

The Continuum of Learning

A SEASONED HEALTH CARE HR PROFESSIONAL SHARES HIS EXPERIENCE ATTAINING THE CHHR DESIGNATION AND LESSONS LEARNED ALONG THE WAY. AN INTERVIEW WITH BILL HORN, CHHR, SPHR, SHRM-SCP

ABOUT THE INTERVIEWEE



Horn currently serves as the director of talent acquisition and retention for Upbring, the new Lutheran Social Services of the South. Before joining Upbring in May of this year, Horn served as human resources director for a non-profit, critical access hospital and a multi-state behavioral health care facility. Prior to that, he worked 15 years as a generalist in various HR roles including hi-tech, manufacturing, medical products and services distribution, and the government defense sector. In addition to his CHHR certification, Horn is a certified Senior Professional in Human Resources (SPHR), SHRM Certified Senior Professional (SHRM-SCP) and a Certified Corporate Coach (CCC). Horn completed his undergraduate work at the University of California at Santa Barbara with a Bachelor of Arts degree in Business Economics and holds an MBA in Management from the College of Norte Dame. He is a volunteer for the Boys and Girls Club and has served on boards for the Arizona Healthcare Human Resources Association, Humane Society of Wickenburg and Faith Alive National Ministries.

Q. How long have you been a member of ASHHRA, and when did you become CHHR certified?

I have been a member of ASHHRA since June 2010 and became CHHR certified October 1, 2013.

Q. What prompted/interested you in pursuing certification?

After taking the SPHR exam, I vowed never to take another test again! However, shortly after the certification was announced, I started to get a little peer pressure from some of my fellow human resource (HR) friends and colleagues to take the exam! But peer pressure soon turned into peer wisdom as we began to discuss the tremendous opportunity we had to invest in ourselves and enhance our credibility in the ever increasing complexity of health care HR.

Q. How did you prepare for certification? What was the hardest aspect in preparing to take the exam?

I prepared for certification by forming a study group with two of my most respected health care HR colleagues. We committed to meet for four to five hours every Sunday afternoon about two months prior to the exam. In preparation for those meetings, each of us took different sections from the exam and researched articles (mostly from past and present *HR Pulse* magazines) to share with the group. Then each Sunday we would discuss issues and quiz each other from that Sunday's designated section(s) from the exam. The most difficult part was to stay committed and then stay focused each Sunday. It truly took a team effort!

Q. What was your experience like in taking the exam?

My experience in taking the exam was exhilarating, as well as kind of nostalgic. I had the honor of taking the inaugural paper-and-pencil examination. There we were – in our nation's capital where health care and HR policy is created, argued and put into law – taking the first CHHR exam in the basement of an old, historic Washington hotel! *What a rush!* Oh yeah, I was a little nervous, too.

Q. How did you feel after passing the exam and learning about your newly acquired certification?

When I found out, I was a little shocked, then excited, then relieved. And now I can honestly say I am very proud of this accomplishment.

Q. How has CHHR certification positively affected you and your role in your organization?

I believe attaining CHHR certification has given me greater credibility with my leadership team, board members and staff. They all have a deeper understanding and appreciation for the HR profession and what my role truly is on a day-to-day basis from a strategic standpoint.

continued on page 21

Congratulations

to the following CHHR recipient!

"Health care is a unique industry; having the unique CHHR credential makes sense and illustrates our specialized knowledge as well as our commitment to the profession and industry."

—Kristin Connor,
Springfield, Virginia

