

FAQs

Q. Is there a defined time frame in which certification needs to be completed?

A. While we do not have a specific time table for completion, we encourage you to work towards this goal as quickly as possible so as not to lose momentum.

Q. How do you evaluate life experiences for credit?

A. The committee asks for details on the position you have held, your job description, other responsibilities you may have had while in the position, the length of time you worked in this capacity and specific innovative projects you completed while in this position. The committee then evaluates your life experience.

Q. Is it really necessary to have three years of house management experience? I have held similar positions that seem relevant.

A. Three years of hospitality house experience is a cornerstone of this certification process. There are no acceptable substitutes for this requirement.

Q. If I don't have 3 years of house management experience, can I complete the other requirements?

A. Yes, once you have fulfilled all other requirements, we will put your application on hold until you have completed three years of house management.

Q. What if I cannot remember some of the details of the classes I have taken?

A. Request a class description from the institution and the committee will assist you.

Q. How long does the certification last?

A. Certification is valid for three years from the date certification is awarded.

Q. I see that you require recertification after three years. Is this a difficult process?

A. No. If you attend the HHN conference each year, you will more than likely fulfill the 30 hours required.

Q. Does it cost anything to be re-certified?

A. Yes, A small filing fee is required for re-certification.

Q. How can I learn more?

A. Contact the office of HHN for more information or attend a certification information session offered at the HHN conference each year.



HEALTHCARE HOSPITALITY NETWORK

HHN

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The mission of the HHN is to support homes that help and heal to be more effective in their service to their patients and families.

Facilitating environments that help and heal

Hospitality House Professional Certification



*A program of the
Healthcare Hospitality Network*



HEALTHCARE HOSPITALITY NETWORK

HHN PROFESSIONAL CERTIFICATION



Why Certification?

As a Hospitality House Professional, you must, on a daily basis, relate in a caring and compassionate manner to patients and their families, as well as, supervise the day-to-day operations of a House. Certification tells the world that you have sought out valuable educational opportunities and that you strive to be at the top of your profession in all that you do!

Who can be certified?

Certification is open to anyone who works in a management capacity at a HHN member Hospitality House.

Requirements

- Academic coursework or continuing education seminars in seven core areas must be completed and verified.
- You must complete three (3) years in a management position at a Hospitality House.
- Once you have successfully completed the seven core academic requirements and have three years of House management experience, the last step towards certification is completion of a House review of another Hospitality House.
- Upon completion of all requirements, a small filing fee is required.

How do I start?

Certification begins in the members only area on the HHN website (www.nahhh.org.)

By completing the initial demographic information on the application, you notify the office of your interest in pursuing certification. This also gives the Certification Committee the opportunity to assist you during the application process.

Start by completing the application form online. In order to receive your certification, you must complete all of the items on your checklist and submit your application.

The Certification Committee will then review your application and notify you of any missing components.

Core Curriculum

Seven core areas of study must be completed to receive House Professional Certification:

- **Psychosocial Skills**
Because cultural sensitivity, relationship skills and effective dialogue techniques are essential.
- **Business Skills**
Because an understanding of sound business practices and the effective use of resources is essential.
- **Non-Profit Management**
Because knowledge of non-profit standards and best practices is essential.
- **Human Resources**
Because an understanding of legal, ethical and effective HR practices is essential.
- **Healer-Satisfaction Fulfillment**
Because self-assessment of your mental and physical health risks and taking steps to ensure your continued health is essential.
- **Medical & House Emergencies**
House emergency plan.
Proof of current CPR certification.
- **Operations**
Three years House management experience required.

The House Review

As a final requirement of certification, the applicant must conduct a site visit to another hospitality home, conduct an assessment of House operations and share findings with the manager of the other House. Three years house management experience must be completed before the House Review is conducted.

The goal of the House Review is to offer the applicant the opportunity to meet other professionals in similar positions, to exchange information about different approaches to operating a house, to share successes and challenges, and to have a forum for the applicant to share the insights and knowledge they developed during their certification process.

To recognize Hospitality House professionals who have successfully completed study in seven core areas.

To improve the quality of Hospitality Houses by providing recognition to professionals who have successfully completed a challenging course of study.

To provide a benchmark of professional-level study for Hospitality Houses to use in recruiting and hiring professional staff.