination.

- Wheelchair access is available at all established Test Centers. Candidates must advise PSI at the time of scheduling that wheelchair access is necessary.
- Candidates with visual, sensory, physical or learning disabilities that would prevent them from taking the examination under standard conditions may request special accommodations and arrangements.

Verification of the disability and a statement of the specific type of assistance needed must be made in writing to PSI at least 45 calendar days prior to your desired examination date by completing the two-page Request for

Special Examination Accommodations form. PSI will review the submitted forms and will contact you regarding the decision for accommodations.

RESCHEDULING AN EXAMINATION

You may reschedule your appointment ONCE at no charge by calling PSI at 888-519-9901 at least two business days prior to your scheduled appointment. The following schedule applies.

If the Examination is scheduled on . . .	PSI must be contacted by 3:00 p.m. Central Time to reschedule the Examination by the previous . . .
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Monday
Friday/Saturday	Tuesday

MISSED APPOINTMENTS AND FORFEITURES

You will forfeit your examination registration and all fees paid to take the examination under the following circumstances. A new, complete application and examination fee are required to reapply for the examination.

- You wish to reschedule an examination but fail to contact PSI at least two business days prior to the scheduled testing session.
- You wish to reschedule a second time.
- You appear more than 15 minutes late for an examination.
- You fail to report for an examination appointment.

INCLEMENT WEATHER, POWER FAILURE OR EMERGENCY

In the event of inclement weather or unforeseen emergencies on the day of an examination, PSI will determine whether circumstances warrant the cancellation, and subsequent rescheduling, of an examination. The examination will usually not be rescheduled if the Test Center personnel are able to open the Test Center.

You may visit www.goAMP.com prior to the examination to determine if PSI has been advised that any Test Centers are closed. Every attempt is made to administer the examination as scheduled; however, should an examination be canceled at a Test Center, all scheduled candidates will receive notification following the examination regarding rescheduling or reapplication procedures.

If power to a Test Center is temporarily interrupted during an administration, your examination will be restarted. The responses provided up to the point of interruption will be intact, but for security reasons the questions will be scrambled.

TAKING THE EXAMINATION

Your examination will be given via computer at a PSI Test Center. You do not need any computer experience or typing skills to take the computer examination. On the day of your examination appointment, report to the Test Center no later than your scheduled testing time. If you arrive more than 15 minutes after the scheduled testing time, you will not be admitted.

IDENTIFICATION

- To gain admission to the Test Center, you must present two forms of identification. The primary form must be government issued, current and include your name, signature and photograph. No form of temporary identification will be accepted. You will also be required to sign a roster for verification of identity.
- Examples of valid primary forms of identification are: driver's license with photograph; state identification card with photograph; passport; military identification card with photograph.
- The secondary form of identification must display your name and signature for signature verification (e.g., credit card with signature, social security card with signature, employment/student ID card with signature).
- If your name on your registration is different than it appears on your identification, you must bring proof of your name change (e.g., marriage license, divorce decree or court order).
- Candidates must have proper identification to gain admission to the Test Center. Failure to provide appropriate identification at the time of the examination is considered a missed appointment. There will be no refund of examination fees.

SECURITY

PSI administration and security standards are designed to ensure all candidates are provided the same opportunity to demonstrate their abilities. The Test Center is continuously monitored by audio and video surveillance equipment for security purposes.

The following security procedures apply during the examination:

- Examinations are proprietary. No cameras, notes, tape recorders, pagers or cellular/smart phones are allowed in the testing room. Possession of a cellular/smart phone or other electronic devices is strictly prohibited and will result in dismissal from the examination.
- Only silent, non-programmable calculators without alpha keys or printing capabilities are allowed in the testing room.
- No guests, visitors or family members are allowed in the testing room or reception areas.
- Candidates may be subjected to a metal detection scan upon entering the examination room.

PERSONAL BELONGINGS

No personal items, valuables or weapons should be brought to the Test Center. Only wallets and keys are permitted. Large coats and jackets must be left outside the testing room. You will be provided a soft locker to store your wallet and/or keys with you in the testing room. The proctor will lock the soft locker prior to you entering the testing room. You will not have access to these items until after the examination is completed. Please note the following items will not be allowed in the testing room except securely locked in the soft locker.

- Watches
- Hats
- Wallets
- Keys

Once you have placed your personal belongings into the soft locker, you will be asked to pull out your pockets to ensure they are empty. If you bring personal items that will not fit in the soft locker, you will not be able to test. The site will not store or be responsible for your personal belongings.

If any personal items are observed or heard (e.g., cellular/smart phones, alarms) in the testing room after the examination is started, you will be dismissed and the administration will be forfeited.

EXAMINATION RESTRICTIONS

- Pencils will be provided during check-in.

- You will be provided with one piece of scratch paper at a time to use during the examination, unless noted on the sign-in roster for a particular candidate. You must return the scratch paper to the proctor at the completion of testing or you will not receive your score report.
- No documents or notes of any kind may be removed from the Test Center.
- No questions concerning the content of the examination may be asked during the examination.
- Eating, drinking or smoking is not permitted in the Test Center.
- You may take a break whenever you wish, but you will not be allowed additional time to make up for time lost during breaks.

MISCONDUCT

If you engage in any of the following conduct during the examination you may be dismissed, your scores will not be reported and examination fees will not be refunded. Examples of misconduct are when you:

- Create a disturbance, are abusive or otherwise uncooperative;
- Display and/or use electronic communications devices such as pagers, cellular/smart phones;
- Talk or participate in conversation with other examination candidates;
- Give or receive help or are suspected of doing so;
- Leave the Test Center during the administration;
- Attempt to record examination questions or make notes;
- Attempt to take the examination for someone else;
- Are observed with personal belongings, or
- Are observed with unauthorized notes, books or other aids not listed on the roster.

COPYRIGHTED EXAMINATION QUESTIONS

All examination questions are copyrighted. It is forbidden under federal copyright law to copy, reproduce, record, distribute or display these examination questions by any means, in whole or in part. Doing so may subject you to severe civil and criminal penalties.

COMPUTER LOGIN

After your identification has been confirmed, you will be directed to a testing carrel. You will be instructed on-screen to enter your identification number. Your photograph, taken before beginning the examination, will remain on-screen throughout your examination session. This photograph will also print on your score report.

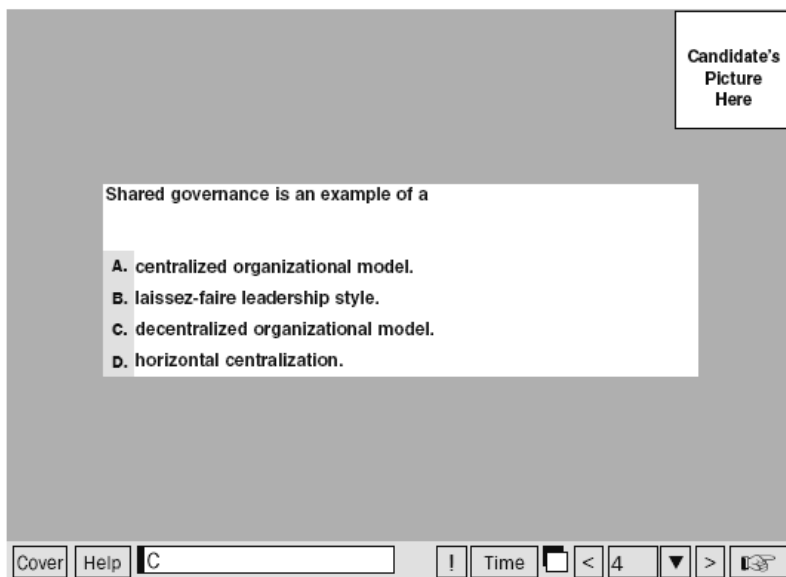
PRACTICE EXAMINATION

Prior to attempting the examination, you will be given the opportunity to practice taking an examination on the computer. The time you use for this practice examination is NOT counted as part of your examination time or score.

When you are comfortable with the computer testing process, you may quit the practice session and begin the timed examination.

TIMED EXAMINATION

Following the practice examination, you will begin the timed examination. There are 110 items (100 scored and 10 pre-test) on the examination. You will have two (2) hours to complete the examination. Before beginning, instructions for taking the examination are provided on-screen.



The computer monitors the time you spend on the examination. The examination will terminate if you exceed the time allowed. You may click on the "Time" box in the lower menu bar on the screen to monitor your time. A digital clock indicates the time remaining for you to complete the examination. The Time feature may be turned off during the examination.

Only one examination question is presented at a time. The question number appears in the lower right of the screen. Choices of answers to the examination question are identified as A, B, C or D. You must indicate your choice by either typing in the letter in the response box in the lower left portion of the computer screen or clicking on the option using the mouse. To change your answer, enter a different option by typing in the letter in the response box or by clicking on the option using the mouse. You may change your answer as many times as you wish during the examination time limit.

To move to the next question, click on the forward arrow (>) in the lower right portion of the screen. This action will move you forward through the examination question by question. If you wish to review any question(s), click the backward arrow (<) or use the left arrow key to move backward through the examination.

An examination question may be left unanswered for return later in the examination session. Questions may also be bookmarked for later review by clicking in the blank square to the right of the Time button.

To identify all unanswered and/or bookmarked questions, click on the hand icon. When the examination is completed, the number of examination questions answered is reported. If not all questions have been answered and there is time remaining, you may return to the examination and answer those questions. Be sure to provide an answer for each examination question before exiting the examination. There is no penalty for guessing.

CANDIDATE COMMENTS

During the examination, you may make comments for any question by clicking on the button displaying an exclamation point (!) to the left of the Time button. This opens a dialogue box where comments may be entered. Comments will be reviewed, but individual responses will not be provided.

FOLLOWING THE EXAMINATION

After completing the examination, you are asked to answer a short evaluation of your examination experience. Then, you are instructed to report to the examination proctor to receive an examination completion report.

HOW SCORES ARE DETERMINED

The minimum score required to pass the examination is determined by a process known as the Angoff method, in which subject-matter experts estimate the difficulty of each item on the examination. Estimations are averaged to determine the minimum passing score, which represents the amount of knowledge a CVAHP would likely demonstrate on the examination.

IF YOU PASS THE EXAMINATION

Candidates who are successful in passing the examination will receive a certificate from AHVAP approximately four to six weeks after the examination.

IF YOU FAIL THE EXAMINATION

Candidates who are unsuccessful in passing the examination may apply to retake the examination. There is no limitation to the number of times a candidate may test for certification, and there is no waiting period

between attempts. To reapply, please visit www.goAMP.com. A new and complete application is required along with the full examination fee.

SCORE CANCELLATION

PSI is responsible for the validity and integrity of the scores they report. On occasion, occurrences, such as computer malfunction or misconduct by a candidate, may cause a score to be suspect. PSI reserves the right to void or withhold examination results if, upon investigation, violation of its regulations is discovered.

FAILING TO REPORT FOR AN EXAMINATION

If you fail to report for an examination, you will forfeit the registration and all fees paid to take the examination. A completed application form and examination fee is required to reapply for examination.

CONFIDENTIALITY

Information about candidates for testing and their examination results are considered confidential. Studies and reports concerning candidates will contain no information identifiable with any candidate, unless authorized by the candidate.

DUPLICATE SCORE REPORT

You may purchase additional copies of your results at a cost of \$25 per copy. Requests must be submitted, in writing, to PSI, 18000 W 105th St., Olathe, KS 66061. The request must include your name, mailing address, telephone number, date of examination and examination taken. Submit this information with the required fee payable to PSI Services in the form of a money order or cashier's check. Duplicate score reports will be mailed within approximately five business days after receipt of the request and fee. Requests must be submitted within one year of your examination to be processed.

CERTIFICATION RENEWAL

- Term is 3 years
- Educational Credits Required for renewal = 45
- Applicant is required to submit a record of completion of 45 hours of educational credits related to the VA field and/or professional development. Qualifying educational credits must be awarded by a professional crediting body.
- Preparation and presentation of an educational session will be awarded 10 hours of educational credits for each one-hour presentation. Presentations must be at least one hour to be eligible for educational credits. Applicant is required to submit date, time, location and an outline of the presentation.

- Authoring or being a co-contributor to an article related to the role or skills required of a Value Analysis professional and published in a state or national professional publication will be awarded 5 educational credits for each article. Applicant is required to submit an e-link to the article or include a copy of the article.
- No more than 20 educational credits awarded for presentations or authoring of an article will apply to the total (45) educational credits required for renewal.
- Recertification Fee
 - Member \$150
 - Non-Member \$250