RENEWAL OF CERTIFICATION BACKGROUND

2001 – ABPD Renewal of Certification Committee was established to fulfill one of ABPD’s Core Values, A Commitment to Lifelong Learning.

2008 – Launch of enhanced recertification to include a Renewal of Certification Examination.

2012 – Launch of expanded renewal of certification program with outside software vendor. The expanded program required additional annual requirements that Diplomates were to complete including CE Self Reporting, Continuous Quality Improvement Modules and Renewal of Certification Examination (every 10 years).

PROGRAM ISSUES

2012 – ABPD launched the program that included expanded Diplomate renewal requirements with an outside software vendor, separate of ABPD’s user database.

Within year one the following issues were uncovered:

• Multi-User Interfaces confused stakeholders
• Limited access to ABPD data and reporting
• Stakeholders expressed concerns regarding user friendliness
• Increased staff hours due to inefficiency in program
• Multiple interfaces to manage and maintain
• Software vendor certification program model was not customizable

SOLUTION

ABPD began researching a solution to better manage the renewal program. They concluded that one centralized, user-friendly software system was needed to handle all aspects of certifications. This enhanced system needed to maintain and track users, manage renewals and exam applications, maintain and track renewal of certification, real-time reporting, and blast communications.

In 2014, ABPD partnered with a software developer, Informatics, Inc, to create a system that would allow a frustration-free experience for our stakeholders, directors and administrators.

Using the knowledge from ABPD’s experience, ROC-P, a robust online certification platform, was launched as a joint partnership between ABPD and Informatics, Inc in late 2016.

PROGRAM BENEFITS

The platform allows the following key players to effectively implement, manage and support board certification programs:

Administrators
• Ability to streamline and automate processes
• Track and manage all aspects of board certifications
• View real-time reports

Stakeholders/Diplomates
• Ability to quickly pay fees, renewals and examinations
• Access to a comprehensive CE tracking system
• Access to Continuous Quality Improvement Modules to promote and improve lifelong learning

Directors/Committees/SME’s
• Instant access to confidential information
• Access to secure examination development modules

TABLES AND FIGURES

Sample Screens

Organizational Solution for Renewal of Certification Program
American Board of Pediatric Dentistry