



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 2015

President's Perspective

WAS TRULY HUMBLLED to stand on the shoulders of those before me. It was both an honor and a privilege to be the ABC president and to lead such a wonderful organization and group of volunteers. With the selfless dedication of our volunteers and staff our future is bright.

2014 was an important year for ABC for many reasons. First and foremost, with the completion of the previous three-year Strategic Plan approaching, it was time to look to the future of ABC and the profession and embark on a new strategic planning process that will guide us for the next three years. Throughout the last half of the year, ABC set about defining our strategy and making important decisions on resource allocation to meet the goals and initiatives set before us. These initiatives and goals are now set in motion and the board and staff are committed to the work necessary to successfully support and achieve our Strategic Plan.

ABC continues to be the credentialing organization of choice for those who value the respect that the ABC credential has earned. I would like to extend my gratitude for those who seek and obtain an ABC credential/accreditation.

The Central Fabrication Accred-



itation program, first introduced in 2013, has more than tripled the number of facilities seeking and attaining accreditation. The program is off to a great start as more and more central fab facilities are exploring the opportunity to be accredited. Additionally, the new resources developed for our patient care accreditation program are proving to be valuable assets welcomed by our accredited facilities.

ABC also continues to play a role in the advocacy of the profession, not only with our participation in the O&P Alliance but in our

involvement in the AOPA Policy Forum each year. Last year, ABC sponsored NCOPE's initiative to bring O&P residents to Washington, DC to participate in the Forum and begin their introduction to advocacy and gain an understanding of the important role practitioners must play in the future.

I would like to take this time to thank the entire board and staff for the enormous effort they contributed to the successful completion of the Strategic Plan. I am confident that ABC has a leader for this coming year in Jim Wynne, CPO, FAAOP and that he will do an excellent job in moving ABC forward

I would also like to offer my appreciation to all of the individuals who helped make my year as president so successful and personally

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Professional Credentialing and Accreditation—The Numbers

ABC CONTINUES to grow and maintain the number of individuals and facility owners who choose ABC for their credentialing needs. ABC awarded certification to a total of 701 orthotic, prosthetic and pedorthic professionals, bringing the overall

total of ABC credentialed individuals to 14,106. Of those, over 5,800 are Certified Prosthetists and Orthotists.

By the end of 2014, there were a total of 6,120 ABC accredited facilities nationwide. More facility owners choose ABC to achieve or renew their accreditation than any

other accrediting organization in 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 healthcare 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. ❖



Total Accredited Facilities



Support of the Profession

O&P Alliance

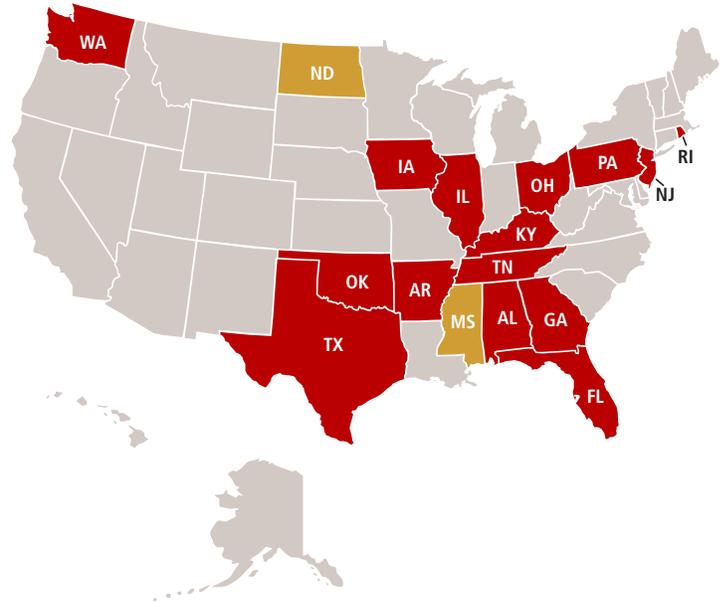
In 2014, ABC and the O&P Alliance continued to voice its concerns to the Centers for Medicare and Medicaid Services (CMS) about the negative impact the RAC and prepayment audits have had on the O&P profession. ABC and Alliance representatives met multiple times with CMS leadership on several issues. Two main areas of concern that the Alliance has worked on include commenting on the proposed rule clarifying the definition of minimal self-adjustment as it relates to off-the-shelf orthotics and the proposal to initiate a prior



authorization requirement for certain lower extremity prostheses. CMS decided not to release a final rule related to off-the-shelf orthotics at this time. As of December, CMS also had not released a final rule related to prior authorization.

Licensure

ABC continued to monitor state licensure initiatives and changes in 2014. ABC diligently maintains its interactive licensure map on the ABC home page, which includes detailed information on licensure



requirements for all states that currently require an individual to be licensed to practice in that state. The information on the ABC website is the most current resource for the O&P profession. ABC communicates to ABC credential holders about any licensure issues that may impact their ability to practice. In 2014, this included making all ABC credential holders aware of changes and revisions to licensure requirements.

This free resource is available to the public as part of ABC's continuing mission to promote the highest standards of organizational and clinical performance in the profession. ❖

Professional Credentialing

ABC CONTINUED TO celebrate its professional certification programs as the standard for those individuals seeking a career in orthotics, prosthetics and pedorthics. ABC applauds these individuals for recognizing that as an ABC credential holder, they are regarded as the best educated and most rigorously trained and tested individuals in the profession.



ABC's work with Professional Examination Service

ensures that its standards are maintained and that all exam questions and modules are psychometrically valid and current in orthotic, prosthetic and pedorthic services.

The success of ABC's certification programs is attributed in large part to its dedicated volunteers. From exam development to exam administration, their hard work and expertise is vitally necessary to upholding ABC's reputation for exceptional credentialing programs. ABC is immensely appreciative of its volunteers and their devotion.

Program Enhancements

The launch of ABC's new website in March was a great opportunity to provide additional resources to applicants and candidates. In addition to the introduction of online certification exam applications, applicants now have the ability to check the status of their application by logging into their personal MY ABC account. An expanded Frequently Asked Questions section was also added and has proven helpful in clarifying the credentialing process for applicants and candidates.

As part of ABC's mission to provide additional value and assistance to exam candidates, exam

preparation resources were implemented to provide guidance and tips to candidates as they prepare for their exams. The newest exam prep resources for candidates are the CPM Exam Experience videos. These videos, a virtual day in the life of an exam candidate, help take the mystery out of the ABC Practitioner Clinical Patient Management exams and give candidates an excellent idea of the practical process they will experience at the exam location.

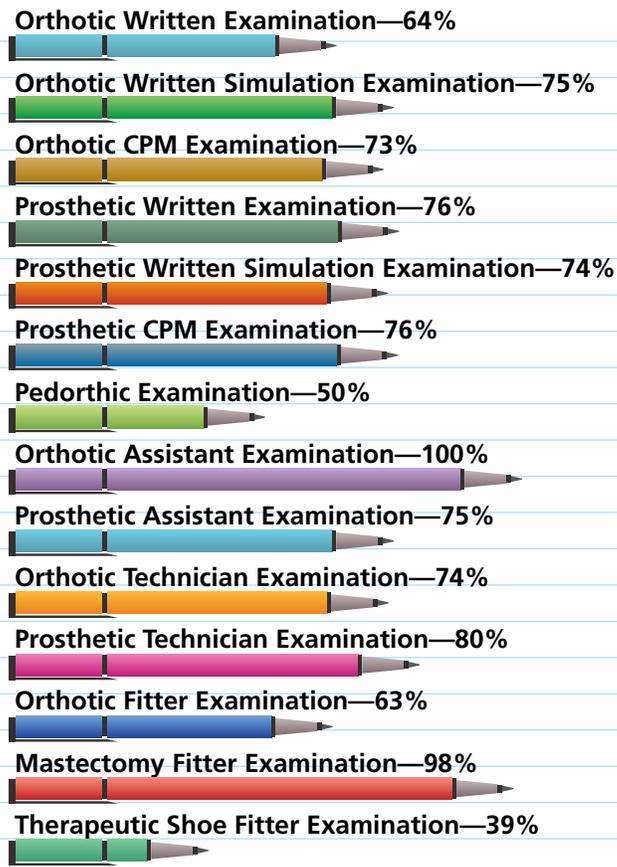
ABC continued to administer the written and written simulation examinations via computer based testing bimonthly in over 250 locations nationwide. The CPM exams were also administered three times in 2014. ❖

ABC would like to express its sincere appreciation to the faculty and staff of the following Commission on Accreditation of Allied Health Education Programs (CAAHEP) accredited institutions for hosting the 2014 CPM exams:

**University of Texas
Southwestern Medical
Center—School of Health
Professions**

**St. Petersburg College—
Caruth Health Education
Center**

Exam Passing Rates



Facility Accreditation

ABC CONTINUES ITS commitment to providing the best value in the profession with the highest patient care and operational standards in facility accreditation. In 2014, facility owners received yet another powerful resource for compliance success. The Accreditation Compliance Kit, a multi-part tool, includes ABC's comprehensive Facility Accreditation Guide, featuring revised, easier to understand standards and corresponding compliance tips. The Kit also includes a 12-month calendar with a focus each month on key standards that require annual review and analysis along with helpful tips and fun facts. In addition, each facility owner now has access to an online Resource Pack featuring 15 template forms, sample documentation and guidance for effective implementation.

ABC continues to conduct customer satisfaction surveys after each onsite survey. This critical element of its performance management initiative allows ABC to evaluate the effectiveness of the survey process from application to survey. Survey results continue to show that almost 90% of all respondents rate ABC very highly in all areas of service. The survey responses confirm ABC's commitment to customer service and reinforce its position as the leading accrediting organization in O&P.



ABC's Central Fabrication Accreditation program has grown exponentially over the past year, with 10 new CFab facilities gaining accreditation in 2014. That brings the total number of ABC CFab accredited facilities to 11. This exciting new program continues to generate interest and is expected to grow in the years to come.

ABC's quarterly accreditation e-newsletter, The Facilitator, continues to be one of the most important sources facilities have for information about Medicare updates, standards analysis and compliance as well as onsite survey tips from the surveyor's perspective.

Facility owners and accreditation managers continue to have access to numerous online resources to assist them with the accreditation process. An expanded

President's Perspective

(Continued from page 1)

meaningful. The entire ABC Board of Directors were committed, enthusiastic and ready for all of the challenges set before them and deserve a great deal of gratitude. I especially want to thank the executive committee that served with me: Jim Wynne, CPO, FAAOP, Chris Fairman, CPO and Tim Miller, CPO. I also want to thank the entire ABC staff for their passion and dedication to the mission of ABC and a sincere thank you to Executive Director Cathy Carter for her leadership, support and vision. Her guiding hand during the past year was invaluable.

Lastly, I would like to extend a special thank you to all of the ABC volunteers for their passion and unwavering support of all of the programs that they so diligently support. We could not do what we do without our volunteers.

Sincerely,

Curt Bertram, CO, FAAOP

FAQ section, Relevant Standards Tool, revised Self-Assessment Checklist and information on what to expect during the survey have all become popular tools.

Staff presented workshops and seminars at over 25 events nationwide in 2014, explaining the value of accreditation and the impact it has on business processes. This continues to be a major focus of ABC's effort to connect with those already accredited by ABC and those who are looking to become accredited. While already well attended, the turnout at these presentations continues to increase each year, a testament to the importance of ABC's presence at these professional and educational events. ❖



Continuing Education

THIS WAS A BIG YEAR for certification renewals with over 3,000 individuals renewing their credential by successfully completing their continuing education requirements. Continuing education courses help ensure that each ABC certified individual remains current with technology, research and the delivery of care and are an important requirement for maintaining certification.

Live course opportunities were at an all-time high of over 2,000 courses offered by a variety of sponsors. Credentialed individuals took over 20,000 online courses in 2014, a significant increase over the previous year. Participation in the national, state and regional events last year saw a slight decline, a trend that has been consistent over the last 10 years with the increased availability of local live courses and online learning opportunities.

Many course sponsors are now providing more approved individualized presentations at facility locations, offering certified individuals the opportunity to participate in training opportunities with the benefit of limited travel expense.

The ABC website continues to be an invaluable resource for individuals maintaining their ABC credential and satisfying their state

licensure continuing education requirements.

As part of the website redesign in 2014, ABC enhanced its Continuing Education Course Search feature. Subcategories for both live and distance learning courses were added for all disciplines. This new feature helps certifees narrow their search to a specialty area or area of interest.

ABC continues to assist those professionals working in licensure states in obtaining and maintaining their state licenses by providing written verification of good standing with ABC, exam scores, credit lists and email reminders of upcoming licensure deadlines.

In 2014, ABC was extremely pro-active in making ABC credential holders in Pennsylvania aware of changes in that state's licensure requirements and helping them obtain the appropriate certification verification information needed to meet the new requirements. ABC strives to take a pro-active role in each state's licensure requirements as they affect the certifee's ability to practice and care for patients.

Each year, ABC continues to provide additional services and resources to its certified individuals and facilities, ensuring that they get the most value possible from their ABC credential. ❖

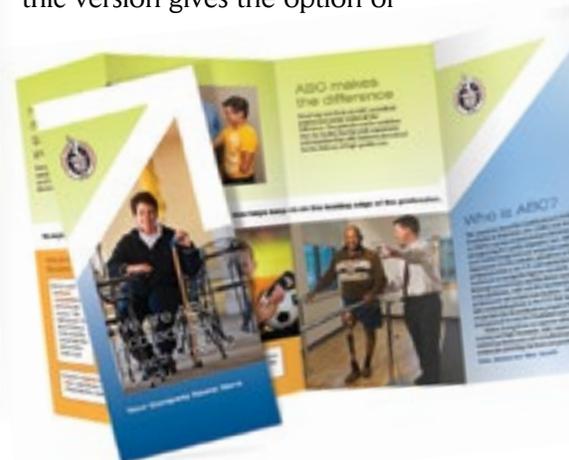
Marketing & Public Relations

ABC'S MARKETING and public relations efforts in 2014 were primarily focused on professional outreach and the promotion of ABC's value added services for both certified individuals and accredited facility owners.

Advertising

As ABC's 65th Anniversary celebration continued into 2014, new ads were created for the *And an ABC Practitioner was there* four-part ad series, highlighting real patients who have benefited from the care of an ABC credential holder. In addition, a new facility accreditation ad was created to support the continuing message of ABC's commitment to its accredited facilities.

ABC updated its popular customizable marketing brochures to give ABC accredited facility owners more options to market the value of their ABC accreditation to patients, referral sources and insurance contractors. The new brochure design allows the inclusion of the facility name, logo and contact information. In addition, the orthotic, prosthetic and pedorthic version gives the option of



selecting from a library of photos to better reflect the facilities' patient population and services.

Social Media

ABC continues to have a strong presence on social media with daily posts to its Facebook, Twitter and LinkedIn pages, informing participants about the latest O&P news along with ABC updates and reminders. Additionally, an ABC YouTube channel was created in an effort to provide public access to existing ABC educational videos and future video projects.

Professional Outreach

ABC continued its support to the profession through attendance at over 40 state, regional and national level meetings and events, providing valuable information about ABC's certification and accreditation programs.

Two major resources were also created for ABC's facility accredi-



ers maintain compliance with ABC accreditation throughout the entire year. The Kit includes a 12-month calendar with ABC advice and tips for the most critical standards, an online Resource Pack with form and document templates as well as ABC's comprehensive Facility Accreditation Guide.

School Outreach

The ABC School Outreach Program reached over 1,300 students in 2014 through the distribution of certification packets, informational DVDs and live presentations from ABC's Outreach Development Manager.

To further ABC's reach to the O&P student and resident community, ABC made a generous donation of \$100,000 to the Orthotic and Prosthetic Education and Research Foundation (OPERF). This donation will fund student scholarship and resident travel awards that will be awarded

tation program, the Patient Care Accreditation Guide and the Accreditation Compliance Kit.

The Guide brought together all three of ABC's existing accreditation publications – the Getting Started Guide, ABC Facility Accreditation Standards and the Standards and Compliance Guide - making one comprehensive book of standards along with the essential tools necessary to apply for patient care accreditation and prepare for the onsite survey.

The Accreditation Compliance Kit, a culmination of surveyor and facility feedback, was created to help facility owners and business manag-



beginning in 2015 and continue to be awarded for a minimum of five years.

Consumer Outreach

ABC once again participated as a sponsor of the Amputee Coalition Paddy Rossbach Youth Camp held in Ohio in July. As a sponsor at this level, ABC is given the opportu-

American Board for Certification in Orthotics, Prosthetics & Pedorthics, Inc.

Patient Care Facility Accreditation GUIDE

- Getting Started
- Standards
- Resources and Tools

nity to provide each camper with a special souvenir for their bags. ABC also began sponsoring a summer youth camp held in Virginia for children and adolescents with limb loss, serving as an opportunity for ABC to give back to the local community.

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 continued its support of the OPAF First Clinics through donations and sponsorships as well as sponsorship of McKeever's First Ride.

New patient assistance resource pages were also added to ABC's consumer website, OandPCare.org, to provide further information about insurance options, as well as additional financial resources available through government and non-profit organizations.

New Website

The new ABC website gained lots of attention throughout the year with average daily users reaching nearly 300. An enhanced user experience and new tools to help individuals and facilities manage their credentials has made the ABC website the go-to destination for all things ABC and more.

The website now also spotlights one outstanding ABC volunteer each month on the homepage, commending their work and

encouraging others to get involved and volunteer.

ABC debuted videos on its website in 2014, including a tutorial video that walks visitors through the many features of the new site and two CPM Experience videos that give prospective candidates an overview of the ABC CPM exam, helping them understand how the exam is structured and what they'll be expected to do. ❖



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. ❖

Professional Discipline

ABC CONTINUES TO uphold professionalism and ethical conduct through its Professional Discipline program. This is accomplished by enforcement of the *ABC Code of Professional Responsibility*. In 2014, ABC's Professional Discipline Committee reviewed matters alleging violations of the *Code* involving general misconduct and actions taken by other agencies.

The Committee meets monthly to diligently review each matter and render decisions based on the evidence discovered. The following individuals were sanctioned by the Committee in 2014:

Jeffrey T. Jacobs, Revocation of C.Ped. credential, January

John B. Mihlik, Revocation of C.Ped. credential, May

William L. Meanwell, Revocation of C.Ped credential, June
William T. O'Neill, Jr., Suspension of CPO credential, October

The Committee also placed five individuals on probation and issued three letters of reprimand. In addition to reviewing professional discipline cases, ABC actively protects its trademarked credentials. Cease and desist orders were issued to several individuals whom ABC learned were improperly representing ABC certification and/or accreditation titles. ABC encourages all credential holders to report suspected violations of the *Code* by any ABC credential holder. ❖

2014 Board and Committees

Board of Directors

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FAAOP**

President

**James H. Wynne, CPO,
FAAOP**

President Elect

Christopher J. Fairman, CPO

Secretary-Treasurer

Timothy E. Miller, CPO

Immediate Past President

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

Jeanine Doty, CPO, CFm, RN

Dennis J. Janisse, C.Ped.

**Stephanie D. Langdon,
CPO, FAAOP**

Deborah S. Plescia, CPO

Eric Ramcharran, CPO

Anthony Sertick, Jr., JD
Public Member

Donald D. Virostek, CPO

Committees and Members

Facility Accreditation Committee

Michael J. Allen, CPO, FAAOP
Chair

Dennis W. Dillard, C.Ped., CTO
Board Liaison

Brett Saunders, CPO, FAAOP

Kim Doolan
Public Member

Jeanine Doty, CPO, CFm, RN

Rachel A. Friddle-Johnson, CPO

Carol Grettum, CP, C.Ped.,
FAAOP

Pamela K. Hale, CPO

Jeff Mastej

Kenneth G. Meier, CPO

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

Eric Ramcharran, 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

John Angelico, CP, FAAOP

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

2014 Committees

(Continued)

Prosthetic CPM Administration Team

Steven Chu, CPO
Anthony Ward, CPO
Rick Milen, CPO
William D. Beiswenger, CPO, FAAOP

Orthotic CPM Administration Team

Richard A. Babcock, CO
Frank E. Friddle, Jr., CO
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.
Darlene Hall, C.Ped.
Edward Hicks, Jr., CO, C.Ped.
Grayson L. Garland, 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

Jeanine Doty, CPO, CFm, RN
Chair
Leigh Anne Ball, CFm
Wendy A. Carter, CFom
Kimberly R. Deckard, CFm
Teresa G. Hamm, CFom
Teresa Kelly, CFm
Janet L. McHenry, CFom
Deborah J. McNicol, CFom
Mari-Frances Quade, CFm

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

Technician Exam Team

Jonathan D. Day, CPO
Chair
Edwin B. Hassler, III, CPO
David C. Williams, CO

Scope of Practice Committee

Rick G. Parr, CPO, FAAOP
Chair
Michael J. Allen, CPO, FAAOP
William J. Barringer, CO
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
Chair
Dennis J. Janisse, C.Ped.
Board Liaison
Cheryl E. Hood, CPO
Randall Rowland, CO

ABC Mission

ABC IS THE comprehensive credentialing organization whose mission is to establish and advocate for the highest patient care and organizational standards in the provision of safe and effective 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's 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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abcop.org

Calendar of Events

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

March 2015

1: Application Deadline for May Written and Written Simulation Certification Exams

250 Locations Nationwide

Application Deadline for June CPM Certification Exams

8-9: Essentially Women Annual Conference and Tradeshow
Orlando

14-15: Orthotic CPM Exam
University of Texas Southwestern Medical Center, Dallas

16-21: Written and Written Simulation Certification Exams
250 Locations Nationwide

20-21: Prosthetic CPM Exam
University of Texas Southwestern Medical Center, Dallas

PrimeFare West 2015
Denver

23-25: AOPA Policy Forum
Washington, DC

26-28: Georgia Society of Orthotists & Prosthetists Annual Meeting
Atlanta

April

Limb Loss Awareness Month

1: Residency Deadline for May Written and Written Simulation Exams

Residency Deadline for June Orthotic and Prosthetic CPM Exams

9-11: Texas Assoc. of Orthotists & Prosthetists Annual Meeting & Scientific Sessions
San Antonio

24-25: Oklahoma Assoc. for Orthotics & Prosthetics Annual Meeting/PrimeFare Central
Oklahoma City

May

1: Application Deadline for July Written and Written Simulation Exams

11-16: Written and Written Simulation Exam
250 Locations Nationwide

14-16: WAMOPA Annual Meeting
Reno

June

1: Residency Deadline for July Written and Written Simulation Exams

11-12: Michigan Orthotics & Prosthetics Assoc. Spring Seminar
Bay City, Mich.

12-13: Orthotic CPM Exam
St. Petersburg College Caruth Heath Education Center, St. Petersburg, Fla.

19-20: Prosthetic CPM Exam
St. Petersburg College Caruth Heath Education Center, St. Petersburg, Fla.

22-25: International Society of Orthotics & Prosthetics World Congress
Lyon, France

July

1: Application Deadline for Sept. Written and Written Simulation Exams

6-11: Written and Written Simulation Exams
250 Locations Nationwide

