

FOCUS ON CRA



The RACC's Annual Review of Activities for 2008



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The Radiology Administration Certification Commission (RACC) held 12 commission meetings during 2008. Ten were held via conference call and 2 were face to face meetings. During

these meetings, we planned the year's activities, reviewed and revised policies, heard and responded to suggestions and appeals from CRAs, reviewed CRA examination results, and in general conducted the activities necessary to assure that the CRA certificate and program continue to grow and be relevant in the healthcare community.

Below I highlight some of the activities and actions of the commission during the preceding year. They include:

- An official Web site for the CRA program was established. On the Web site, www.CRAinfo.org, you can find detailed information about the CRA program and the RACC.
- Monthly articles were written by commissioners and published in the monthly emailed CRA newsletter and *Link*.
- As part of exam development and assessment, several commissioners took, reviewed, and evaluated each question on the CRA examination.
- Updates and changes were made to the policies and procedures manual to assure it was up to date and serving the needs of the credential.
- Job descriptions for all commissioners were codified.
- A "retired" status was established for the CRA credential. The use of the CRA Retired designation was authorized by establishing specific requirements to be met before being granted the designation.
- An analysis was done to determine the effect of education and experience on success rates in passing the CRA examination. This was published on our Web site.

- The RACC distributed a questionnaire to all CRAs and has posted the results on the CRA Web site. For the first time, the CRA questionnaire was conducted in an online format; all CRAs were invited to participate. Feedback was gathered on topics ranging from exam preparation, CRA value and recognition, the renewal process, marketing, and the new CRA Web site. A results summary is now available at www.CRAinfo.org under the Current CRAs tab.

- Commissioners attended and represented the CRA program at several meetings of professional organizations within the healthcare community. This was done to expand awareness of the CRA program and the CRA credential. These included meetings of the AHRA, the Radiology Business Management Association (RBMA), the American College of Healthcare Executives (ACHE), the American Society of Healthcare Human Resources Administration (ASHHRA), and the Association of Educators in Imaging and Radiologic Sciences (AEIRS).

- The renewal process was reviewed and streamlined with reduced up front documentation requirements, a choice of PDF or Excel format renewal forms, and guidelines and forms made available online at www.CRAinfo.org.

- Criteria were established for receiving CEU credit for passing "management based" national certification examinations. To date, passing the ACHE examination is the only examination eligible for CEUs toward CRA renewal.

- Nominations were solicited and an election for new commissioners was held. Gary Duehring, CRA and Luis Marquez, CRA were re-elected to second terms.

- A new public member, Phyllis Butterworth, was nominated and elected to the commission. Phyllis brings a strong public relations and marketing background to the commission.

I believe that 2008 was a very productive year for the RACC and for the CRA program as a whole. If you have questions or suggestions, please feel free to contact any of your RACC commissioners. Their contact information is available on our Web site at www.CRAinfo.org. ■