



MARK OF MERIT NEWSLETTER

AMERICAN BOARD FOR CERTIFICATION IN ORTHOTICS, PROSTHETICS & PEDORTHICS, INC.

Serving the orthotic, prosthetic and pedorthic profession for over 65 years.

Special Edition—Report to the Profession

March 2014

President's Perspective

THIS IS THE TIME OF YEAR for reflection and resolutions. And it seems only appropriate to reflect on my year as ABC President as a new leader is forging the way ahead.

It was a tremendous year for me professionally and personally. I was humbled to serve as president of such a great organization and I move on certain that my contributions helped strengthen ABC's future. I am confident that ABC is in good hands with Curt Bertram, CO, FAAOP at the helm.

ABC continues to be the credentialing organization of choice for those who value the respect and esteem that the ABC credential garners among their peers and patients. Each year the number of ABC credentialed individuals increases. There are now over 14,200 ABC credentialed individuals in all disciplines. The number of business owners who chose ABC for their accreditation remains steady and numbers nearly 7,000.

In an effort to meet the needs of a specialized segment of the profession, ABC created the first ever Central Fabrication Accreditation Program for facilities that fabricate orthotic and prosthetic devices. This new program was launched in June and ABC has already surveyed and accredited facil-



ities who want to demonstrate their commitment to the quality processes that directly impact the quality and outcome of patient care.

Additionally, ABC held a three-day Educator's Forum and Exam Summit in May as part of its continuing efforts to engage discussion between O&P educators, practitioners and staff. The event drew 25 attendees and was a great success, helping to inform educators on ABC activities as well as explore potential changes in curriculum, exam innovations and future delivery format possibilities.

I would like to extend my heartfelt appreciation to all of the individuals who have made this past

year so memorable and successful. The entire ABC Board of Directors was unwavering in their work and support. I especially want to thank the executive committee that served with me: Curt Bertram, CO, FAAOP, Jim Wynne, CPO, FAAOP and Don Virostek, CPO. I also want to thank the ABC staff for the dedication, help and guidance over this past year, especially our Executive Director, Cathy Carter. Cathy's leadership and dedication are what make all things at ABC possible.

It was my pleasure to serve ABC as president and I want to thank all of the volunteers who continue to serve in many capacities. Your dedication and selflessness keep ABC strong and are truly inspirational.

Sincerely,

Timothy E. Miller, CPO

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Professional Credentialing and Accreditation—The Numbers

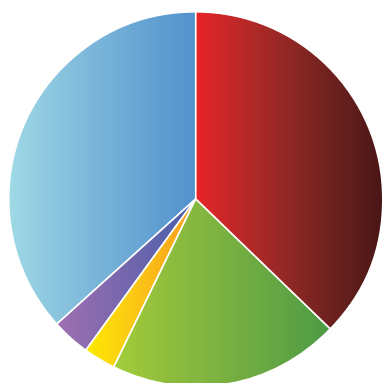
ABC CONTINUES its consistent growth in the number of individuals and facilities that seek its credentials. ABC awarded certification to a total of 993 orthotic, prosthetic and pedorthic professionals, bringing the overall total of ABC credentialed individuals to 14,224. Of those, over 5,700 are Certified Prosthetists and Orthotists.

By the end of 2013, there were a total of 6,670 ABC accredited facilities nationwide. More facility owners choose ABC to achieve or renew their accreditation than any other accrediting organization serving

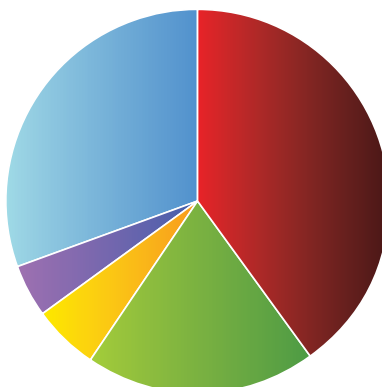
the orthotic, prosthetic and pedorthic profession.

Credential Holders by Discipline

ABC credential holders continue to be in high demand with referral sources, patients, patient care groups and regulators. The health-care community recognizes ABC's commitment to the highest standards in the profession and the strenuous credentialing process that assures them they are working with the best.



Individuals Certified in 2013



Total Certified Individuals

Certified Practitioners—371
Certified Pedorthists—199
Certified Assistants—26
Certified Technicians—34
Certified Fitters—363

Certified Practitioners—5,700
Certified Pedorthists—2,766
Certified Assistants—781
Certified Technicians—635
Certified Fitters—4,332

Total Accredited Facilities

Comprehensive Orthotics, Prosthetics and Pedorthics	3,173
Mastectomy	603
Ocular	7
Prefab, Non-Custom Therapeutic Shoes, Off-the-Shelf Orthotics	106
Central Fabrication	2
Pharmacies with Orthotic Services	2,781

Support of the Profession

O&P Alliance

ABC continues to participate in the Orthotic and Prosthetic Alliance, a coalition of five Orthotic and Prosthetic organizations. The O&P Alliance is comprised of the following organizations: the American Academy of Orthotists and Prosthetists (AAOP); the American Board for Certification in Orthotics, Prosthetics & Pedorthics (ABC); the American Orthotic & Prosthetic Association (AOPA); the Board of Certification/Accreditation International (BOC) and the National Association for the Advancement of Orthotics and Prosthetics (NAAOP).

Through Alliance activities, ABC advocates for the establishment of appropriate standards related to the provision of orthotic, prosthetic and pedorthic patient care. The Alliance's work represents a diversity of issues including promotion of minimal education standards for individuals providing orthotic and prosthetic care, meaningful state licensure that appropriately protects patients, adequate funding for O&P related research and fair and consistent reimbursement policies.



In 2013, ABC and the Alliance continued to voice concerns to the Centers for Medicare and Medicaid Services (CMS) about how detrimental the RAC and prepayment audits have been to many O&P businesses. Alliance representatives have met with CMS leadership on this challenging issue. Other Alliance work included supporting an accurate definition of off-the-shelf orthotics for Medicare coverage and reimbursement, working with the Amputee Coalition on CMS's proposed physicians clinical electronic template for lower limb prosthetics and working toward a reversal of a Medicare Regional Carrier policy related to lower limb prosthetic covers.

Licensure

ABC continues to monitor state licensure initiatives and maintains an interactive licensure map on the ABC website as part of its continuing mission to promote the highest standards of organizational and clinical performance in the profession. The site provides the most current, detailed information on licensure requirements for orthotists, prosthetists, pedorthists and fitters for all states that currently require an individual to be licensed to practice in that state. ABC makes every effort to communicate to its credential holders about any licensure issues that may impact their ability to practice in their home state.



Professional Credentialing

FOR OVER 65 YEARS, ABC's professional certification programs have been the standard for those individuals seeking a career in orthotics, prosthetics and pedorthics. Each year, a growing number of individuals choose ABC certification. These individuals recognize that they are regarded among their peers, referral sources and third-party payers as the best educated and most rigorously trained and tested individuals in the profession.

In order to maintain this reputation, ABC works diligently with Professional Examination Service (Pro Exam) to ensure that all exam questions and modules are psychometrically valid and contemporary with today's orthotic and prosthetic practice.

All ABC professional credentialing programs are driven by the dedicated volunteers who make up the program's 10 committees and exam teams. These volunteers are themselves ABC certified professionals who devote a significant amount of their time and expertise in developing ABC certification policies, program improvements and exams. The continued success of ABC's credentialing programs is evidence of their commitment.

Professional Outreach

Through staff involvement in exhibiting and presentations, ABC continued its extensive outreach in communicating the value

and importance of ABC credentials on the state, regional and national level. In addition to state association and chapter meetings, staff spoke to current O&P students, residents and pre-certification program participants, providing them with valuable information on the ABC credentialing process.

ABC continues to provide supporting materials to O&P university programs, fitter school sponsors and pedorthic and tech school directors for dissemination to their students. In 2013, ABC created an informative DVD for all technician and mastectomy fitter students. The DVDs include information on the credentialing process, education and experience requirements as well as information on how to apply for the exams. The DVDs have been very well received by the educators in those disciplines.

Program Changes

The final phase of the Certified Assistant program was effective January 1, 2013. All applicants are now required to pass the ABC Assistant Certification Exam in addition to meeting education and experience requirements. The first exam was administered in March.

ABC also increased the frequency of exam administrations in 2013. All computer based exams are now offered every other month at over 250 secure professional testing sites nationwide. The

Practitioner Clinical Patient Management (CPM) exams are now

(Continued on page 4)

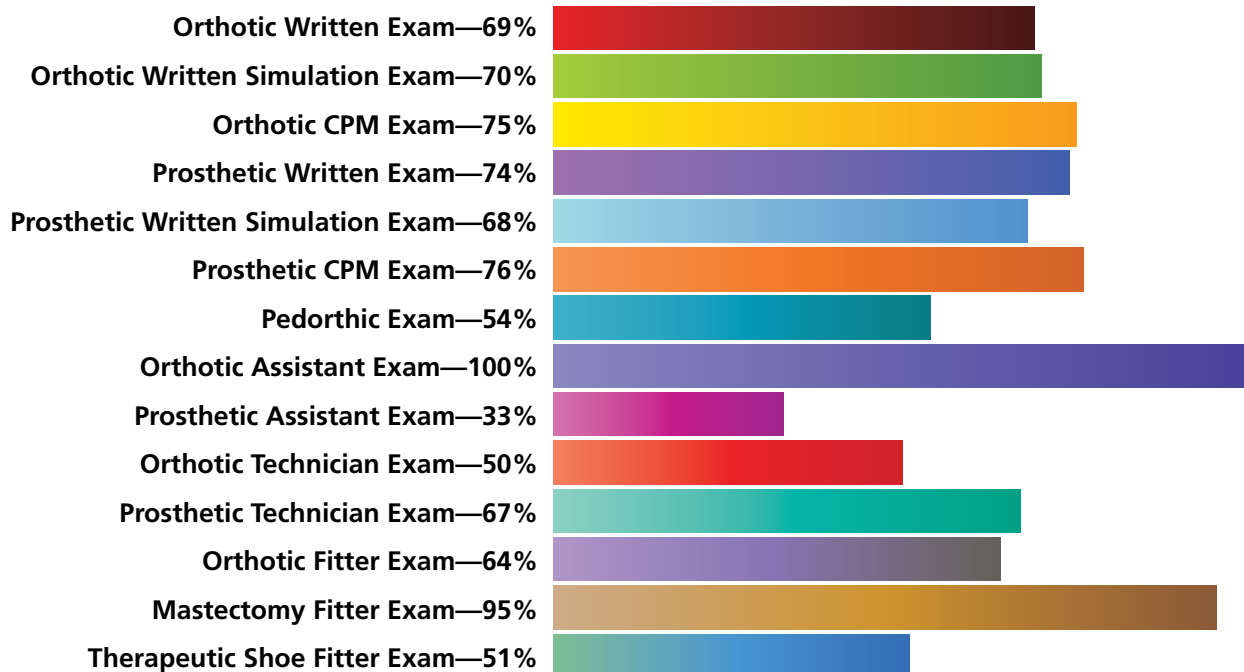


offered three times a year. In addition to providing additional exam opportunities, ABC also changed the application requirement for practitioners. Applicants now have an additional thirty days beyond the application deadline to complete their residency program.

ABC would like to thank the faculty and staff of the following Commission on Accreditation of Allied Health Education Programs (CAAHEP) accredited institutions for hosting the 2013 CPM exams:

- University of Texas Southwestern Medical Center—School of Health Professions
- St. Petersburg College—Caruth Health Education Center
- Georgia Institute of Technology—School of Applied Physiology

Exam Passing Rates



Facility Accreditation

IN 2013, ABC CONTINUED its commitment to providing the most efficient and effective process for attaining accreditation in the profession. In addition, ABC expanded its accreditation program by establishing a central fabrication accreditation program in June and accredited its first two CFab facilities in September. This program was developed so that orthotic and prosthetic fabrication businesses could demonstrate to customers their commitment to excellence through compliance with ABC's rigorous standards.

As part of its performance management initiative, ABC continues to conduct customer satisfaction surveys. This valuable feedback ensures that ABC is providing excellent customer service to its

Survey Says:

**ABC has a
90%
positive
approval rating
over the last
three years.**

constituents. Respondents continue to rate ABC very highly in all areas of service, with a 90% positive approval rating over the last three years. The survey results further illustrate ABC's commitment to customer service and confirm its reputation as the preeminent accrediting organization in O&P.

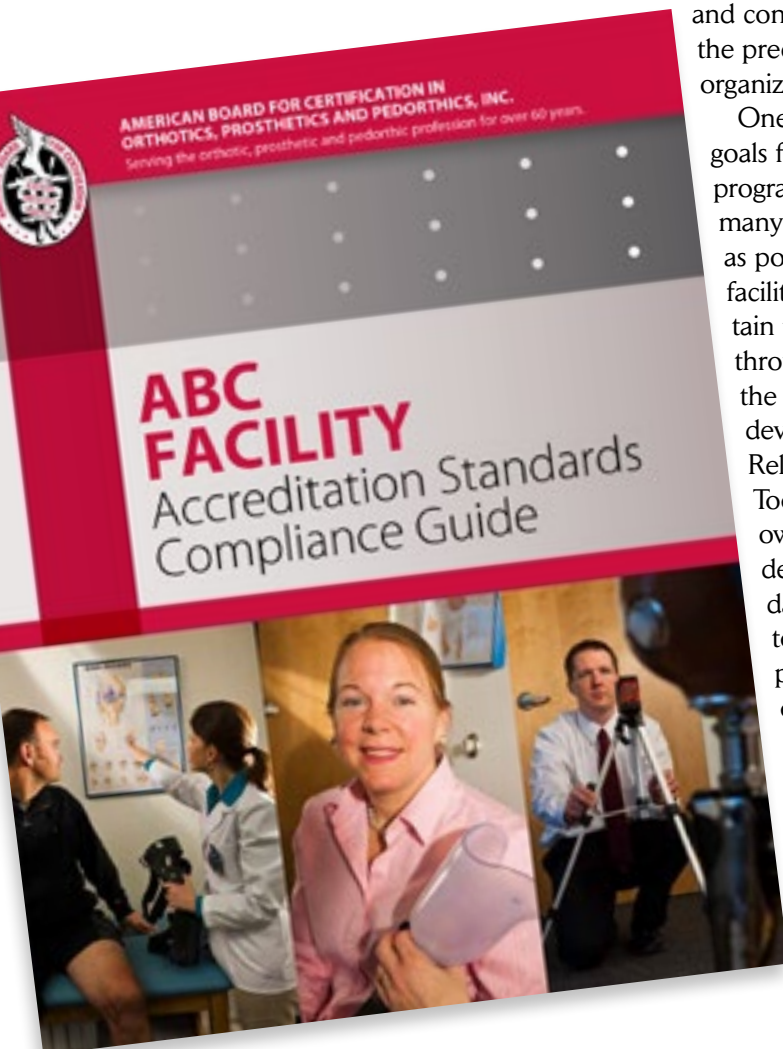
One of ABC's main goals for its accreditation programs is to provide as many useful resources as possible to help each facility successfully maintain their accreditation through compliance with the standards. ABC has developed an online Relevant Standards Tool that allows facility owners to quickly determine which standards apply specifically to their facility. This powerful tool allows owners to focus on the specific standards on which their facilities will be scored to ensure initial compliance. In addition, the *Standards and Compliance Guide* was created



to outline all of ABC's accreditation standards and provide helpful tips for compliance, giving the facility owner a clear understanding of what is expected. This continual pursuit of excellence helps keep ABC's focus on effective and informative resources for its customers.

The Facilitator, ABC's quarterly accreditation e-newsletter, continues to provide important information to facility owners including Medicare updates, standards analysis and compliance and from-the-field surveyors' perspectives.

Staff presented workshops and seminars at over 25 events nationwide in 2013, explaining the value of accreditation and the impact it has on business processes. This continues to be a major focus of ABC's efforts to connect with those already accredited by ABC and those who are looking to become accredited.





Marketing & Public Relations

ABC'S MARKETING and public relations efforts continued to grow in support of the certification and accreditation programs that are the foundation of ABC. There was a continued focus

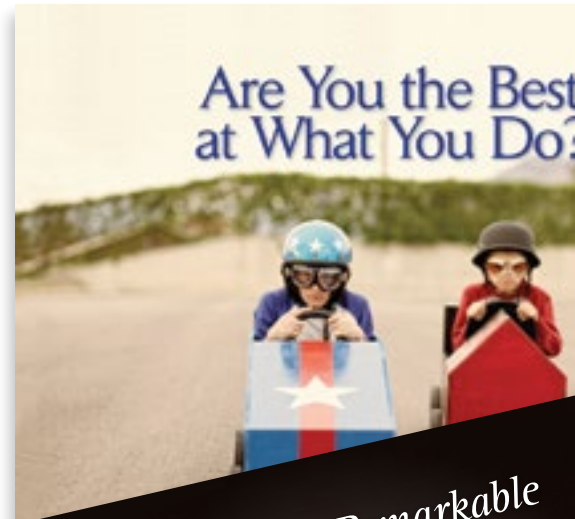
Continuing Education

EACH YEAR ABC approves over 1,500 live continuing education courses and meetings for the advancement of its certified professionals who provide O&P services.

This important requirement for maintaining certification helps to ensure that each ABC certified individual remains current with technology, research and the delivery of care.

For the last five plus years, the number of courses that ABC has approved for both live and distance learning has remained consistent. New courses are continually being approved and posted online as they become available. The ABC website is an invaluable resource for courses not only to maintain the ABC credential but to satisfy state licensure continuing education requirements.

ABC continues to assist those professionals working in licensure states in order to obtain and maintain their state licenses by providing written verification of good standing, exam scores, credit lists as well as email reminders of upcoming licensure deadlines.



on professional outreach and the promotion of ABC's value added services, giving strength to both the ABC message and brand.

Advertising

As part of ABC's commitment to keeping its designs current and relevant, several new advertisements were created in 2013. New ads were created specifically for pedorthic certification, the new Central Fabrication Accreditation Program and ABC's 65th Anniversary celebration.

Social Media

ABC's social media presence has grown tremendously in the last year, with participation on Facebook, Twitter and LinkedIn having grown nearly 56%. ABC communicates with followers on a daily basis via its social media outlets and regularly engages participants in interactive surveys, discussion topics and contests.

Consumer Outreach

For the fifth year in a row, ABC participated as a Cobblestone level sponsor of the Amputee Coalition Paddy Rossbach Youth Camp held in Ohio in July. As a sponsor at this level, ABC is given the opportunity to provide each camper with a special souvenir for their bags. ABC also participated as an exhibitor and bronze level sponsor of the Amputee Coalition's national confer-



ence in Orlando in July.

Additionally, ABC sponsored the Disabled American Veterans Winter Ski Clinic. ABC has been sponsoring this well attended event for several years and feels that this contribution provides a great service to the disabled American veterans who attend.

To further its reach to the public, ABC created informational brochures for amputees, currently being distributed to each attendee of the OPAF First Clinics. These brochures focus on the importance of choosing an ABC certified practitioner for orthotic and/or prosthetic care and explains how to access ABC's OandPCare.com consumer website for additional information and resources, including a directory of ABC certified practitioners and accredited facilities.

New Website

Beginning in 2013, ABC embarked on redesigning and reformatting its website. With its recent launch, the new site provides users with an enhanced experience and several new tools to manage their credentials.

All certified individuals and accredited facility owners now have access to an easier login process, with the option to create their own username and password. Through the new My ABC account page, users can update their contact information, view and print CE credit lists and order items such as certificate reprints, lapel pins or patches. In addition, users can sign up for customized alerts and reminders about important deadlines and upcoming events in their area.

Facility owners or primary contacts can also easily update their contact information and sign up for alerts and reminders about important changes to Medicare or accreditation workshops in their area.

The continuing education live and distance learning course search feature was given a complete overhaul and now has an updated, user friendly interface along with the ability to refine searches by specialty.



Professional Ethics

THE PROFESSIONAL Discipline Committee's mission is to promote ethical conduct and professionalism through enforcement of the ABC *Code of Professional Responsibility*.

As such, the committee reviews all matters alleging violations of the Code involving general misconduct as well as actions taken by other O&P agencies, licensure boards, Medicare/Medicaid and/or private payers. The committee meets monthly and diligently reviews each matter to render a decision based on all of the available information.

The following individuals were sanctioned by the committee in 2013:

Darell J. Blaze, *Suspension of CP and CTP credentials, March*

Crystal Ann Myers, *Suspension of C.Ped. and CPA credentials, March*

Nathanael Feehan, *Suspension of CPO credential, June*

Jeffrey T. Jacobs, *Revocation of C.Ped. credential, December*

Three individuals and one facility were also placed on probation during 2013. In addition to reviewing professional discipline cases, the committee actively promotes and protects ABC's trademarked credentials. Cease and desist orders were issued to several individuals who were improperly representing ABC certification and/or accreditation titles. ABC encourages all credential holders to report suspected violations of the Code and any misuses of an ABC credential.

The committee also added a new public member in 2013. As someone who benefits from the use of O&P services and devices, this member's consumer perspective will serve to benefit the committee's work.

ABC's Financial Outlook

ABC HAD A POSITIVE financial year which included meeting the board's goals for income and expenses. ABC successfully funded board approved projects while exceeding budgeted net operating income, allowing for a contribution to the reserves. ABC remains committed to the practical expansion of revenues while remaining fiscally responsible with respect to its expenditures, allowing for strength in its financial position.



2013 Board and Committees

Board of Directors

Timothy E. Miller, CPO
President

Curt A. Bertram, CO, FAAOP
President Elect

James H. Wynne, CPO, FAAOP
Secretary-Treasurer

Donald D. Virostek, CPO
Immediate Past-President

Roy B. Davis, III, Ph.D.
Public Member

Dennis W. Dillard, C.Ped., CTO

Donald Deane Doty, Jr., CPO

Christopher J. Fairman, CPO

Dennis J. Janisse, C.Ped.

Deborah S. Plescia, CPO

Eric Ramcharan, CPO

Anthony Sertick, JD
Public Member

Committees and Members

Facility Accreditation Committee

Michael Allen, CPO, FAAOP
Chair

Dennis Dillard, C.Ped., CTO
Board Liaison

Kimberly Doolan
Public Member

Rachel A. Friddle-Johnson, CPO

Carol Grettum, CP, C.Ped., FAAOP

Pamela K. Hale, CPO

Jeff Mastej

Kenneth G. Meier, CPO

E. Jeanine Doty, CPO, CFm

Wendy Schnell, CFm

Central Fabrication Committee

Bradley D. Mattear, CFo
Co-Chair

Glenn F. Hutnick, CPO, CTP, FAAOP
Co-Chair

Michael J. Allen, CPO, FAAOP

Jim Skardoutos, CPA

Anthony Wickman, CTPO

Craig MacKenzie, CP

Rachel A. Friddle-Johnson, CPO

Scott Wimberly, CTPO

Professional Credentialing Committee

Carol J. Hentges, CO
Chair

Donald D. Virostek, CPO
Board Liaison

Jonathan D. Day, CPO

Timothy E. Miller, CPO

Amy V. Yates, CPO

Application Review Committee

Amy V. Yates, CPO
Chair

William J. Barringer, CO

Robert S. Lin, CPO, FAAOP

Prosthetic Exam Team

Timothy E. Miller, CPO
Chair

Todd C. Allen, CPO

William D. Beiswenger, CPO, FAAOP

Deanna Clough Chapman, CPO

Amy L. Paulios, CP

Donald D. Virostek, CPO

Orthotic Exam Team

Carol J. Hentges, CO
Chair

Ava S. Herbrick, CPO

Kathleen Drake, CPO

Kevin J. Field, CPO

Rachel A. Friddle-Johnson, CPO

Steven R. Whiteside, CO, FAAOP

2013 Committees

(Continued)

Prosthetic CPM Administration Team

William D. Beiswenger, CPO, FAAOP

Steven Chu, CPO

Eric Ramcharran, CPO

Anthony Ward, CPO

Orthotic CPM Administration Team

Richard A. Babcock, CO

Frank E. Friddle, Jr., CO

Stephanie Langdon-Bash, CPO, FAAOP

David C. Williams, CO

Pedorthic Exam Team

Dennis W. Dillard, C.Ped., CTO
Chair

Dan Ballard, C.Ped.

John M. Brest, CO, C.Ped.

John P. Galbraith, C.Ped.

Grayson L. Garland, C.Ped.

Darlene Hall, C.Ped.

Edward Hicks, Jr., CO, C.Ped.

Wayne R. Rosen, CPO, C.Ped.

Steven R. Whiteside, CO, FAAOP

Orthotic Fitter Exam Team

Michael J. Allen, CPO, FAAOP

Stephen B. Fletcher, CPO

Robert M. Tardell, CFo, CFts

Steven R. Whiteside, CO, FAAOP

Mastectomy Fitter Exam Team

E. Jeanine Doty, CPO, CFm
Chair

Leigh Anne Ball, CFm

Wendy A. Carter, CFom

Teresa G. Caruso, CFom

Deborah J. Curtis, CFom

Kimberly R. Deckard, CFm

Teresa Kelly, CFm

Mari-Frances Quade, CFm

Janet L. Schoopman, CFom

Therapeutic Shoe Fitter Exam Team

Steven R. Whiteside, CO, FAAOP
Chair

Michael J. Allen, CPO, FAAOP

William J. Barringer, CO

William D. Beiswenger, CPO, FAAOP

Scope of Practice Committee

Rick G. Parr, CPO, FAAOP
Chair

Michael J. Allen, CPO, FAAOP

William J. Barringer, CO, FAAOP

Michael D. Brncick, CPO

Donald Deane Doty, Jr., CPO

Stephen B. Fletcher, CPO

Dennis J. Janisse, C.Ped.

Michael S. Rees, C.Ped., CFo

John H. Reynolds, CPO

Steven R. Whiteside, CO, FAAOP

Continuing Education Committee

Stephen A. Mandacina, CP, FAAOP
Chair

Dennis J. Janisse, C.Ped.
Board Liaison

Cheryl Hood, CPO

Randall Rowland, CO

Wayne R. Rosen, CPO, C.Ped.

ABC Mission

THE MISSION OF the American Board for Certification in Orthotics, Prosthetics and Pedorthics, Inc. (ABC) is to establish and promote the highest standards of organizational and clinical performance in the delivery of orthotic, prosthetic and pedorthic services. ABC fulfills this mission by:

- Measuring patient care provider's knowledge and skills through rigorous credentialing programs
- Establishing standards of organizational performance through facility accreditation
- Mandating professional continuing education to maintain competency
- Administering a professional discipline program
- Communicating the value and importance of ABC credentials

Vision

ABC is the comprehensive credentialing organization for establishing individual and organizational performance standards for the provision of orthotic, prosthetic and pedorthic care and services. All ABC activities are guided by the following vision statement:



Setting Standards, Improving Outcomes, Changing Lives



The American Board for Certification

in Orthotics, Prosthetics
& Pedorthics, Inc.

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Calendar of Events

For further information on these events, please visit
abcop.org or contact us at 703.836.7114.

March 2014

14-15: Florida Association of O&P
Compliance Workshop
Jacksonville, Fla.

28-29: Oklahoma Association for O&P
Annual Meeting
Tulsa

April 2014

1: Practitioner Residency Completion
Deadline for May Exams

8-9: PFA Billing Documentation
Workshop
Dallas

May 2014

1: Application Deadline for July
Written, Written Simulation and CPM
Certification Exams

12-17: Written and Written Simulation
Certification Exams
250 Locations Nationwide

June 2014

1: Practitioner Residency Completion
Deadline for July Exams

July 2014

1: Application Deadline for September
Written, Written Simulation and CPM
Certification Exams

7-12: Written and Written Simulation
Certification Exams
250 Locations Nationwide

25-26: Orthotic CPM Exam
*St. Petersburg College Caruth Health
Education Center, St. Petersburg, FL*

August 2014

1-2: Prosthetic CPM Exam
*St. Petersburg College Caruth Health
Education Center, St. Petersburg, FL*

