CM Cycle Satisfaction Surveys

Since 2010, ABIH has been collecting client satisfaction data from a random sample of Diplomates from each CM cycle. The purpose is to gather feedback on our processes and service quality.

The following opportunities (and ABIH actions) have emerged as some key improvement areas in the CM program:

1. Improve the ease-of-use of the Category 4 CM points database. (A major IT upgrade is scheduled for 2012).
2. Increase the awareness of requirements, especially those that have changed during the course of a cycle. (We are currently looking at additional communications and methods).
3. Improve the CM audit process to make it less burdensome without sacrificing its integrity. (We have retooled the audit process and are currently testing the changes).
4. Clarify payment instructions for late CM worksheets. (We will make modifications to the payment instructions in Feb 2012).
5. Increase the CM cycle reminders. (We have added reminders in years 3 and 4 of the CM cycle).

ABIH is committed to improving our performance. We appreciate that Diplomates are willing to take time from their busy schedules and provide the feedback.

Of course you don't have to wait for a survey. We welcome your feedback at any time where you think we can improve. (Contact Tracy Parsons at tparsons@abih.org).
CM Program Improvements

The core Certification Maintenance program underwent a significant upgrade earlier this year (see ABIH March 2011 special-edition newsletter). Since then, we’ve continued to make minor improvements which are now reflected on the ABIH web site:

✧ Patents for IH-related activities can be counted for CM points (Category 3 – Publications)
✧ A poster session conducted by a speaking author is eligible for CM points (Category 5 - Teaching/ Presenting)
✧ A CM cycle extension was increased from four to six months
✧ The Leave of Absence program was modified to allow two LOAs during a CM cycle
✧ Three additional certifications were reviewed for CM points in Category 7
  • Safety-Trained Supervisor (STS)
  • Industrial Radiography Radiation Safety Personnel (IRRSP)
  • Healthy Homes Specialist (HSS) credential

New ABIH Email Server

Recently ABIH purchased a new email server that allows us to send our own bulk email notices rather than relying on Constant Contact. Previous Constant Contact emails were not as reliable as we desired. Since we are now using email as the primary communication tool, we needed greater assurance that our communications were reaching you.

The server allows us to deliver email directly from the @abih.org address which hopefully, will diminish the number of emails that are either blocked, undeliverable, bounce back or disappear in cyber-netherworld. Please be sure that @abih.org is a recognized safe address (in your address book or contacts).

However, new server aside, we can’t reach you if we don’t have an up-to-date email address on record. Please remember to update your email address at the Diplomate LogIn window on the website.
**Missing a Results Letter for a CM Point Request?**

In 2011, ABIH began sending nearly all “results” letters for CM point requests via email. This is a change from the previous method of sending the results only via postal mail. The switch to all-email was done to speed up the process and reduce ABIH costs. However, e-mail is not a perfect system either.

If you have not received your ABIH results communication:

1. Look at the auto reply (from cm@abih.org) to see the approximate date when the results should have been delivered. Maybe it hasn’t been completed yet!
2. If it’s past the approximate due date, look in the ABIH online dB, searching for the CM approval. If you find it:
   a. Check your junk mail or spam folder.
   b. It’s also possible that you may need to contact your IT department to allow email from @abih.org.
3. If you still can’t find it, contact ABIH.

The CM results emails are really nothing more than ABIH communication tools. We know that they’re often treated like Bearer Bonds but we (ABIH) almost never use a results letter again for any of our business processes. (Another urban myth destroyed).

If you’ve lost your CM results letter, it really is a non-issue from ABIH’s perspective. If an item is in the database, it’s been approved and anyone can use that approval information.

**Applications for Spring 2012 Exam Now Being Accepted**

The deadline for completed applications (including references, transcripts, IH coursework and ethics documentation) for the spring 2012 examination is February 1st, 2012.

Applicants with international degrees will be required to submit their transcript(s) to a member of the National Association of Credential Evaluation Services, Inc. (www.naces.org) and request that a report be forwarded to ABIH. If the degree is in biology, chemistry, engineering or physics, a General/Document-by-Document report must be provided. Any other degree requires a Comprehensive/Course-by-Course report. If you have several degrees and at least one of them is from the U.S./Canada, a transcript evaluation may not be required for your international degree(s).

Candidates are reminded that exam slots at the testing centers fill up fast, especially at the end of the testing window, so it is prudent to pay the exam fee as soon as the application has been approved. Then you may schedule your exam date with Prometric.
Keeping the ABIH Exam Current

The CIH examination is updated annually and assembled employing test specifications based on the most recent job analysis (JA) ensuring that new versions of the test are comparable in content coverage, that test content is weighted in accordance with the requirements for competent performance of the job, and that all versions adhere to industry standards for content validity.

New items on the examination are pretested (pilots) before they become scored items.

A review by CIHs is performed on each new item prior to its use as a pilot item. This validation ensures that the items generated are technically accurate, relevant to professional practice of industrial hygiene, properly worded, punctuated and formatted correctly, and adequately documented with appropriate industrial hygiene references. Items are also sent out for editorial and psychometric review prior to being put on the examination as a pilot. Pilot items are chosen based both on the identified needs of the exam and also on the best items available. Pilot questions that don’t perform well are re-worked or discarded. Pilots that are good discriminators go into our question bank for use on future exams.

Scored items for the updated examination are chosen from among those available that have adequate performance statistics to meet the JA requirements of the exam blueprint.

Key Dates – 2011

- **Sept 1 - Feb 1, 2012**: CM Worksheets accepted for the 2007-2011 CM cycle. (Note: Escalating late penalties in effect after February 1st).
- **November 30**: Last day to take the Fall 2011 exam
- **December 1**: Last day to pay 2012 annual fees to avoid the late penalty
- **December 31**: Last day to earn CM points for Diplomates in the 2007-2011 cycle
- **February 1, 2012**: Last day to submit an application for the Spring 2012 exam

The end of each year is often a busy time for Diplomates who are paying fees, submitting CM point requests and finishing off their CM worksheets. Remember that ABIH staff will generally be available to help you Monday through Friday except for the following holiday periods when the office will be closed:

- Thanksgiving – Closed - November 24-25
- Christmas – Closed – December 26-30
The Diplomate Pulse! – Reporting Unethical Behavior

In the June Newsletter, ABIH asked Diplomates about their comfort level in recognizing and reporting unethical behavior.

ABIH is pleased that ALL Diplomates who completed this survey were comfortable in recognizing unethical behavior. Reporting of unethical behavior didn’t score quite as well because it’s not something that is done very often (thankfully). Procedures for reporting unethical behavior are available here: http://www.abih.org/members/cmethics.html

Got 30 more seconds? Here’s a new question.

ABIH maintains two 3rd party accreditations to ANSI and CESB. Have these accreditations added value to your CIH?

https://docs.google.com/spreadsheet/viewform?formkey=dFFCcUZicU5UanFFQmNCZVA3Z013QXc6MQ

Submissions are anonymous. Final results will be published in the next ABIH Newsletter.

Common Worksheet Errors – Don’t Claim a Course More Than One Time during a Cycle

Diplomates may claim CM points for the same course only one time during a CM cycle. Why is this and more importantly, what does it really mean?

The purpose of the CM program is on-going advancement of the Diplomate’s technical knowledge. Repeating a class is primarily reinforcement, not advancement. So to help encourage technical growth, the Board limited the number of times that the same course can be taken – with a couple of nuances.

An initial course and then later, a refresher course are treated as two different courses; thus, both can be claimed during the same CM cycle. Indeed, the refresher course may be more reinforcement than advancement but per Board policy, it’s allowed. This legacy position obviously works in favor of the Diplomate and we have no plans to change it.

The Board does allow the same course to be taken in a different CM cycle without any restrictions. At first glance, this may seem inconsistent with the rationale above but here’s why: trying to manage specific courses over all the CM cycles of a Diplomate would be very difficult for the Diplomate and ABIH. But just as important, after 5 years, most courses are updated with new information. And we all could use a memory reboot from time to time. So taking the same course in a different CM cycle is currently allowed.

If you have any doubt about claiming a course, it’s always best to contact ABIH prior to listing the course on your worksheet.
Understanding the CM Points Database

Do you ever ask this question: *Is the course that I took the same one that’s listed in the ABIH online dB?* Or its corollary: *I found a similar course; can I use that CM# and its points?*

The Category 4 database of approved education events is the primary resource for looking up CM approval numbers and points associated with an event. Today, there are >25,000 courses and conferences in the database.

Finding a course in the database that looks similar does not mean that it’s the same course. You need to look closely at the approval information. The Requestor may have used a slightly different title. Or the course may have been taught by an organization authorized by the owner of the material.

The bottom line is that you need to look closely at the material and if it doesn’t match your event, complete a CM point request form or contact ABIH for additional clarification.

**Activity Title/Location:**
If the location is missing, it means the CM# is approved for any location, or the event is available via Distance Learning

**Activity Provider:**
- *Courses:* Organization that owns the source material. Note - this may not be the group that delivered the training
- *Conferences:* Primary sponsor of the event

**Start/End Date:**
The authorized date or date range for the CM#. An End Date of 9999 means the course is approved until the end of time as we know it, or the course itself changes.

<table>
<thead>
<tr>
<th>Activity Title / Location</th>
<th>Activity Provider</th>
<th>Start/End Date Offering Year</th>
<th>CM Points</th>
<th>CM App #</th>
<th>CM Pt Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>OSHA #7110 - Safe Bolting</td>
<td>OSHA Training Institute Education Center</td>
<td>07/01/2010 - 12/31/2011</td>
<td>1.50</td>
<td>10-2873</td>
<td>Safety</td>
</tr>
<tr>
<td>Professional Development Conference Laurel, MD</td>
<td>AIHA-Chesapeake Local Section</td>
<td>03/03/2011 - 03/03/2011</td>
<td>1.0 (0.83 IH, 0.17 IH Ethics)</td>
<td>11-686</td>
<td>IH; IH Ethics</td>
</tr>
<tr>
<td>Introduction to Epidemiology</td>
<td>University of Minnesota</td>
<td>01/01/2010 - 09/09/9999</td>
<td>0.17</td>
<td>10-3152</td>
<td>IH</td>
</tr>
</tbody>
</table>

**Don’t Make the Most Common Mistake**

If you’ve attended an event that does not match the Title, Location, Provider or time frame (Start/End), you **cannot** use the CM# and CM points listed for the authorized event. You need to apply for a CM point review.
Diplomates on the 54 Month Cycle – How to Calculate CM Credit in the Last 6 Months

In 2012, the first group of Diplomates on the one-time 54 month CM cycle will be due to report for recertification. Although the CM points for the 54 month cycle were reduced by 10%, there are a couple of CM categories that were specifically impacted by the shortened cycle and the rules had to be adjusted to accommodate the final 6 months.

### Category Rules

#### Category 1 - Active Practice

The Diplomate claims CM points based on the how much of their job is IH-related and their employment status (e.g., full time, half time). Points are normally claimed on a 12 month period.

<table>
<thead>
<tr>
<th>54 Month Cycle Allowances</th>
</tr>
</thead>
<tbody>
<tr>
<td>Point values for the last 6 months (January 1 – June 30) of the final year were clarified as:</td>
</tr>
<tr>
<td>- 3 points if the full time job responsibilities are &gt; 95% IH</td>
</tr>
<tr>
<td>- 2 pts if the full time job responsibilities are 40%-95% IH</td>
</tr>
<tr>
<td>- 1 point if the full time job responsibilities are &lt;40% IH</td>
</tr>
</tbody>
</table>

Diplomate is employed less-than-full-time or if the held multiple jobs during the final 6 months, contact ABIH for assistance in determining the point values.

#### Category 2 - IH Committee Service

CM points are normally claimed for each 12 months of service.

<table>
<thead>
<tr>
<th>54 Month Cycle Allowances</th>
</tr>
</thead>
<tbody>
<tr>
<td>Point values during the final 6 months can be prorated. For example, a Committee Chair normally receives 1 point for each 12 months. During the final 6 months, the Chair may claim 0.5 point.</td>
</tr>
</tbody>
</table>

Clarifications and adjustments are available on the ABIH web site for various categories. [http://www.abih.org/members/cm.html#worksheet](http://www.abih.org/members/cm.html#worksheet)
When it comes to CM, there are a few key dates that are important to know but often get confused. So let’s clarify!

The following information is applicable **ONLY** to those Diplomates certified prior to 2011 and not on a CM cycle extension. All Diplomates certified prior to 2011 are on a 54 or 60 month CM cycle. (Note: If your cycle ends on June 30th, you are on the 54 month cycle).

<table>
<thead>
<tr>
<th>Key Date</th>
<th>What Is It?</th>
<th>How is it Calculated?</th>
<th>Where Can You find This Date?</th>
</tr>
</thead>
<tbody>
<tr>
<td>CM Cycle Start Date</td>
<td>The first day that you can earn CM pts during your cycle.</td>
<td>The first day after the end of your previous CM cycle.</td>
<td>In your most recent recertification letter or can be back calculated.</td>
</tr>
<tr>
<td>CM Cycle End Date</td>
<td>The last day that you can earn CM pts during your cycle.</td>
<td>The start date plus 54 months or 60 months.</td>
<td>Online at LogIn &gt; Diplomate Services Menu &gt; Check Your CM Due Date.</td>
</tr>
<tr>
<td>Worksheet Due Date</td>
<td>The last day your worksheet can be submitted before escalating late penalties are enforced.</td>
<td>1 month and 1 day after the CM cycle end date.</td>
<td>Online at LogIn &gt; Diplomate Services Menu &gt; Check Your CM Due Date.</td>
</tr>
<tr>
<td>Certificate Expiration Date</td>
<td>The day that your certification expires if you do not recertify or voluntarily surrender.</td>
<td>5 months and 1 day after the end of the CM cycle end date.</td>
<td>On your certificate (see special note below)</td>
</tr>
</tbody>
</table>

**SPECIAL NOTE:** For Diplomates on the 54 month cycle, your current paper certificate says 6/1/20XX but that is no longer correct. That’s the day your certification would have expired if had you stayed on the old 60 month CM cycle (with the end date of December 31st). When ABIH moved the Diplomates to the 54 month cycle, we should have issued new Certificates with a new expiration date. However, we decided not to do this mostly to hold down our costs which would have exceeded $30K. And in general, we think Diplomates want us to try and hold costs down so that fees don’t go up.
Actions & Reports

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Certified</td>
<td>ABIH publicizes the names of individuals who have claimed to be certified by ABIH but are not. At this time, there are no new names to report.</td>
</tr>
<tr>
<td>Expired Certifications</td>
<td>Diplomates in the 2006-2010 cycle who have lost their certification by failing to complete the CM process are posted on the ABIH web site: <a href="http://www.abih.org/members/listing.html">http://www.abih.org/members/listing.html</a></td>
</tr>
<tr>
<td>Code of Ethics Disciplinary Issues</td>
<td>ABIH publicizes the names of individuals who have been sanctioned for ethics violations. At this time, there are no new names to report. For past violations, see the ABIH web site: <a href="http://www.abih.org/general/disactions.html">http://www.abih.org/general/disactions.html</a></td>
</tr>
<tr>
<td>Lost Diplomates</td>
<td>At this time, ABIH has been unable to locate the following Diplomates. If you know how to contact these individuals, please notify ABIH.</td>
</tr>
<tr>
<td></td>
<td>• John H. Borowski</td>
</tr>
<tr>
<td></td>
<td>• Grey P. Coppi</td>
</tr>
<tr>
<td></td>
<td>• Lisa D. Kennedy</td>
</tr>
<tr>
<td></td>
<td>• James E. Kearney</td>
</tr>
<tr>
<td></td>
<td>• Henry J. Liserio</td>
</tr>
<tr>
<td></td>
<td>• Bruce A. Millies</td>
</tr>
<tr>
<td>Financial Audit</td>
<td>The 2010 report is available at:</td>
</tr>
<tr>
<td></td>
<td><a href="http://www.abih.org/general/audit.html">http://www.abih.org/general/audit.html</a></td>
</tr>
</tbody>
</table>
ABIH Staff & Office Hours

The ABIH Staff will be pleased to work with you on any questions you may have about this Newsletter or other topics related to ABIH and its certification programs. Feel free to contact any one of the Staff listed on our web site at http://www.abih.org/general/staff.html

ABIH office hours are Monday-Friday, 8:00 am – 4:30 pm, EST with exception of the following days when the office is closed:

<table>
<thead>
<tr>
<th>OFFICE CLOSED</th>
<th>HOLIDAY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nov 24-25</td>
<td>U.S. Thanksgiving</td>
</tr>
<tr>
<td>Dec 26 – 30</td>
<td>Christmas</td>
</tr>
</tbody>
</table>

If you have any comments about this Newsletter, please contact Tracy Parsons at tparsons@abih.org or 517-321-2638 x15.

The ABIH Newsletter is published three times per year. Current and back copies are available at http://www.abih.org/general/newsletter.html