



## Maintenance of Certification (MOC) Frequently Asked Questions (FAQ)

**7 MOC I and 33 MOC II are required for the period of  
January 1<sup>st</sup>, 2015-December 31<sup>st</sup>, 2019**

### 1. Where can I find the Maintenance of Certification (MOC) guidelines?

The MOC Policy and Requirements can be found at [here](#)

### 2. What is the difference between an MOC I credit and MOC II credit?

#### MOC CATEGORY I CREDITS

##### Assessment of Credits:

One (1) credit for every one (1) hour of activity or educational content.

These credits apply only to educational events organized or co-organized by the College or its Chapters. "Co-organized" is defined as any program presented in partnership with another organization, in which the College or Chapters assume an equal role in the development, planning and organization of the program. The program must meet the requirements for an MOC activity in that it will assist CHEs or Fellows to maintain their professional competency.

List of Upcoming Events can be found [here](#)

#### College/Chapter Events

Types of Credits	MOC CATEGORY I College/Chapter organized only
Authoring	<ul style="list-style-type: none"> <li>Articles written for College publications</li> </ul>
Educational Events	<ul style="list-style-type: none"> <li>College/Chapter educational events</li> <li>International Learning Exchange Programs (Study Tours)</li> <li>Health Professionals Roundtable for Strategy™ (HPRS™) panel</li> <li>National Healthcare Leadership Conference (NHLC)</li> <li>LEADS Programs offered by the College</li> </ul>
Mentoring & Coaching	<ul style="list-style-type: none"> <li>Roche/College Program</li> <li>Chapter Programs</li> </ul>
Volunteering	<ul style="list-style-type: none"> <li>Review articles for FORUM</li> <li>Serve on College Board/Committees /Focus Groups/Task Forces</li> <li>Serve on Chapter executive</li> <li>Conduct research and develop policies for the College</li> <li>Activities directly related to the operation of the CHE or Fellowship programs (e.g., marker, reviewer, item writers)</li> </ul>

	<ul style="list-style-type: none"> <li>Assisting the Chapter in planning and organizing professional development activities</li> </ul>
<b>College Designation Programs</b>	<ul style="list-style-type: none"> <li>Fellowship completion</li> <li>CHE completion</li> </ul>
<b>Strategic Alliances/ Partnerships</b>	<ul style="list-style-type: none"> <li>Accreditation Canada surveys</li> <li>Accreditation Canada Focused visits</li> <li>Accreditation Canada Webcast (part 1-2) <i>Conducting Effective Tracers</i></li> <li>Accreditation Canada Webcast <i>Writing Clear and Effective Reports</i></li> <li>CCHL/ACHE Joint Programs</li> <li>CCHL/HCLABC Joint Programs</li> <li>CHA Learning Programs Educational Consultants</li> <li>Joint CMA/CCHL Physician Management Institute (PMI)</li> <li>CHSRF EXTRA/FORCE Program candidate</li> <li>Nursing Leadership Conference</li> <li>College Sessions held in conjunction with other provincial conferences</li> <li>College Sessions at OHA HealthAchieve</li> </ul>

## MOC CATEGORY II CREDITS

### Assessment of Credits

One (1) credit for every two (2) hours of activity or educational content.

Category II credits apply to opportunities not organized or co-organized by the College or its Chapters, yet which provide CHEs or Fellows with appropriate professional development activities. These learning activities lead to enhanced leadership knowledge or skills, or directly contribute to the professional growth of other members of the profession. These activities must be outside of the learner’s expected professional duties. The activities must also be properly documented as part of the self-reflection necessary to integrate the learning, and in order to allow a transparent trail for an auditing process.

### A: CATEGORY II - EVENTS PRE-APPROVED BY CCHL

These can be pre-approved by CCHL only if they follow the principles outlined in the document “CCHL MOC Principles for Educational Events”. After the event, each learner submits the number of actual number of credits on the CCHL web site in the MOC section.

### B: CATEGORY II - SDLP – SELF-DIRECTED LEARNING PROJECTS (SELF ASSESSED)

It is acknowledged that self-directed learning provides topical, thorough, practical knowledge that may be better retained and a stronger stimulus to change behaviour than is more traditional learning. A topic becomes important to someone, and they resolve to learn more about it, or develop professionally in that area. They develop a strategy and carry out the specifics of that strategy.

Self-directed learning is also acknowledged to be better focused on the specific needs of the individual learner. It may cover activities or topics that more traditional learning does not.

As well as seeking the answer to a specific question about one’s professional practice, a non-traditional SDLP may be created around authoring, university/college-level courses, conferences and programs offered by other organizations, formal mentoring and coaching, teaching and tutoring, volunteering, and policy or governance activities.

<b>Types of Credits</b>	<b>MOC CATEGORY II Non College/Chapter organized</b>
<b>Authoring</b>	<ul style="list-style-type: none"> <li>Publication written on leadership</li> </ul>

<b>Educational Events</b>	<ul style="list-style-type: none"> <li>• Leadership Conferences, Seminars, courses, etc.</li> <li>• Obtaining a PhD</li> <li>• Obtaining a Masters</li> <li>• Obtaining a Leadership Certificate</li> <li>• Self Directed Learning Project</li> </ul>
<b>Mentoring &amp; Coaching</b>	<ul style="list-style-type: none"> <li>• Certified members serving as mentors/coaches/ mentees in an organized fashion outside of their professional duties</li> </ul>
<b>Volunteering</b>	<ul style="list-style-type: none"> <li>• Certified members serving on Boards/Committees/Focus Groups /Task Force, etc. outside of their professional duties</li> </ul>
<b>Teaching &amp; Tutoring</b>	<ul style="list-style-type: none"> <li>• Teaching/Tutoring experiences that are relevant to health leadership</li> </ul>

### 3. Are MOC I and MOC II credits interchangeable?

Once you have earned the minimum required number of MOC I credits based on the year of certification (see # 7) any surplus MOC I credits **will** be counted towards the total credits required for compliance. However, if you have obtained more than the required number of MOC II credits, any surplus **will not** be used towards your MOC I credits.

### 4. Are my MOC credits automatically entered?

No, your MOC credits are not logged automatically. You are responsible for tracking your credits and ensuring your compliance at the end of the 5 year block.

The individual CHE or Fellow is also required to keep a separate, auditable, record of any SDLP (self-directed learning projects). As well as the basic information in the preceding paragraph, each record of an activity must contain information on the points numbered one through six outlined in the documentation paragraph of the SDLP section of MOC Category II credits (see [MOC Policy and Requirements](#)).

To enter your credits online please follow these steps:

#### How do I enter them?

**Step 1** - Go to the College [www.cchl-ccls.ca](http://www.cchl-ccls.ca) :

**Step 2** – Go to MEMBER’S LOGIN (top right hand of screen)

**Step 3** – Enter your username and password

**Step 4** – Scroll down to Maintenance of Certification (MOC) section

**Step 5** – Click on New Submission to enter your credits

**Step 6** – To check if you have entered your events for a specific year, click on View/Add Your Credits.

**Step 7** - In order to help you record a pre-approved event, click on “2015-2019 Non-Chapter Events”. This spreadsheet lists Category I and Category II MOC events. Enter the information requested on the form and click on "NEXT".

**Step 8** - Repeat steps 5-7 if you have more events to submit.

Also, events previously entered may now be edited from the “Maintenance of Certification” page by clicking the appropriate check-box and then clicking the “Edit Checked” button. As well and if required, entries can be deleted on this page.

## 5. How do I recover my username or password?

If you have lost your username or password click on the Member's Login on the college website which will bring you to another screen. You will see a box with the heading: **Forgot Your Login/Password?** Type in your e-mail and click on Retrieve. Our server should send your personal information to you within a few minutes.

## 6. I don't remember which events I attended; does the college have a record of this?

No, if you are unsure which events you attended please refer to:

Upcoming Events can be found [here](#)

## 7. I have not been certified for the entire five year block. Am I expected to get the entire 40 credits?

No, the five year block that is coming to an end on December 31, 2019 runs from 2015-2019. The number of credits is pro-rated over the time you became certified within the current five year block.

Below is the number of credits required based on the year you obtained your certification:

Prior to 2015 MOC I = 7 and 33 MOC II

(2015) 6 MOC I and 27 MOC II

(2016) 5 MOC I and 22 MOC II

(2017) 4 MOC I and 17 MOC II

(2018) 3 MOC I and 12 MOC II

(2019) EXEMPT

To see the exact amount of credits you require please log into the members' only section of the college [www.cchl-ccls.ca](http://www.cchl-ccls.ca) and visit the MOC page.

## 8. I am a CHE/Fellows working internationally. Am I required to obtain all my MOC credits by the end of the five year block?

Certified members working overseas during the five-year block, and who are unable to obtain MOC I credits, are required to obtain 66 MOC II credits, submit them online and to the College a professional development record for that period.

## 9. I am on Maternity leave or long term disability. Am I required to obtain all my MOC credits by the end of the five year block?

Yes. Maintenance of Certification (MOC) has long been seen by the Canadian College of Health Service Executives as an integral part of the certification process. Indeed, it is an activity through which Certified Health Executives and Fellows can demonstrate their commitment to lifelong learning and to remaining current in their chosen profession. At the end of this 5-year period, each CHE and Fellow is required to have earned a minimum number of MOC credits based on the year of their certification. Please see #7 for more details.

Ways to earn MOC I Credits while on Leave:

- Involvement with a chapter see #14
- Take advantage of the Colleges increasing number of webcasts.
- Become an SDL reviewer or entrance exam marker see #12
- For a more extensive list please see #2

#### **10. I am a member of the Canadian Forces and have been deployed or preparing for a deployment, am I required to obtain my MOC credits by the end of the five year block?**

Certified members working overseas during the five-year block, and who are unable to obtain MOC I credits, are required to obtain 66 MOC II credits and submit to the College a professional development record for that period.

#### **11. I am currently working towards my PHD, can I use these studies towards MOC I credits?**

No, your PhD studies **can only** be assessed for the maximum required 33 MOC II credits.

The best way to obtain MOC I credits is to be involved with the Chapter, to attend College events or to participate in College activities such as committees, working groups, marker or reviewer or participating as faculty with our strategic alliances.

- Take advantage of the Colleges increasing number of webcasts. For a complete list please click here: <http://library.cchl-ccls.ca>
- Another great way to get MOC I credits is to become involved with your [Chapter](#)

#### **12. How do I become a reviewer or an exam marker with the College?**

Becoming an SDL reviewer or exam Marker with the college is a great way to earn MOC I credits. In order to be selected as an exam marker or a reviewer you must meet the criteria, and submit your resume to Sylvie Deliencourt for consideration.

To be considered and to request more information please contact Sylvie Deliencourt, Director, Certification, Leadership Development and Chapter Support at [sdeliencourt@cchl-ccls.ca](mailto:sdeliencourt@cchl-ccls.ca)

#### **13. I am a surveyor with Accreditation Canada. How many MOC credits do I get for each survey and focus visit?**

Each completed survey is worth 7 MOC I credits and each focus visit is worth 3 MOC I

#### **14. How do I become involved with my Chapter?**

Our chapters are the local hub of the College, providing local professional development and networking opportunities. Members work tirelessly to provide expert advice and advocate for issues that are important to senior health leaders in the local community and across the country.

To become involved with your chapter please contact your chapter chair. To find the name and contact information for your chapter Chair please follow these steps:

- 1 - Click [Chapter](#)
- 2 - Select your chapter
- 3 - On the left hand side of the screen there is a chapter executive button. Clicking this button will bring you to a list of your chapter executives. Please contact the chapter chair in your area and ask how you can become involved.

### **Chapter Events**

If you are interested in attending chapter events a complete list can be found [here](#)

Please keep in mind that this list is updated regularly, remember to check back often.

All educational activities as identified in the “Events / Professional Development” section of their website. These include:

- Power breakfast / Luncheon programs
- Educational conferences / workshops sponsored or cosponsored by the Chapter
- Assisting the Chapter in planning and organizing activities as may contribute to professional development
- Speaking at Chapter events

If you require additional information please contact:

**Sylvie Deliencourt**  
**Director, Certification, Leadership Development & Chapter Support**  
[sdeliencourt@cchl-ccls.ca](mailto:sdeliencourt@cchl-ccls.ca)  
**613-235-7218 ext. 233**