



HEALTH CARE MANAGEMENT CERTIFICATION v2.0

MANDATORY REQUIREMENTS

HCM-MDY 1: Risk Management

HCM-MDY 1-1: Information Systems Management

HCM-MDY 2: Regulatory Compliance and Internal Controls

HCM-MDY 2-1: Regulatory Compliance Maintained

HCM-MDY 3: Business Ethics

HCM-MDY 3-1: Code of Ethical Business Conduct

HCM-MDY 4: Quality Management

HCM-MDY 4-1: Quality Management Program Accountability

RISK MANAGEMENT

HCM-RM 1: Risk Management Strategy

HCM-RM 1-1: Policy Addressing Reporting of Violations

HCM-RM 1-2: Information Systems Risk Management

HCM-RM 1-3: Business Continuity Plan

HCM-RM 1-4: Business Continuity Plan Testing

OPERATIONS AND INFRASTRUCTURE

HCM-OPIN 1: Business Management

HCM-OPIN 1-1: Written Business Agreements

HCM-OPIN 1-2: Policy Maintenance, Review and Approval

HCM-OPIN 2: Staff Management

HCM-OPIN 2-1: Staff Management

HCM-OPIN 2-2: Staff Training Programs

HCM-OPIN 2-3: Staff Member Performance Review

PERFORMANCE MONITORING AND IMPROVEMENT

HCM-PMI 1: Quality Oversight Procedures and Responsibilities

HCM-PMI 1-1: Quality Management Program Scope

HCM-PMI 1-2: Quality Management Program

Structure and Oversight

HCM-PMI 1-3: Quality Management Program Implementation

HCM-PMI 1-4: Data Management and Performance Reporting

HCM-PMI 1-5: Quality Management Program Evaluation

CONSUMER PROTECTION AND EMPOWERMENT

HCM-CPE 1: Protection of Consumer Information

HCM-CPE 1-1: Privacy and Security of Consumer
Health Information

HCM-CPE 2: Health Care Ethical Practices

HCM-CPE 2-1: Defining Health Care Ethical Practices

HCM-CPE 2-2: Monitoring of Ethical Health Care Practices

HCM-CPE 2-3: Financial Incentives

HCM-CPE 3: Oversight of Clinical Services

HCM-CPE 3-1: Clinical Staff Credentialing

HCM-CPE 3-2: Clinical Staff Leadership

HCM-CPE 4: Safeguards and Communication with Consumers

HCM-CPE 4-1: Consumer Safety Protocols

HCM-CPE 4-2: Consumer Marketing Safeguards

HCM-CPE 4-3: Health Literacy Promotion

HCM-CPE 4-4: Consumer Complaint Process

HCM-CPE 4-5: Consumer Rights and Responsibilities