

Radiology Administration Certification Commission (RACC)



Policy and Procedure Manual

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RACC Policy and Procedure

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Policy and Procedure

1.00: Structure and Operation

1.01: Function and Purpose of the Commission

The Radiology Administration Certification Commission (RACC) is a body created within AHRA's Bylaws. Its members derive their responsibility and authority from this document. AHRA is incorporated in Illinois and functions according to the laws of that state. The RACC is sometimes referred to in documents and publications as AHRA RACC, RACC and/or the Commission.

Commissioners:

- Have no authority over Commission matters as individuals, except as may be authorized by action of the majority of the body
- Have legal and fiduciary responsibilities to the Commission
- Establish and maintain policies related to the operation of the Commission and matters of the RACC
- Delegate the function of administering policy related to the operation of the RACC to RACC staff
- Evaluate the effectiveness of the Certified Radiology Administrator (CRA) program annually

The purpose of the RACC is to:

1. Institute educational requirements, standards, and procedures.
2. Develop and administer a certification examination pertaining to the eligibility of certification for radiology administrators as a CRA.
3. Establish continuing education and recertification requirements for CRAs;
4. Bestow public recognition to those radiology administrators who satisfy all certification eligibility criteria and successfully complete the RACC certification examination (CRA), and who fulfill continuing education and recertification requirements established by the Commission;
5. Establish programs that promote and support reliance on the CRA credential by the general public, employers, and regulatory bodies;
6. Implement a code of ethics including, but not limited to, credentialing, review of credentials, and discipline for CRAs (a copy of the Code of Ethics is attached in the appendix)
7. Acquire, develop, disseminate, and preserve data and other valuable information relative to the functions and accomplishments of the RACC.

1.02: Composition of the Commission

Rev 02/08/10, 2/14/12, 2/12/13, 10/08/13

Original Commission: The RACC is a seven (7) person commission that consists of six (6) persons who are certified in radiology administration and one (1) person who represents the general public (known as the Public Commissioner); the initial six (6) radiology administration

commissioners will be appointed by the AHRA Board of Directors. The initial Public Commissioner will be appointed by the six initial radiology administration commissioners based upon nomination from practicing radiology administrators.

Commissioners, including the Public Commissioner serve staggered three (3) year terms and are eligible for a maximum of two (2) terms of office. The initial commissioners shall serve as follows: two (2) commissioners shall serve one (1) year terms, three (3) commissioners shall serve two (2) year terms, and two (2) commissioners shall serve three (3) year terms.

Ongoing Commission: The RACC is a commission of seven (7) voting members that consists of six (6) persons who are certified in radiology administration and one (1) person who represents the general public (known as the Public Commissioner).

Commissioners will be elected by the CRAs.

Commissioners, including the Public Commissioner, serve staggered three (3) year terms and are eligible for a maximum of two (2) terms of office.

The Public Commissioner will be selected and appointed by the RACC and must meet the qualifications listed in the Public Commissioner Position Description (Appendix C).

Liaisons to the Commission: At any time, the RACC may choose to invite a non-voting liaison from another organization to join the RACC. The RACC may withdraw the invitation at any time.

The Liaison's role will be to:

- Communicate to the RACC the viewpoints and perspectives of the organization they are representing.
- Facilitate communication between the RACC and the organization they are representing.

The liaison will be chosen by the organization they are representing and may be replaced or removed by that organization at any time.

The Liaison must:

- be a CRA in good standing.
- not be involved in development or presentation of courses that could reasonably be considered CRA Exam preparation while serving on the RACC and for at least 2 years following the end of their position as liaison on the RACC.

GUIDELINES FOR NOMINATION AND ELECTION OF COMMISSIONERS

- 1) For CRA positions:
 - a) Current CRAs in good standing are eligible to make nominations to the Nominations Committee of the RACC.

- b) RACC commission nominees must be current CRAs in good standing, must meet all requirements and qualifications set forth in the RACC Commissioner Position Description (Appendix C), and must agree to the commissioner's policies on assignment, confidentiality, and conflict of interest in order to be considered.
 - c) The RACC Commissioner Call for Nominations shall remain open for at least 14 days.
 - d) The RACC Nominations Committee shall select a slate of candidates for open Commission positions.
 - e) Each CRA shall be eligible to vote on the slate of Commission nominees within published election procedures.
 - f) Commission nominees with the highest vote totals shall be elected to office. In the event of a tie, RACC commissioners shall vote until the tie is broken.
- 2) For Public Commissioners
- a) Current CRAs in good standing are eligible to make nominations to the Nominations Committee of the RACC.
 - b) The Nominations Committee shall select a slate of candidates for the open Public Commissioner Commission position.
 - c) The Public Commissioner Call for Nominations shall remain open for at least 21 days.
 - d) RACC commissioners vote to elect a nominee from the slate to serve on the Commission. In the event of a tie, the chair of the Commission shall break the tie.

1.03(1): Operation of the Commission

The Commission shall conduct its business in accordance with established RACC policies and procedures and various state and federal statutes which apply to non-profit corporations, whether specifically itemized in Commission policies or not, and in accordance with the policy provisions contained herein. The **fiscal year** of the Commission shall be **January 1 through December 31**. Each member of the Commission shall sign a Confidentiality Agreement and Conflict of Interest Declaration and abide by the RACC Code of Ethics.

1.03(2): Conflict of Interest Policy **Added 12/14/2010, rev. 04/08/2014**

Introduction: RACC's officers, commissioners, team and committee members have a fiduciary responsibility to act solely in the best interest of the CRA program and not for their own direct or indirect personal benefit, in performing their volunteer duties. This Conflicts of Interest Policy is designed to assist the RACC in identifying actual, and potential, conflicts of interest and to provide guidance for their resolution.

Definition: A conflict of interest may occur when officers, commissioners, team, or committee members participate in decision-making on an issue for the RACC or in other RACC and/or CRA volunteer activity, while concurrently having other business, professional, or personal interests that may or could influence the ability of the individual to exercise objectivity in the decision making process on the issue or may or could impair the individual's ability to otherwise perform his or her

volunteer responsibilities in the CRA program's best interest. The RACC recognizes that it is not sufficient for the individual who has a conflict of interest to merely be aware of the conflict and attempt to act in the CRA program's best interests despite the conflict. Where a conflict of interest exists, the individual must actively identify and disclose the conflict and resolve it in cooperation with the RACC.

Policy: A person while serving the RACC or the CRA program as an officer, commissioner, team, or committee member shall avoid each and every conflict between their own respective interests and the interests of the CRA program in all actions taken by such person on behalf of the RACC or the CRA program. All officers, commissioners, team, and committee chairs shall be required to sign a Conflict of Interest Statement each year and timely update the same, declaring any business, professional, or personal interests that may or could influence the ability of the person to exercise objectivity in the decision making process on an issue for the RACC or the CRA program or could impair the member's ability to perform his or her volunteer responsibilities in the best interest of the CRA program.

All committee chairs shall discuss the RACC's conflict of interest policy with all committee members when the committee first convenes.

It is the decision of the RACC, not the individual volunteer, to decide how serious and immediate a conflict is, and to decide on the best action for the volunteer to undertake on behalf of the RACC and the CRA program, including but not limited to disclosure, recusal from decision making, and/or resignation from the volunteer position.

To fulfill the volunteer's fiduciary obligation, the volunteer must disclose the conflict or potential conflict, and accept and follow the decision of the RACC as to the resolution of the conflict or potential conflict as determined by the Commission.

Alternatives for addressing conflict of interest situations:

- 1) **DISCLOSURE:** Disclosure is the minimum action a volunteer must undertake when faced with a conflict. A conflict that is conditional, qualified or only potential must be disclosed to the RACC. The volunteer must pledge to remain objective and neutral to it.
- 2) **RECUSAL:** A conflict that may or could influence the ability of the volunteer to exercise objectivity in the decision making process on an issue for the RACC requires the volunteer to not only disclose the conflict but also to **recuse** himself/herself from involvement in decision-making on the matter.
- 3) **RESIGNATION:** A conflict that regularly and customarily, may or could influence the ability of the member to exercise objectivity in the decision making process on an issue or could regularly and customarily impair the individual's ability to perform his or her volunteer responsibilities in the best interest of the CRA program requires resignation of the volunteer from the deliberating body as the only prudent way to avoid such conflicts.

Exhibit A: Examples of Conflict of Interest

The following actions illustrate examples of potential or actual conflicts of interest that should be avoided and disclosed when applicable pursuant to this policy. This list is not all inclusive and is intended to provide guidance to the RACC.

Self-Benefit:

Use of your position on the RACC to promote your own interests or those of your family, including the use of confidential or privileged information obtained in the course of your being an RACC volunteer, to obtain personal benefit or gain for yourself or family members.

Improper Use of Influence:

Soliciting benefits for yourself or your family from an outside organization in exchange for using your influence on the RACC to advance the interests of that organization.

Other business relationships and dealings:

Participating in approving contracts or other business transactions on behalf of the RACC with organizations in which you or your family have significant financial, economic or personal interests.

Property transactions:

Directly or indirectly leasing, renting, trading, or selling real or personal property to or from the RACC.

Use of RACC property for personal advantage:

Using or taking RACC resources, including facilities, equipment, personnel, and supplies, for private use or other unauthorized non-RACC activities.

Receipt of Gifts:

Personally accepting anything of value (unless nominal--generally \$100 or less), including payments, gifts, or loans from organizations or individuals that have contracts or other business pending with the RACC or business occurring during the preceding two (2) years.

Conflict of interest form: Appendix B

GUIDELINES FOR IMPLEMENTATION

Conflict of Interest

1. RACC Commissioners, while serving on the RACC and for a period of 3 years following the end of a Commissioner's term on the RACC, must not teach, prepare, review, or otherwise have a content-related role in formalized courses or programs that are intended to prepare individuals for the CRA exam.
2. RACC Commissioners may have a role in authoring or teaching activities that relate to CRA-tested topics as long as the material or course is not specifically intended to prepare individuals for the CRA exam. Authoring or editing materials that may in the future be selected as CRA reference texts is acceptable.

3. RACC Commissioners and CRA exam item writers must not be involved in creating or editing questions for post-tests or other test style materials that relate to information contained in the CRA Domains and Examination Content document for a period of 3 years following the end of a Commissioner's term on the RACC or the end of an item writer's participation in CRA exam creation or review activities. This prohibition does not include work on CRA practice tests distributed by the RACC and made available without bias to all interested parties.
4. RACC Commissioners may review post-tests as part of continuing education credit determination work (RCEEM or similar) if the review work does not include writing, editing, or selecting post-test questions and if the activity reviewed is not intended to prepare individuals for the CRA exam.
5. In all cases, RACC Commissioners must not allow their participation in any non-RACC project to be used to state or imply that the project is preparation for the CRA exam or to state or imply that the project is more appropriate for exam preparation than other materials because of the RACC Commissioner's participation.
6. Commissioners must discuss any activities that are not clearly approved for Commissioner participation under RACC policy with the Commission and must agree to abide by the Commission's decision on whether or not the activity is appropriate for an RACC Commissioner as determined by majority vote.
7. The public is advised that a past or present RACC Commissioner's participation in the development or presentation of instructional materials or activities does not in any way imply that the activity is preparation for the CRA exam. Furthermore, a past or present RACC Commissioner's participation does not in any way imply that an activity's content is in alignment with CRA exam content.

1.04(1): Commission Meetings

The Commission shall conduct meetings at times and places designated by the chair. Commissioners may attend a meeting by telephone or other electronic means, provided that all persons participating in the meeting can communicate with each other in real time as otherwise provided by law. Meetings must be held at least bi-monthly during the fiscal year

Notice:

Notice stating the time and place of a meeting shall be delivered to each commissioner not less than seven (7) days prior to the date of the meeting, either electronically or by mail.

GUIDELINES FOR IMPLEMENTATION

Meetings

1. The chair shall preside at the Commission meetings, but in his/her absence, the vice-chair shall preside.
2. The Secretary shall record the minutes or cause the minutes of each Commission meeting to be recorded.
3. The agenda of the Commission meetings containing executive sessions shall include the recess at reconvening times.

1.04(2): Special Commission Meetings

Special meetings may, from time to time, be necessary to consider business of an urgent nature which cannot be delayed until the next regularly scheduled meeting. Special meetings may be held on twenty-four (24) hour notice of the call by the chair, or in his/her absence, the vice chair, or at the call of a majority of members of the Commission. Every reasonable effort will be made to notify all members of the Commission as to the date, place, and time of special meetings as early as possible after the decision is made to call such a meeting.

1.04(3): Executive Sessions

The Commission may conduct **Executive Sessions** for any one of the following:

1. Investigating allegations against a member of the Commission, unless the party in question requests an open meeting.
2. Considering financial, medical, social, or personal histories and disciplinary data, which may damage reputations.
3. Anything relating to a certificiant or candidate that could damage reputations.
4. Conferring between the Commission and its attorney on matters within its jurisdiction.
5. Considering possible Commission actions, which may have legal considerations.
6. Deliberating after a judicial or quasi-judicial hearing.

GUIDELINES FOR IMPLEMENTATION

Executive Sessions

1. No motion to hold an Executive Session, or to recess an Open Meeting into an Executive Session, shall be adopted unless the Chair announces, to those present at the Open Meeting during which such a motion is made, the general nature of the business to be considered in the Executive Session. No other business shall be taken up at such Executive Session. The chair shall announce the approximate time the Commission anticipates reconvening to an open meeting.
2. If the purpose of the Executive Session is to consider a personnel matter, appeal, other history, or disciplinary data, the Commission and individual(s) involved shall have the option of requesting other persons to be in attendance. The chair will determine which other persons shall be present at this meeting.

1.04(4): Attendance and Quorum

A majority of the voting members of the Commission shall constitute a **quorum** for conducting business. The act of a majority of the commissioners present at any meeting at which there is a quorum shall be the act of the Commission, except as may be otherwise provided by law. If a quorum is not present at any meeting of the Commission, those present may receive and review any reports which do not require Commission action. The Commission may adjourn the meeting from

time to time until a quorum shall be present.

Commissioners are expected to attend all scheduled meetings.

1.04(5): Order Of Business at Meetings

Commission meetings should include consideration of financial matters, negotiating contracts for services, reports about certification including review of applicants or other candidate business, reports of information regarding the performance of all examinations used in certification, and review of any non-routine inquiries from candidates and other matters as required by the Commission.

All meetings shall follow a printed agenda which will include, but not be limited to: Approval of previous minutes, financial report, old (unfinished) business, future agenda items, and future meeting dates.

1.04(6): Voting On Motions

An “Aye” or a “Nay” shall constitute a vote on a motion. A “Nay” shall be recorded by name; an abstention does not constitute a vote on a motion. Abstentions shall be recorded by name. A majority of “Aye” vote is required for the adoption of a motion, except as provided in the RACC Policy and Procedure Manual.

1.04(7): Minutes

Rev 02/08/10

A record of all Commission actions, known as the minutes of the meeting, shall be kept as permanent records of the RACC. Minutes shall consist of each motion, maker(s), and action taken on each motion. Discussion is not recorded as part of the minutes. Copies of the minutes will be provided to the RACC members associated with the meeting, and adopted at the next regular meeting of the RACC. Once approved by the RACC, minutes will be posted on the CRA website.

1.04(8): Public Participation

Regular and special meetings shall be open to the public except when the Commission recesses to an Executive Session. The RACC shall provide an opportunity for individuals and organizations to appear and address the Commission at upon request.

GUIDELINES FOR IMPLEMENTATION

Public Participation

1. The RACC members shall listen to any individual or delegation wishing to address the RACC at this designated time. No decision shall be rendered at that time. The chair shall designate a specific time for consideration of the issue.

2. An individual or delegation may request to speak later in the agenda if the issue that he or she wishes to address is scheduled for consideration. Permission to speak, other than at the originally designated place on the agenda, may be granted upon proper Commission motion and majority approval.
3. Individual or delegations are requested to present their remarks in written form either at the Commission meeting or prior to that time, if possible. The chair may request the individual or delegation to submit a written summary of the request/remarks.

1.05: Policy Development/Adoption, Amending Or Revising Policies

RACC polices may be approved, altered, or amended, in whole or in part, by the RACC as set forth in these policies.

GUIDELINES FOR IMPLEMENTATION Amending or Revising Policies

1. Any CRA member may propose a change in writing to the RACC or chair of the RACC.
2. The RACC reviews the proposed changes and publishes proposed changes to the CRA members.
3. A majority of “Aye” votes of those commissioners present is required for adoption.
4. Any changes to policies and procedures will be reflected in the Policies and Procedures Manual after approval of the RACC.

1.06: Annual Reports

The Commission shall prepare or cause to be prepared an annual report for distribution to all CRAs. This report shall include a certification summary of activities of the CRA program and such other information as the RACC may direct.

1.07: Commission Organization

See attached chart on page 28

1.07(1): Electing Officers

Rev. 6/10/08, 2/14/12

The Commission will elect officers for one (1) year terms annually by majority vote. Officers shall assume their offices immediately upon their election. All CRA commissioners who have served at least one (1) year on the RACC are eligible to hold an elected office.

In the event of the death, resignation, or removal of the chair, the vice chair shall succeed him/her. A vacancy in any office not otherwise provided for shall be filled by action of the Commission.

GUIDELINES FOR IMPLEMENTATION Elections

1. Officers will be elected in the following order:
 - a. Chair
 - b. Vice chair
 - c. Secretary
2. Any commissioner who has served at least one (1) year on the RACC may express interest in serving in any leadership position.
3. The AHRA certification manager will prepare an online ballot listing each office followed by each eligible commissioner who is willing to serve in that office, if elected.
4. The ballot for Vice Chair will allow for the selection of a 1st and 2nd choice vote. If a 1st choice has been voted in as Chair, the voter's 2nd choice will be counted as their vote.
5. The ballot for Secretary/Treasurer will allow for the selection of a 1st, 2nd, and 3rd choice vote. If a voter's 1st or 1st and 2nd choices have been voted in to higher offices the voter's next remaining choice will be counted as their vote.
6. All members of the RACC will be eligible to vote in the election of the RACC officers with the exception of the Public Commissioner. In the event of a tie in the officer election, the Public Commissioner will cast a deciding vote to break the tie.
7. The certification manager will announce the winner of the office, but not the vote totals.

All ballots shall be destroyed by a secure process.

1.07(2): Duties of the Officers

The duties of officers shall be as follows.

GUIDELINES FOR IMPLEMENTATION

Duties of Officers

Chair

1. Presides at all meetings of the RACC and serve as a non-voting **ex-officio member** of all committees.
2. Oversees implementation of policy and ensures that appropriate administrative procedures and systems are established and maintained.

Vice Chair

1. In case of absence of the chair, presides at meetings of the Commission.
2. Monitors and reports revenue and expenses associated with the CRA program or RACC activities, including budget proposal.
3. Other duties as assigned by the chair.

Secretary

1. Maintains minutes of the meetings or designates the task to a parliamentarian or staff member.
2. See that all notices are duly given in accordance with the RACC Policy and Procedures.
3. Other duties as assigned by the chair.

1.07(3): Removal of Officers/Commissioners

Any commissioner may be removed by the RACC prior to the end of his or her term of office for any of the following reasons:

1. Failure to perform the duties of office.
2. Failure to attend regular, reimbursable meetings of the Commission without good cause. Regular is defined as 9 meetings per year or 80% of scheduled meetings. Commissioners are allowed to miss no more than 2 scheduled meeting per year.
3. Actions not in the best interest of the Commission.
4. Other cause or whenever required by the best interests of the Commission.

A majority vote during an Executive Session of the RACC is necessary to remove a commissioner.

1.07(3.1): Officers/Commissioners Serving on Imaging-related Boards or Committees

Rev 8/9/09

No commissioner can serve in a policy making capacity for another imaging-related professional organization while serving on the RACC.

1.07(4): Replacement of Officers/Commissioners

Rev 11/9/10, 10/08/13, 09/01/16

If a commissioner has resigned or has been removed from office prior to the end of his or her term, he or she may be replaced in one of the following ways decided by a majority vote of the remaining RACC commissioners at a duly noticed meeting of the RACC.

1. To replace an officer, a new commissioner will be selected using the procedure below and the procedure for electing officers shall be followed to elect a replacement officer.
2. To replace a CRA commissioner, the remaining RACC Commissioners shall choose one of the following options within 2 months of the position becoming vacant:
 - a. Leave the position vacant until the next RACC election and fill the position by electing a new commissioner.
 - b. Appoint a new commissioner from the slate of candidates in the most recent completed RACC election. Alternate, as evidenced by the next highest vote count, can be appointed.
3. Term length for CRA commissioners filling unfinished terms will be determined as follows:
 - a. Commissioners appointed to finish a term who were elected by CRA vote (e.g. finished in the top 3 if the new vacancy creates 3 vacancies to be filled by that election, finished in the top 4 if the new vacancy creates 4 vacancies to be filled by that election) in either the most recent completed election or the election held after the vacancy will serve as follows:

- i. If the remaining term is more than 1.5 years, the newly elected commissioner will serve the remainder of the term. That term will be counted as 1 complete term when considering term limits.
 - ii. If the remaining term is less than 1.5 years, the newly elected commissioner will serve a term of 3 years plus the remaining term of the vacated position. That term will be counted as 1 complete term when considering term limits.
 - b. Commissioners appointed to finish a term who were not elected by CRA vote (e.g. were on the ballot but did not finish in the top 3 if the new vacancy creates 3 vacancies to be filled by that election, were on the ballot but did not finish in the top 4 if the new vacancy creates 4 vacancies to be filled by that election) will serve for the remainder of the vacated term.
 - i. If the remaining term is more than 1.5 years, it will be counted as 1 complete term when considering term limits.
 - ii. If the remaining term is less than 1.5 years, it will not be counted as a term when considering term limits.
4. For Public Commissioners, the remaining RACC Commissioners will appoint or elect a new Public Member following the CRA Commissioner procedure outlined above. In the absence of willing and eligible candidates, a new Call for Nominations shall be issued and Public Commissioner election procedures will be followed.

Any Public Commissioner appointed or elected to fill a vacancy between January 1 and June 30, will serve a term beginning with their appointment or election and ending 2 years after the end of the year in which they were appointed. All Public Commissioners appointed or elected between July 1 and December 31, will serve a term beginning with their appointment or election and ending 3 years after the end of the year in which they were appointed.

1.07(5): Commissioner Development

All members of the Commission must be knowledgeable in the policies and procedures of the Commission. The Commission shall provide orientation for newly elected or appointed Commission members.

GUIDELINES FOR IMPLEMENTATION Commissioner Development

All Commission members shall be provided with the most current materials, within forty five (45) days of election or appointment, including:

1. RACC Policy and Procedure Manual
2. Commission Position Descriptions
3. Commission Member Directory
4. RACC Code of Ethics
5. RACC Conflict of Interest Form
6. Commission minutes for the past twelve (12) months

1.07(6): RACC Reimbursement

Revised 2/14/12

The Commission will pay expenses of the RACC commissioners according to the following policy. Expenses will be reimbursed under the following conditions for RACC commissioners in full attendance at the meetings of the RACC or events approved by the Commission:

1. Hotel room expenses, including tax, incurred by RACC commissioners for full attendance at meetings of the Commission or events approved by the Commission.
 - a. Room reimbursement is based on sharing rooms. If a commissioner wishes to not share a room, he/she will be responsible for half of the expense of the room.
 - b. Commissioners may choose to make alternate lodging arrangements but will only be reimbursed for actual expenses up to one half the negotiated hotel room rate.
2. Actual round trip airfare at the prevailing economy/coach class fare and reasonable actual baggage fees.
3. Actual mileage at the RACC's current designated rate and tolls for travel between the commissioner's home or office and airport or designated meeting location.
4. Actual reasonable parking expenses at airport or designated meeting facility.
5. Actual cost of ground transportation as required for travel between the airport and meeting facility. Group transportation must be used when available.
6. Actual meal expenses for commissioner's meals up to the RACC's designated maximum amount. The RACC does not reimburse for alcoholic beverages.

All expenses are reviewable. The RACC reserves the right to set additional reimbursement limits or restrictions with advance notice.

Expenses not covered under this policy may be reimbursed only if approved in advance by the RACC Finance Committee.

GUIDELINES FOR IMPLEMENTATION Commissioner Reimbursement

1. Commissioners are encouraged to choose travel arrangements to reduce costs and minimize hotel stay wherever practical. Long-term or self parking options should be used whenever possible.
2. The RACC commissioner will be reimbursed for the negotiated hotel room rate (half the rate if he/she chooses to room separately), including tax, for the night before and the night following the meeting for all members of the RACC, or actual expenses up to this amount for hotel stay over the same time period if alternative lodging arrangements are made.
3. The individual RACC commissioner will be responsible for hotel charges incurred for early arrival, extended stays, and all expenses charged to the room except for those expenses explicitly allowed under this policy.
4. Alternate transportation (e.g. train, bus, personal car mileage, rental car) in lieu of air travel will be reimbursed at the lower of the price of the alternate transportation or the lowest airfare.

5. Meal allowance for the commissioner at reimbursable meetings not to exceed \$45.00 per day, with receipts.
6. Original receipts must be submitted with request for reimbursement.

1.07(7): RACC Staff

The RACC is responsible for the development and administration of RACC policies and procedures. The RACC may delegate the implementation and administration of all polices and the supervision of programs to the RACC staff. The staff (RACC certification manager) is ultimately responsible for the completion or delegation of the following duties:

Business Operations

Responsibilities may include but are not limited to:

1. Selecting and supervising staff and consultants.
2. Directing certification operations.
3. Serving without vote as an ex-officio member of the RACC and all RACC committees, councils, and task forces.
4. Developing and maintaining support material for RACC members.
5. Implementing the organization's strategic plan and polices.
6. Advising and offering input to the Commission on matters or problems that may affect the RACC or its members.
7. Advising or assisting in the implementation of fiscal policy and ensuing the fiscal integrity of the certification program.
8. Organizing meetings and facilities.

Certification Operations

Responsibilities may include but are not limited to:

1. Advising the RACC on all certification products, related material, needs, and requirements.
2. Answering and routing renewal questions from CRAs.
3. Overseeing the development of quality certification products and maintaining proper examination administration procedures by implementing and supervising a formal policy of periodic review of the testing mechanism(s), so to ensure ongoing relevance of the tests to the knowledge and skills needed in the profession.
4. Managing the flow of communication between the RACC and certification candidates to include maintenance of marketing materials.
5. Advising and offering input to the RACC on matters or problems that may affect certification procedures.
6. Maintaining adequate records regarding certification trends on a quarterly basis (this includes applications sent, received and routine correspondence numbers).

Marketing

Responsibilities may include, but are not limited to, monitoring and reporting; promoting the

benefits and the value of the CRA to employers; and developing, implementing, evaluating and revising marketing plan for the RACC.

Information Management Systems

Responsibilities may include, but are not limited to, the supervision of maintaining complete and accurate applicant information, including test outcomes, disciplinary actions, renewals and related transactions.

1.08: Commission Committees

Rev. 9/13/16

The RACC may establish committees, *ad hoc* committees, and task forces as needed, comprised of CRAs with a RACC commissioner acting as chair of the committee. These committees and task forces shall perform functions for the RACC such as fact finding, deliberation, and advising. The above mentioned are not empowered to act on behalf of the RACC or to commit the RACC to any course of action, except as specifically authorized by the RACC. The Commission reserves the right to determine the need for task forces or special committees from time to time. All appointments of committee chairs and committee members shall be for one (1) year. Chairs and members may serve more than one (1) term.

The chair of the Commission shall be a nonvoting ex-officio member of all committees.

Composition

The chair of the RACC shall appoint the chair of each committee. All committees will consist of members with expertise in the committee's purpose and function and should represent the CRAs with regard to gender, ethnicity, and geographical region.

Operations and Meetings

1. The committee chair shall report on committee activities to the RACC.
2. The committee chair shall submit a written summary and evaluation of committee work during the year, including recommendations and objectives for the succeeding year to the Commission chair no later than 30 days before the end of the fiscal year.

In order to have an official meeting, a majority of the committee members must be present.

1.08(1): Standing Committees

The Commission shall have two (2) standing committees:
Nominations Committee and Finance Committee

The **Nominations Committee** shall include two (2) members of the Commission and one CRA not currently sitting on the RACC. No member of the Nominations Committee shall be a candidate for the RACC.

Purpose:

The Nominations Committee shall recommend a slate of qualified CRA nominees for the RACC position. The Nominations Committee shall recommend Public Commissioner candidates for RACC consideration.

The **Finance Committee** shall include the secretary, the vice chair, and the Public Commissioner.

1.08(2): Special (Ad Hoc) Committees/Task Forces

The Commission, in order to expedite its work, may establish special, or *ad hoc*, committees and task forces as needed. These *ad hoc* committees and task forces shall perform functions for the Commission such as fact finding, deliberation, and advising on a specific issue. Once a recommendation is made, the committee or task force is dissolved.

2.01: Annual Operating Budget

The RACC Finance Committee shall prepare an annual operating budget request for all RACC activities. This budget request will be presented to the AHRA Board of Directors for their review and approval.

2.02: Funding Options

The RACC shall obtain the necessary revenues for conducting the business of the RACC. These revenues shall be obtained through the assessment of certification fees, recertification fees, testing, and other means.

GUIDELINES FOR IMPLEMENTATION

Revenues

The Finance Committee will recommend appropriate fees for the following: certification fees, renewal fees, material costs, testing, and other fee-based activities of the certification program.

2.03: Accounting and Reporting

A system of accounts shall be maintained which will provide an accurate record of receipts and expenditures in accordance with generally accepted accounting practices and procedures. Regular reports of the financial status of the RACC shall be provided to the commissioners.

2.04: Inventory and Property

Reserved

2.05: Purchasing Of Goods and Services

Reserved

3.01(1): Purpose of Certification

RACC certification is a process intended to assure the radiology community and the public that a CRA has appropriate educational preparation and has successfully demonstrated, through an examination process, a high level of knowledge, experience, and skills relevant to managing an imaging department or center. The Commission:

- Reviews and revises the certification examination in accordance with the test specifications of validated job analysis studies.
- Uses a criterion-referenced passing point for each portion of the examination.
- Shall have the authority to certify individuals who qualify under standards for CRAs.
- Shall have control over all matters related to certification.
- Carries out certification activities under established policies.

3.01(2): Significance of Certification

The CRA credential is bestowed to individuals who have passed the RACC national examination. RACC certification is a means for individuals to indicate to employers, co-workers, the general public, and others that they have met the standards of an impartial, nationally recognized organization for the performance of radiology administration by virtue of their technical knowledge and experience.

RACC certification provides:

1. Assurance to employers and the public that a CRA has met uniform standards.
2. Increased stature in the profession.
3. Increased opportunities for career advancement.
4. Quick entry into job assignments that would otherwise require extensive on-the-job training.
5. Opportunities for job assignments where there are policies, practices, regulations, or contract provisions that require RACC certification.

3.01(3): Altering Requirements

Rev 03/13/12

RACC conducts a periodic review of the standards for certification to ensure validity and appropriateness. In the event the RACC deems it necessary to change requirements for certification, the Commission will consider the rationale and impact of proposed changes prior to recommending adoption. The RACC may provide forums for review and discussion by interested parties regarding adopted changes.

3.01(4): Wording of Certificates

RACC policy states that any change in an existing certificate's wording that refers to the names and areas of practice or training/specialization shall be subject to approval by the Commission. All RACC issued certificates will be alike in design and wording.

3.01(5): Waiver and Release of Information

The individual applicant or certificant authorizes the Commission and its agents to communicate all information relating to the application, certification, and review thereof to state and federal authorities, employer's other applicant and certificants, educational programs, and others.

The individual releases, discharges and exonerates the RACC, its officers, directors, employees, committee members, agents, and any person furnishing documents, records, and other information relating to eligibility, certification, or recertification from any and all liability of any nature and kind arising out of the furnishing or inspection of documents, records, and other information and any investigation, evaluation, and communication made by the RACC once certified.

The examination pass/fail status is confidential and will not be disclosed unless the RACC receives a written request to do so from a candidate, or is directed to do so by subpoena or court order. The candidate also must indicate the person or organization to which the pass/fail status should be revealed.

Information regarding disciplinary action taken against a certified professional may be made public as indicated above.

GUIDELINES FOR IMPLEMENTATION

Release of Information

1. All communications with certification candidates must be through the certification manager or staff or the secure office of its contractor.
2. Candidates should receive the following information before they sit for an examination:
 - a. How the examination is developed
 - b. Examination content
 - c. How the examination is scored
 - d. Test administration rules
 - e. Information regarding special accommodations
 - f. Admission to the examination
 - g. Appeals and test disclosure information
 - h. Renewal guidelines
3. RACC or its contractor will advise candidates of any potential deviation from the published requirements for certification. A deviation is deemed to have occurred only when the proper meeting procedures have been followed.
4. Candidates may receive test site information and/or direction to test sites via e-mail, fax, or US mail. This is not considered secure information. The candidate must show proof of identity before receiving permission to enter the examination room.
5. RACC may publish a list of CRAs in print or electronically. All requests for more specific information about certification status and/or examination results should be made in writing and sent via US mail to ensure security of the information.
6. As indicated above, the certification manager or the staff of its contractor shall answer all routine inquiries. For all inquiries other than routine certification inquiries, the designate shall require that the request be in writing and sent to the headquarters.

7. Whenever an application for certification is denied and additional requirements for admission are imposed, the Commission shall communicate to the candidate the additional requirements and reference the Commission's regulations and requirements.

3.01(6): Record Retention and Disposal

Rev. 03/13/12

RACC or its contractors shall maintain all applications, memoranda, forms, documents, and correspondence sent or received by the Commission.

RACC shall keep, by name, a record of Commission actions with respect to every applicant presenting for admission to the certification process.

All Commission actions shall be deemed to have occurred when the action is approved by an appropriate vote at a meeting, at which a quorum is present, or the minutes have been transcribed, and the chair or other appropriate officer of the Commission has signed the transcribed minutes attesting to their correctness.

Minutes of all meetings shall be designated as the official record for the RACC and shall be retained permanently.

All papers, incomplete application materials, and correspondence not pertaining to the current business operation of the Commission and pre-dating any current fiscal year by seven (7) years may be discarded and/or destroyed.

Confidential materials shall be destroyed through a secure process. All record of certified professionals shall be kept in accordance with the laws of Illinois.

3.01(7): Non-Discrimination

The RACC recognizes that equal opportunity is fundamental to equality in all forms of human endeavor. Therefore, all administrative practices and procedures will be non-discriminatory on the basis of national origin, ancestry, race, color, age, gender, marital status, creed, disability, socio-economic status. (See 3.06 [1]).

3.02: Certification Requirements

At the time of application, all of the following requirements must be satisfied:

1. Satisfactory completion of the educational and experience requirements in radiology administration.
2. Agree to comply with the Professional Practice Standards and Disciplinary Procedures established by the RACC, including the Code of Ethics.
3. Provide documented proof of work experience.
4. Complete the RACC certification application and remit the correct fee.

Eligibility Requirements
Rev 9/13/11, 03/13/12

The RACC Shall establish criteria to sit for the exam and will review as deemed necessary.

3.03(1): Examination Application Process

Application forms and fees may be e-mailed, faxed, or mailed to the RACC or its agent and should be received by the established application deadline. The completed application will include personal employment, knowledge base elements, and education information. Upon receipt of the completed application, RACC or the agent will review the information and assess the candidate's edibility to take the examination.

Note:

1. All radiology administrators desiring to become a CRA are required to successfully pass the CRA examination.
2. Applicants for certification may retest no sooner than three (3) months after their initial test.
3. Effective November-2022, applicants are allowed to change their application 1 time. Thereafter a fee of \$50.00 will be applicable for each change to another application/testing period.

3.03(2): Examination
Rev 03/12/12

The RACC must follow the test administration guidelines as approved by the Commission in collaboration with testing service providers. RACC will determine the examination dates and locations or delegate the selection to testing service providers.

For each test administration, the RACC will provide test center, personnel (including proctors and supervisors), and all physical facilities including such items as desks, tables, table coverings, and chairs.

Candidates have the opportunity to schedule their exam at a proctored testing site or utilize the Scantron Live Online Proctored (LOP) Testing option. LOP allows candidates to complete the CRA examination from their own computer via an internet connection.

3.03(3): Examination Compromise

Maintaining security of all RACC examination materials is the highest priority during test administration.

3.03(4): Accommodation Procedures
Rev 06/14/16

RACC is committed to equal access for all candidates for certification. It complies fully with the requirements of the American Disabilities Act in making its examination accessible at no charge to individuals with documented disabilities.

Candidates have the opportunity to schedule their exam at a proctored testing site or utilize the Scantron Live Online Proctored (LOP) Testing option. LOP allows candidates to complete the CRA examination from their own computer via an internet connection.

GUIDELINES FOR IMPLEMENTATION Accommodation Procedures

1. The request must be made by the candidate in writing, must include the required documentation, and must be received by the Commission no later than the published deadline for registration to take the examination.

2. The request must be specific, supported by medical documentation, and include:

Current letter/report dated within 1 year and signed by a licensed practitioner qualified to diagnose and treat the condition stating:

1. Clearly defined diagnosis
2. Necessary accommodations.

3. The Commission shall review the request and notify the candidate of its determination.

4. Examples of licensed practitioners include:

Health Condition, Mobility, Hearing, Speech, or Visual Impairment: physician, orthopedic specialist, audiologist, speech pathologist, ophthalmologist, or optometrist

Psychological Disorder: psychiatrist, psychologist, neuropsychologist, licensed professional counselor, or clinical social worker

3.03(5): Appeal Policy

Adverse decisions by the Commission may include, but are not limited to:

1. Denial of certification of an individual.
2. Denial of adequacy of credentials.

In the event of an adverse decision by the Commission, the Commission shall advise the individual involved of the decision and of the procedure for appealing the adverse decision. The individual desiring to appeal the Commission's adverse decision must adhere to the following procedure. The request must be received within 30 days of the date notice of the adverse decision issued by the RACC. The candidate is responsible for demonstrating that the appeal should be granted. The Commission shall review the request at its discretion and notify the applicant of its determination. The Commission recognizes that equal opportunity is fundamental to equality in all forms of human endeavor. Therefore, all administrative practices and procedures will be non-discriminatory

on the basis of national origin, ancestry, race, color, age, gender, sexual orientation, marital status, creed, disability, socio-economic status, and arrest or conviction record.

GUIDELINES FOR IMPLEMENTATION

Appeals

The following procedure has been established to provide for prompt and equitable resolution of all complaints. These steps must be followed in the order listed.

1. The grievant will submit to the administrative staff a signed, written statement of the grievance. The statement of the grievance will include:
 - a. Name of grievant
 - b. Facts giving rise to the grievance
 - c. Provisions of policy or of state or federal statutes, regulations, or guidelines purportedly being violated
 - d. Contention of the grievant with respect to the alleged violation
2. The affected party may petition for reconsideration or review of the Commission's decision on the grounds that the Commission has ruled erroneously by:
 - a. Disregarding the established RACC criteria for certification
 - b. Failing to follow its established procedures
 - c. Failing to consider relevant evidence and documentation presented
3. An individual may petition the Commission to reconsider its decision by filing with the Commission a written petition for reconsideration which shall include a statement of the grounds for reconsideration and documentation, if any, in support of the petition.
 - a. The Commissions' secretary and the chair of the appropriate committee must receive such petition within 30 days of the date on which the Commission announced its adverse decision.
 - b. The affected party may, at the discretion of the Commission, be invited to appear at the next regular meeting of the Commission.
 - c. The Commission will reach a final decision. This decision will be delivered in writing by mail to the individual not more than 30 days after the Commission meeting
4. Following the meeting, the RACC shall decide the disposition of the grievance and shall set down its decision in writing within thirty (30) working days. The decision of the Commission shall be final.

3.03(6): Refund Administration

Rev. 11/11/14

Certification fees are nontransferable and portions of the certification fees are nonrefundable. Within one (1) year after eligibility has been determined, candidates who do not schedule and take the certification examination may submit a written refund request for a portion of the original certification fee.

No refunds will be considered for candidates who have taken the certification examination or those who did not provide the necessary cancellation/rescheduling request to the Commission.

GUIDELINES FOR IMPLEMENTATION

Refunds

1. All requests for refunds must be in writing and must be made at least 5 business days prior to a scheduled exam.
2. Refunds will be issued for the amount paid minus the current handling charge approved by the RACC. Application fees and late fees are not refundable under any circumstances.
3. Requisitions must be sent to the Commission headquarters directly.

3.03(7): Re-Examination Policy

Any unsuccessful examination candidate desiring to retake the examination must submit a certification examination form that will be sent by the certification manager. The appropriate test fee must be included when returning this form.

Applicants for certification may retest no sooner than three (3) months after their initial test. If a candidate fails to appear at a test administration due to a medical emergency, then written notification including official medical documentation (i.e., attending physicians' note) must be submitted to the RACC or its contractor within two (2) weeks following the scheduled test date. If the candidate requested special testing accommodations for the previous test, these accommodations must be requested again.

3.04: Examination Development

The examinations used to test individuals who are certified by the Commission are based on a job analysis study.

A job analysis refers to the study of the elements of knowledge, skill, and ability necessary for an individual to practice at a minimum level of competence without endangering the public.

Job analysis also refers to the determination of those tasks typically performed by job incumbents that are important to competent performance. Job analysis studies are also commonly referred to as "practice analysis" or a "role delineation study."

3.04(1): Item Development

Rev 03/13/12

RACC item development committees prepare test questions for the certification examinations. Each question is:

1. Validated by three (3) independent judges (content experts) who serve on the item writing committees.

2. Referenced to current resources from the literature on or related to the specialty certification.
3. Repeatedly edited by RACC certified professionals for technical accuracy.

Each question is also subjected to editing for grammar, clarity, and psychometric integrity by psychometric consultants to the RACC. Thus, content experts write the questions and validate their appropriateness for the examination, and experts in testing review the questions to ensure that the questions perform as intended.

3.04(2): Passing Point

Rev 03/13/12

The passing point used by the RACC in its certified examination must be criterion-referenced. Since the certification examinations are revised periodically with items being replaced or revised, the difficulty level on an examination may change. RACC equates the version of its examination using appropriate psychometric procedures with the counsel of psychometric consultants.

3.04(3): Scoring the Examination

Rev 03/13/12

The certification examination is a multiple-choice examination.

The RACC or its contractor will contact each candidate to confirm examination results within twenty-one (21) days following the end of the testing period.

Questions concerning the scoring of the examination should be directed to the RACC office or to its contractor's office.

Candidates must pass the examination in order to be awarded the CRA designation. Candidates who fail the examination may repeat the examination. The contractor forwards the candidates' scores to the certification manager at the end of the scoring cycle.

3.04(4): Conduct and Prohibitions

Candidates are expected to conduct themselves in a professional manner at all times at the testing site. Test site personnel will ask disruptive candidates to leave the site if, in the opinion of the staff, the candidate is disturbing other candidates.

All electronic, photographic, and copying devices are prohibited and will be confiscated.

3.04(5): Format and Content

CRA examinations are 160 item multiple-choice examinations with 25 experimental questions, which do not count in scoring. The examination is scheduled for a four (4) hour period. A battery of questions will test each knowledge base element on an examination. Testing conditions are consistent for all candidates. The examination is secure so that no candidate gains an advantage over other candidates by having access to the examination content.

The content of the multiple-choice examination must be clearly linked to the role delineation study.

The role delineation study must be current and the participants in test development must be considered highly qualified in the field.

Examination questions must be written in such a way that there is no evidence of adverse impact on minority or other identifying group of candidates for the examination.

The quality and currency of the examination content and procedures are monitored and improvements are made when needed.

3.04(6): Disclosure of Examination Information

RACC certification examinations, item banks, scoring keys, and other related materials remain solely the property of the RACC.

These materials are confidential and are not available for review by any person or agency for any reason unless required by subpoena or court order.

3.05: Recertification

The continued proficiency of professionals is a major interest of the RACC.

The goal of recertification is to evaluate the continued competence of a Certified Radiology Administrator (CRA).

RACC recognizes the methods and procedures employed in recertification may differ from those used in the initial certification process.

Recertification should seek to ensure, through periodic evaluations, the professional's continued competence in radiology administration.

Recertification should encourage certified professionals to continue those educational activities essential to the maintenance of competence in their certificate area.

Policies and procedures for recertification should be incorporated in the published certification requirements provided by RACC.

3.05(1): Requirements for Recertification

rev. 12/4/06, 03/13/12

Requirements are as follows:

The payment of a Recertification Fee established by the RACC.

CE as determined by the RACC's current CE Guidelines. These guidelines will be available to CRAs and the public. The RACC reserves the right to change eligible CE requirements at any time.

**3.05(1.1): CEUs for Completion of Other Administrative Certifications
added 11/11/08, updated 04/12/11, 06/20/11, 02/09/16**

RACC will award twelve (12) CEUs for the completion and award of advanced administrative credentials through specific professional organizations. Approval of such advanced administrative credentials shall be granted by the RACC upon its acceptance of the credential as an advanced managerial and/or administrative that attests to a level of professionalism and experience as offered by the CRA.

At this time, the initial certification of the following advanced administrative credential has been approved by the RACC and awarded twelve (12) CEUs:

- Certified Imaging Informatics Professional (CIIP)
- Fellow of American Academy of Medical Administrators (FAAMA)
- Fellow American College of Healthcare Executives (FACHE)
- Project Management Professional (PMP)

RACC Approval of Additional Advanced Administrative Credentials

Upon written request, from an active Certified Radiology Administrator, the RACC shall determine its approval or disapproval of awarding CEUs for additional advanced administrative credentials, based on a review of the Professional Focus and Eligibility Requirements of the requested credential as follows:

Eligibility Requirements - The eligibility for the credential should follow a similar path as the CRA, including; required Minimum Educational (Bachelors or Masters Level), Administrative Experience, Proctored Testing and Continuing Education.

Professional Focus of Credential – The intent of the advanced executive credential should be focused toward at least three of the five (5) RACC Domains (Human Resource Management, Asset Resource Management, Fiscal Management, Operations Management, and Communication and Information Management) within the field of healthcare leadership.

**3.05(2): Failure to Renew Certification
added 12/4/06, rev 03/13/12**

An individual who fails to apply for renewal of certification or who does not pay the renewal fee or who does not meet the CEC probation requirements will be dropped and will no longer be considered a Certified Radiology Administrator and will no longer be authorized to use the CRA designation.

CRA's can appeal their expiration or apply for CRA Probationary Status with 90 days of their expiration. Chair and Vice-Chair will review appeal requests.

3.05(2.1) Non-voluntary Active Duty Deployment Extension
added 04/18/08

CRAs called to non-voluntary active duty deployment during a triennium are eligible to have their recertification date extended by the length of time the CRA is deployed. A request for extension must be made in writing to the RACC and must be accompanied by adequate documentation (TDY, PCS or TCS). The decision to grant an extension will be made at the sole discretion of the RACC.

3.05(3): Reinstatement
added 12/4/06

Reinstatement must be requested within 90 days of the date that the CRAs certification renewal was due. Reinstatement may be granted in the following two ways:

1. If the CRA met all CEC requirements during the Certification Period but failed to pay the renewal fee by the due date a request for reinstatement, along with all required CEC documentation, must be submitted along with the required Reinstatement Fee established by the RACC.
2. If the CRA did not meet all CEC requirements during the Certification Period they may request to be placed on CEC Probation Status. If placed on CEC Probation Status the CRA must complete all CECs required during the Certification Period plus an additional 6 CECs within 6 months of being granted Probationary Status. The Probationary Status will be lifted upon submitting proof of the completion of the required CECs along with the required Reinstatement Fee established by the RACC.

3.06(1): Disciplinary Standards

The RACC may revoke or otherwise take action with regard to the application or certification of an individual in the case of:

- Ineligibility for certification;
- Irregularity in connection with any certification examination;
- Unauthorized possession, use, access, or distribution of certification examinations, score reports, answer sheets, certificates, certificant or applicant files, documents, or other material;
- Material misrepresentation or fraud in any statement to the Commission or to the public including, but not limited to, statements made to assist the applicant, certificant, or another apply for, obtain, retain, or renew certification;
- Any physical and/or drug condition, or habitual use of alcohol or any other drug substance to a degree that impairs competent and objective professional performance;
- Gross or repeated negligence or malpractice in professional work, which includes releasing confidential information of parties, competitors, or others with whom the certificant or applicant has a professional relationship;
- The conviction of, plea of *nolo contendere* to a felony or misdemeanor that is directly related to candidate's or certificant's education, training, or employment; or

- Not adhering to the certification eligibility requirements, CE requirements, or professional standards of practice, including the Code of Ethics.

3.06(2): Disciplinary Panels

Updated 9/18/12

1. The Disciplinary Panel shall consist of the RACC Vice-chair, RACC Secretary/Treasurer, and the all non-officer RACC CRA Commissioners. This panel will consider alleged violations of any application or certification standard set forth in these procedures.
2. The Disciplinary Appeals Panel shall consist of the RACC Chair, the AHRA President, and the RACC Public Member. This panel will consider appeals to decisions made by the Disciplinary Panel.
 1. The AHRA President may appoint a AHRA Board Member to replace the AHRA President on this panel.
 2. The RACC Chair may appoint a CRA not currently serving on the RACC to replace the RACC Chair on this panel
 3. The RACC Chair may, at the request of the RACC Public Member, appoint a member of the public to replace the Public Member on this panel.
3. The Commission may at any time, by a majority vote, elect persons who are CRAs to form an Alternate Disciplinary Panel who will act as a Disciplinary Panel in place of designated RACC members and consider alleged violations of any application or certification standard set forth in these procedures.
 1. An Alternate Disciplinary Panel shall be composed of at least three (3) full-voting members and at least one (1) non-voting (substitute) member.
 2. Whenever a vacancy of a full-voting member occurs in an Alternate Disciplinary Panel as a result of resignation, unavailability, or disqualification, the RACC shall designate a full-voting member from the substitute members.
 3. The RACC may, at any time, by a majority vote, resume using a Disciplinary Panel comprised of RACC members as outlined above.
 4. Any disciplinary investigation, hearing or action ongoing at the time an Alternate Disciplinary Panel is formed or use of the RACC Disciplinary Panel is resumed will continue to fall under the jurisdiction of the panel previously assigned to the alleged violation.
4. A majority of full-voting members of a Disciplinary or Appeals Panel shall select their chair at the beginning of each disciplinary matter or investigation.
5. A quorum on a Disciplinary or Appeals Panel shall consist of three (3) full-voting members and panel action shall be determined by a majority vote.
6. If a full or substitute member serves as a member on a Disciplinary or Appeals Panel, he or she may not consider the same matter while serving on a different panel.
7. A full or substitute member may not serve in any situation where his or her impartiality or the presence of actual or apparent conflict of interest might reasonably be questioned.

3.06(3): Disciplinary Review Procedures

Updated 9/18/12

Upon receipt of an allegation that raises an issue under the disciplinary review procedures, such allegation shall be transmitted to the Disciplinary Panel.

If the Disciplinary Panel determines that no good cause exists to question eligibility or compliance with standards, no adverse action shall be taken.

However, if the Disciplinary Panel determines by majority vote that good cause does exist, it shall direct the communication to the applicant or certificant by certified mail, return receipt requested. The Disciplinary Panel shall state the factual allegations constituting the alleged violation and disciplinary standard allegedly violated, and shall also include the following recitation of rights and procedures:

1. That the applicant or certificant has the right to an oral hearing if he or she disputes the truthfulness of the allegations and the applicant or certificant must bear his or her own expenses in connection with any such hearing;
2. That the applicant or certificant must appear at any hearing held at an in person meeting of the Disciplinary Panel;
3. That the applicant or certificant may be represented by counsel at the hearing, may present evidence on his or her own behalf, and may examine or cross-examine any witness under oath;
4. That sanctions may be imposed if the allegations are determined to be true by a disciplinary panel or if the applicant or certificant fails to submit a timely response; and
5. That the applicant or certificant will be deemed to consent to the imposition of sanctions by the Disciplinary Panel if he or she does not dispute the truthfulness of the allegations.

Whenever the Disciplinary Panel determines that there is cause to believe that a threat of immediate and irreparable damage exists, the Disciplinary Panel shall hear the matter by immediate telephone or other expedited notice and hearing procedure. Following such notice and opportunity by the individual to be heard, if the Disciplinary Panel determines that a threat of immediate and irreparable damage exists, certification may be suspended for up to sixty (60) days pending a full hearing under the procedures described above.

Conduct that violates an application or certification standard set forth in these procedures may also violate applicable state or federal law. In addition to potential sanctions, the RACC and/or AHRA may, without giving prior notice, pursue civil and/or criminal penalties against the applicant or certificant.

3.06(4): Disciplinary Hearing **Updated 9/18/12**

If an applicant or certificant disputes the allegations or requests a hearing, the chair of the Disciplinary Panel shall:

1. Forward the allegations and the applicant or certificant response to the Disciplinary Panel.
2. Schedule a hearing of the Disciplinary Panel after the request is received.
3. Send by certified mail, return receipt requested, a Notice of Hearing to the applicant or certificant. The Notice of Hearing shall include a statement of the time and place

of the hearing as selected by the RACC after consultation with the chair of the Disciplinary Panel.

4. The Disciplinary Panel shall maintain a verbatim oral or written transcript.
5. The applicant or certificant may make opening statements, present documents and testimony, examine and cross-examine witnesses under oath, make closing statements, and present written briefs as scheduled by the Disciplinary Panel.
6. The Disciplinary Panel shall determine all matters related to the hearing. The hearing and related matters shall be determined on the record by majority vote. Formal rules of evidence shall not apply. Relevant evidence may be admitted. Disputed questions shall be determined by majority vote of the Disciplinary Panel.

3.06(5): Disciplinary Sanctions

Sanctions for violation of any RACC standards may include one or more of the following:

1. Denial or suspension of eligibility
2. Revocation
3. Non-renewal
4. Censure
5. Reprimand
6. Suspension
7. Training or other corrective action
8. Reports
9. Conditions relating to the above

3.06(6): Disciplinary Appeal Process

Updated 9/18/12

The applicant or certificant may appeal to the Appeals Panel a decision by the Disciplinary Panel regarding the truthfulness of allegations or regarding the imposition of sanctions. An appeal must be filed within thirty (30) days of the applicant or certificant receipt of the decision by submitting a written appeal statement to the RACC accompanied by a \$250 appeal fee.

The RACC may file a written response to the appeal statement of the applicant or certificant.

The Appeals Panel shall render a decision on the record without oral hearing, although written briefing may be submitted.

3.06(7): Disciplinary Decision

Updated 9/18/12

The decision of the Disciplinary and Appeals Panels shall be rendered in writing. The decision shall contain factual findings, conclusion of law, and any sanctions applied. It shall be transmitted to the applicant or certificant by certified mail, return receipt requested.

As prescribed, the individual gives up certain rights to privacy as a condition of application for or granting of certification.

The individual releases, discharges, and exonerates the Commission, its officers, directors, employees, committee members, agents, and any person furnishing documents, records, and other information in relation to eligibility, certification, or recertification from any and all liability of any nature and kind arising out of the furnishing or inspection of documents, records, and other information and any investigation, evaluation, and communication made by the RACC.

4.01: Certified Radiology Administrator – Retired added 09/09/08

A CRA in good standing who is no longer actively working in the field of imaging management may apply for Certified Radiology Administrator – Retired (CRA-Retired) status.

CRA-Retired status has been created to allow CRAs who have retired from the field of imaging administration to maintain a connection to the credential.

CRA-Retired status is not a certification program and the RACC makes no claims on the ability of any individual holding CRA-Retired status to meet professional standards for the performance of radiology administration.

Individuals who maintain CRA-Retired status are *not* evaluated for continued competence in radiology administration, *nor* are they required to undertake those education activities essential to the maintenance of competence in their certificate area.

4.0.02: Retired Status Application Process added 09/09/08, rev 4/10/12

A CRA eligible for retired status may apply for such status by submitting a signed application and agreement form approved by the RACC, along with the CRA-Retired conversion fee.

An individual whose CRA status has expired may apply for CRA-Retired status **within** 90 days of expiration of the certification period.

Retired status may be conferred or withheld at the RACC's discretion.

4.03: Retired Status Professional Practice and Disciplinary Policy and Procedures added 09/09/08

A CRA-Retired in good standing may use the designation CRA-Retired. A CRA-Retired is prohibited from using the CRA designation without the “–Retired” suffix.

A CRA-Retired is subject to the same professional practice and disciplinary policy and procedures (RACC policy 3.06) required of CRAs.

Individuals with CRA-Retired status are prohibited from representing themselves as CRAs or implying that they currently maintain CRA status. This prohibition includes, but is not limited to, misrepresentation through misuse of the CRA designation, the CRA logo, CRA pin, or CRA card.

4.04: Retired Status Renewal
added 09/09/08, rev 4/10/12

CRA-Retired status must be renewed each triennium. CRA-Retired renewal dates will be consistent with the CRA-Retired's former CRA recertification dates.

Retirement status can be renewed by submitting the signed application and agreement form approved by the RACC. There is no fee to renew retired status after the initial conversion.

4.05: Reinstatement to Full Active CRA Status
added 09/09/08, rev 4/10/12

An individual with CRA-Retired status may reinstate to full active CRA status by retaking the CRA examination with a passing score. The exam retake fee for CRA-Retired individuals will be reduced by the amount of the CRA-Retired conversion fee.

Glossary

Ad Hoc Committee: Committee appointed by the chair of the Commission to provide guidance on a temporary basis to the Commission regarding a specific goal or duty.

AHRA Bylaws: Document which outlines the constitutional general rules that govern AHRA and establishes the Commission.

Commissioners: Elected persons representing all CRAs to the public.

Confidential materials: Examples include test scores, certification applications, continuing education information, and copies of certificates.

Executive session: A meeting closed to the public when referring to an AHRA RACC meeting.

Ex-officio member: Serving on a committee or the RACC with a voice, but no vote in any motions coming before the committee or the Commission for approval.

Fiscal year: Indicates the timeframe for which all annual financial activity is based.

Grievant: Individual or group initiating a complaint against an individual, commissioner, and/or the RACC

Minutes: An official record of a meeting.

Motion: A suggestion for action or a change within the Commission to be considered for approval or disapproval by the Commission.

Operating budget: Financial confines within which the RACC shall do business

Organizational chart: Indicates the flow of information through the Commission, as well as the relationships between committees.

Public participation: Participation in a meeting by individuals or groups that are not members of the Commission.

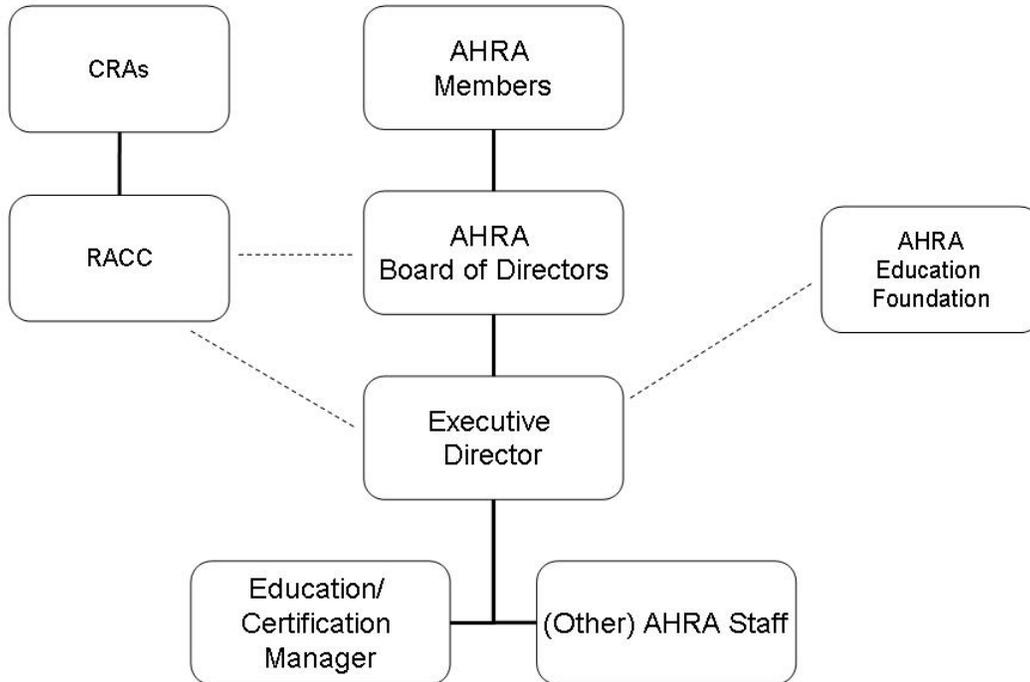
Quorum: The minimum number of individuals of the Commission required in attendance to conduct business.

Revenue(s): Also known as income. Amounts brought in from services provided to members as well as certified professionals.

Sponsor: Individual or committee taking responsibility for introducing and supporting a motion.

Standing committee: Committee designated as responsible for a particular part of RACC business.

RACC Organizational Chart



Appendix A

Certified Radiology Administrator

Code of Ethics

Every applicant and every Certified Radiology Administrator must agree in writing to adhere to the CRA Code of Ethics and to all CRA policies and procedures. The CRA Code of Ethics has been adopted to maintain and promote the highest standards of professional and personal conduct among Certified Radiology Administrators. Adherence to these standards is expected from Certified Radiology Administrators and serves to assure public confidence in the integrity and service of Certified Radiology Administrators.

Certified Radiology Administrators ("CRAs") recognize their responsibility to uphold and maintain high professional and ethical standards. As a condition of certification, CRAs agree to adhere to the following Code of Ethics in their professional interaction with patients, colleagues, vendors, and other health professionals:

1. A CRA will conduct business in a manner that is honest, professional, impartial, and fair to all stakeholders.
2. A CRA will not willfully engage in, assist, or be a party to any conduct or practice which is or could be considered fraudulent, illegal, or deceptive.
3. A CRA will not willfully engage in, assist, or be a party to any conduct or practice that is likely to discredit the profession, compromise professional conduct or create a conflict of interest.
4. A CRA will protect and maintain the confidentiality of privileged information, including but not limited to patient and organizational information.
5. A CRA will uphold all fiduciary and professional responsibilities in his or her employment.
6. A CRA will represent his or her qualifications and certifications (including professional and educational achievements) honestly and in a manner that is not false or misleading.
7. A CRA will promote the safety and health of his/her employees, patients, and the public.
8. A CRA will act in compliance with all laws and regulations applicable to the profession.
9. A CRA will uphold the requirements for any licensure or certifications the CRA may hold.
10. A CRA will continue to adhere to all CRA policies, procedures, and eligibility requirements.

FELONY CONVICTIONS

An applicant who has been convicted of, or pled guilty or "nolo contendere" to a health care related felony is ineligible to sit for the examination.

Appendix B

Conflict of Interest Form

Dear Fellow Commissioners:

You must update this form (1) annually and (2) at any time during the year when new disclosable interests arise or are undertaken that relate to existing Radiology Administration Certification Commission interests.

I believe I can undertake my duties in an ethical manner free of discrimination or bias and my involvement on the Radiology Administration Certification Commission will not be seen to present a conflict of interest.

Please be advised that I am not aware of any conflicts of interest which I may have as a member or officer of the Radiology Administration Certification Commission, as the case may be, of the American Healthcare Radiology Administrators (AHRA), Inc. which require disclosure under the policy on Conflicts of Interest except as follows: **(State NONE or describe the conflict of interest here)**

If any matter giving rise to a conflict of interest on my part arises in the future, I will disclose the matter to the Commission. I will not vote or use my personal influence in regard to any matter as to which I may have a conflict of interest.

I wish to withdraw from the Radiology Administration Certification Commission due to a relationship, which may present or be perceived to present a conflict of interest.

I hereby affirm that the above information is true to the best of my knowledge, and that I will update promptly if my circumstances change.

RACC Commissioner Signature: _____

Date: _____

Appendix C

RACC Position Descriptions

Rev. 5/13/08, 2/12/13

Radiology Administration Certification Commission

Position Description: Chair

Term of Office: One year. May serve a maximum of 4 years.

Reports to: Radiology Administration Certification Commission

Elected by: Radiology Administration Certification Commission

Responsibility:

The Chair is elected by the Commissioners, and serves as the RACC leader and presides at all RACC meetings. The Radiology Administration Certification Commission (RACC) has been established as a separate and autonomous functional body responsible for the examination and certification of radiology administrators. A Commissioner is a member of the RACC, which is responsible for governing the Certified Radiology Administrator (CRA) program and assuring that it succeeds in its mission. The affairs of the RACC are managed under the direction and supervision of the RACC. The Commission acts as a body and individual commissioners have no authority, unless the RACC delegates it to them.

RACC Commissioners shall:

- Determine policies relative to the CRA program, including certification eligibility requirements, recertification criteria and continuing education requirements, and fees associated with the CRA program.
- Manage CRA appeal and disciplinary processes to maintain the integrity of the CRA program in protecting the public.
- Bestow public recognition to those radiology administrators who satisfy all certification eligibility criteria and successfully complete the CRA examination, and who fulfill continuing education and recertification requirements established by the Commission

Commissioners are responsible to:

- Prepare for and facilitate all meetings of the RACC.
- Respect and maintain confidentiality of information and protocols for representation of the RACC and CRA program in the community and with the media.
- Establish the passing point for the CRA examination and assist in key verification as needed.
- Participate in item writers and/or test assembly meetings as needed.
- Vote on CRA policy and program issues.
- Serve as a resource of knowledge, support and counsel to staff, committees and other commissioners.

Additionally, the Chair shall:

- Preside at all meetings of the Commission, and other meetings as required.
- Serve as a nonvoting **ex-officio member** of all RACC committees.
- Oversee implementation of policy and ensures that appropriate administration and systems are established and maintained.
- Be an RACC spokesperson with the media, CRAs and interested others.
- Appoint all committee chairs.
- Other duties as prescribed by the Commission.

Qualifications:

- Served at least one year on the Radiology Administration Certification Commission
- Experience in interpreting and reporting financial information
- Ability to be a good facilitator
- Meet all other requirements and qualifications established for RACC Commissioners

Rev. 5/13/08, 2/12/13

**Radiology Administration Certification Commission
Position Description: Vice-chair**

Term of Office: One year. May serve a maximum of 4 years.

Reports to: Radiology Administration Certification Commission

Elected by: Radiology Administration Certification Commission

Responsibility:

The Radiology Administration Certification Commission (RACC) has been established as a separate and autonomous functional body responsible for the examination and certification of radiology administrators. A Commissioner is a member of the RACC, which is responsible for governing the Certified Radiology Administrator (CRA) program and assuring that it succeeds in its mission. The Vice-chair serves as an officer of the RACC and assumes the duties of the Chair in his/her absence. The affairs of the RACC are managed under the direction and supervision of the RACC. The Commission acts as a body and individual commissioners have no authority, unless the RACC delegates it to them.

RACC Commissioners shall:

- Determine policies relative to the CRA program, including certification eligibility requirements, recertification criteria and continuing education requirements, and fees associated with the CRA program.
- Manage CRA appeal and disciplinary processes to maintain the integrity of the CRA program in protecting the public.
- Bestow public recognition to those radiology administrators who satisfy all certification eligibility criteria and successfully complete the CRA examination, and who fulfill continuing education and recertification requirements established by the Commission

Commissioners are responsible to:

- Prepare for and attend all meetings of the RACC.
- Respect and maintain confidentiality of information and protocols for representation of the RACC and CRA program in the community and with the media.
- Establish the passing point for the CRA examination and assist in key verification as needed.
- Participate in item writers and/or test assembly meetings as needed.
- Vote on CRA policy and program issues.
- Serve as a resource of knowledge, support and counsel to staff, committees and other commissioners.

Additionally, the Vice-chair shall:

- In case of absence of the Chair, preside at meetings of the Commission.

- Prepares and submits an annual budget while serving on the RACC Finance Committee.
- Other duties as assigned by the Chair.

Qualifications:

- Served at least one year on the Radiology Administration Certification Commission
- Experience in interpreting and reporting financial information
- Ability to be a good facilitator
- Meet all other requirements and qualifications established for RACC Commissioners

Rev. 5/13/08, 2/12/13

**Radiology Administration Certification Commission
Position Description: Secretary**

Term of Office: One year. May serve a maximum of 4 years.

Reports to: Radiology Administration Certification Commission

Elected by: Radiology Administration Certification Commission

Responsibility:

The Radiology Administration Certification Commission (RACC) has been established as a separate and autonomous functional body responsible for the examination and certification of radiology administrators. A Commissioner is a member of the RACC, which is responsible for governing the Certified Radiology Administrator (CRA) program and assuring that it succeeds in its mission. The Secretary serves as an officer of the RACC and is responsible for preparing and submitting for approval the Minutes of each Commission meeting. The affairs of the RACC are managed under the direction and supervision of the RACC. The Commission acts as a body and individual commissioners have no authority, unless the RACC delegates it to them.

RACC Commissioners shall:

- Determine policies relative to the CRA program, including certification eligibility requirements, recertification criteria and continuing education requirements, and fees associated with the CRA program.
- Manage CRA appeal and disciplinary processes to maintain the integrity of the CRA program in protecting the public.
- Bestow public recognition to those radiology administrators who satisfy all certification eligibility criteria and successfully complete the CRA examination, and who fulfill continuing education and recertification requirements established by the Commission

Commissioners are responsible to:

- Prepare for and attend all meetings of the RACC.
- Respect and maintain confidentiality of information and protocols for representation of the RACC and CRA program in the community and with the media.
- Establish the passing point for the CRA examination and assist in key verification as needed.
- Participate in item writers and/or test assembly meetings as needed.
- Vote on CRA policy and program issues.
- Serve as a resource of knowledge, support and counsel to staff, committees and other commissioners.

Additionally, the Secretary shall:

- Keep minutes of the meetings or designate the task to another Commissioner or a staff member.
- See that all notices are duly given in accordance with the RACC policies

- Serve on the RACC Finance Committee.
- Other duties as assigned by the Chair.

Qualifications:

- Served at least one year on the Radiology Administration Certification Commission
- Experience in interpreting and reporting financial information
- Ability to be a good facilitator
- Meet all other requirements and qualifications established for RACC Commissioners

Radiology Administration Certification Commission
Position Description: Commissioner

Term of Office: Three years, or as required by Policy 1.07(4), with a maximum of two terms.

Reports to: Radiology Administration Certification Commission

Selection: Elected by Certified Radiology Administrators

Responsibility:

The Radiology Administration Certification Commission has been established as a separate and autonomous functional body responsible for the examination and certification of radiology administrators. A Commissioner is a member of the RACC, which is responsible for governing the Certified Radiology Administrator (CRA) program and assuring that it succeeds in its mission. The affairs of the RACC are managed under the direction and supervision of the RACC. The Commission acts as a body and individual commissioners have no authority, unless the RACC delegates it to them.

RACC Commissioners shall:

- Determine policies relative to the CRA program, including certification eligibility requirements, recertification criteria and continuing education requirements, and fees associated with the CRA program.
- Manage CRA appeal and disciplinary processes to maintain the integrity of the CRA program in protecting the public.
- Bestow public recognition to those radiology administrators who satisfy all certification eligibility criteria and successfully complete the CRA examination, and who fulfill continuing education and recertification requirements established by the Commission

Commissioners are responsible to:

- Prepare for and attend all meetings of the RACC.
- Respect and maintain confidentiality of information and protocols for representation of the RACC and CRA program in the community and with the media.
- Establish the passing point for the CRA examination and assist in key verification as needed.
- Participate in item writers and/or test assembly meetings as needed.
- Vote on CRA policy and program issues.
- Serve as a resource of knowledge, support and counsel to staff, committees and other commissioners.

Qualifications:

- Current CRA in good standing
- Have maintained full, active CRA status for at least 1 year prior to nomination.
- Demonstrated leadership skills through a record of responsible service
- Knowledgeable about the programs and services of the Commission
- Ability to communicate effectively in oral and written form
- Demonstrated ability to exercise good judgment
- Fair, reasoned, and impartial judgment
- Committed to serving the common interests of all CRAs

Meeting requirements:

The RACC typically meets monthly via conference call. Item writing and test assembly meetings are held as needed, typically every-other-year, and may be held all or in part via electronic means or conference call.

Commissioners may occasionally represent the RACC/CRA Program at meetings of Professional Associations, Governmental Agencies, etc as requested by the Commission.

Radiology Administration Certification Commission
Position Description: Public Commissioner

Term of Office: Three years, with a maximum of two terms.

Reports to: Radiology Administration Certification Commission

Selection: The Nominations committee shall select a slate of candidates for the open public member Commission position. RACC members vote to elect a nominee from the slate to serve on the Commission. In the event of a tie, the Chair of the Commission shall break the tie.

Responsibility:

The Radiology Administration Certification Commission has been established as a separate and autonomous functional body responsible for the examination and certification of radiology administrators. A Commissioner is a member of the RACC, which is responsible for governing the Certified Radiology Administrator (CRA) program and assuring that it succeeds in its mission. The affairs of the RACC are managed under the direction and supervision of the RACC. The Commission acts as a body and individual commissioners have no authority, unless the RACC delegates it to them.

RACC Public Commissioners shall:

- Determine policies relative to the CRA program, including certification eligibility requirements, recertification criteria and continuing education requirements, and fees associated with the CRA program.
- Manage CRA appeal and disciplinary processes to maintain the integrity of the CRA program in protecting the public.
- Bestow public recognition to those radiology administrators who satisfy all certification eligibility criteria and successfully complete the CRA examination, and who fulfill continuing education and recertification requirements established by the Commission

Public Commissioners are responsible to:

- Prepare for and attend all meetings of the RACC.
- Respect and maintain confidentiality of information and protocols for representation of the RACC and CRA program in the community and with the media.
- Establish the passing point for the CRA examination
- Vote on CRA policy and program issues with the exception of the election of RACC Officers. The Public Commissioner will cast a ballot in the election of officers only if the result of the election results in a tie. The Public Commissioner will be given the names of the tied candidates and then cast a deciding vote to break the tie.
- Serve as a resource of knowledge, support and counsel to staff, committees and other commissioners.

Additionally, the Public Commissioner shall:

- Serve on the RACC Finance Committee.

Qualifications:

- Demonstrated leadership skills through a record of responsible service
- Ability to communicate effectively in oral and written form
- Demonstrated ability to exercise good judgment
- Fair, reasoned, and impartial

The public member can not:

- Be a current member of the medical imaging services profession.
- Be an employer or an employee of individuals in the medical imaging services profession.
- Be an employee of an individual certified by the RACC/CRA program or of an employer of individuals in the medical imaging services profession.
- Be an employee of any certification organization.
- Be currently deriving more than 5% of total income from the medical imaging services profession.
- Be a current or former CRA.
- Have worked for or provided contract services to the RACC at any time during the five years preceding appointment as a public member on the RACC.

Meeting requirements:

The RACC typically meets monthly via conference call.

Commissioners may occasionally represent the RACC/CRA Program at meetings of Professional Associations, Governmental Agencies, etc as requested by the Commission.