American Board of Ophthalmology 2020 Scorecard

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| Stakeholders | Internal Processes |
| Patients and the public regard ABO certification as a valued credential verifying competence in ophthalmic care. | The ABO administers reliable and valid summative examinations that measure relevant patient-centered competencies. |
| Candidates and diplomates regard ABO certification as a valued credential verifying competence in ophthalmic care. | ABO Directors demonstrate their commitment to the ABO mission by active and timely engagement. |
| The ABO collaborates with the AAO and other membership organizations; the ABMS and ABMS member boards; and the ACGME, ACCME, and other relevant organizations. | ABO volunteers demonstrate their commitment to the ABO mission by active and timely engagement. |
| Learning and Growth | Finance |
| ABO Directors and Staff enhance their professional skills. | The ABO meets annual budget goals and maintains adequate reserves. |
| The ABO has a positive culture. | Annual audits of the ABO are satisfactory. |
| The ABO maintains a Candid/GuideStar Platinum rating. |

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| 2020 by the Numbers | |
| ABO Diplomates: 12,803 | |
| Written Qualifying Examination  472 (81%) passed of 584 examined  66 less examinees than annual average | Oral Examination  470 passed of 639 examined |
| Continuing Certification  93% of diplomates recertifying at the end 2020  6976 participating in Quarterly Questions | |
| 14 Employees | 16 Volunteer Board Directors |
| 305 of 549 Active Volunteers\* | $1.3M Income |

\*Active volunteers include examiners who have examined in the past eight years plus item writers who have written items in the past three years.

| **Objectives** | **Measures** | **2019** | **2020** |
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| **Stakeholders – Patients and Public** | | | |
| Patients and the public regard ABO certification as a valued credential verifying competence in ophthalmic care. | ABO web site visits | 92,391 unique visits, 833,288 pageviews, 4:33 average time spent on site, 30.72% bounce rate | 102,370 unique visits, 894,364 pageviews, 4:20 average time spent on site, 32.17% bounce rate. |
| Phone inquiries to the ABO office | 306 public inquiries / 3,817 total calls (8%) | 145 public inquiries/3,405 total calls (4.25%) |
| **Stakeholders - Candidates** | | | |
| Candidates regard ABO certification as a valued credential verifying competence in ophthalmic care. | Percentage of candidates who pursue certification | Over the past 10 years, 92.8% of residency graduates have attempted the WQE within 2 years. | Over the past 10 years, 93.5% of residency graduates have attempted the WQE within 2 years. |
| Candidates rate their ABO experience favorably. | Email and phone inquiries to the ABO office | ICC Call Log 2019 (n = 655)    Oral: 198 (30%)  WQE: 272 (42%)  Residency Tracking: 96 (15%)    Call Sentiment:  Positive: 69%  Neutral:27%  Negative: 4% | ICC Call Log 2020 (n = 787)  Oral: 330 (42%)  WQE: 165 (21%)  Residency Tracking: 144 (18%)  Call Sentiment:  Positive: 23%  Neutral: 74%  Negative: 3% |
| Candidates’ understanding of WQE process and content | 2019A WQE Experience Survey: 83.8% knew a content outline was available; 75.7% knew sample questions were available; 76.4% knew a WQE tutorial was available. 85.3% felt that the e-mails from ABO about the test were very helpful or extremely helpful.  2019B WQE: Post exam survey not administered due time lapse to understand the scope of the technical problem. | 2020 WQE Experience Survey:  71% - knew about content outline 54% - knew about sample question  No tutorial was available  83% found ABO emails helpful or extremely helpful |
| Candidates’ understanding of Oral examination process and content | Agreed or Strongly Agreed that they "understood the exam format and process based on the orientation video and materials provided by the board prior to the exam."  2019S Oral: 83%  2019F Oral: 79% | 2020 Oral Candidates reported that the oral simulation video on the ABO web site video did not entirely reflect the exam encounter and requested additional samples and information. |
|  | Exam Experience - Written | WQE 2019A: Of 538 Prometric-delivered experience surveys, there were 4 complaints about breaks not being long enough and/or issues with check in/check out, 16 complaints about the computer.  WQE 2019B: Of more than 500 candidates who sat for the WQE, a technical issue directly or indirectly created test center difficulties or delays for about 13%. The error prevented nine candidates from taking the WQE on September 14; all have since been rescheduled. Thirteen others were offered, and two accepted, the option to re-test based on their concerns about test center issues. | WQE 2020: Of 584 candidates, 120 answered the Experience survey. There were 2 complaints about the user interface, 10 site complaints (noisy environment and/or staff, small testing room, etc.), 2 complaints about breaks not being long enough and/or issues with check in/check out, 1 complaint about content outline being misleading. |
| Exam Experience – Oral | Rated the overall exam experience as good, very good, or excellent.  2019S Oral: 88%  2019F Oral: 86.9 | Rated the overall exam experience as good, very good, or excellent.  2020A: 95%  2020B: 94%  2020C: 92%  2020D: 92% |
| ABO response to candidate test administration issues within 2-4 business days. |  | WQE 2020: Of 584 candidate who sat for the Pearson-delivered exam, 13 candidates contacted the ABO with test-day issues which included internet outages, technical issues, COVID protocols, and a test center staff issue. All issues were resolved within 3 days of the test day.  VOE20s: On exam day, all reported issues were monitored and resolved in real-time based on the staffing workflow. Exam day issues and resolutions are archived with the exam’s Irregularity Report. Several issues were submitted to the ABO via survey or e-mail days and/or weeks after the administration. Staff developed a new process by referencing the issue against the Irregularity Report and, if necessary, contacting the Examiners for more information. Most of the post-exam concerns were about scoring accuracy due to a technical issue (e.g., glitchy audio at one point). The respective Examiners confirmed no compromised exams and Candidates were scored fairly in the circumstance. |
| **Stakeholders – Diplomates** | | | |
| Diplomates regard ABO certification as a valued credential verifying competence in ophthalmic care. | Continuing Certification participation  Percent of Diplomates who are Current/Complete in following activities: | 2019: 12,197 (TLC)   * Annual Fee: 5,390 (44%) * Track 1 CME Complete: 1,495 (74%) * Track 2 CME Current: 2,868 (33%) * Patient Safety: 4,072 (39%) * DOCK Complete: 762 (6%) * QQ Participating:434 (44%) * Track 1 IMP Complete: 1,491 (74%) * Track 2 IMP 1 of 2 Complete: 1,517 (17%) * Track 2 IMP 2 of 2 Complete: 394 (4%) | 2020: 12,803 (TLC)   * Annual Fee: 2020: 6,747 (55%) * Track 1 CME Complete: 888 (95%) * Track 2 CME Current: 4412 (45%) * Patient Safety: 6084 (54%) * DOCK Complete: 464 (4%) * QQ Participating: 6976 (57%) * Track 1 IMP Complete: 883 (95%) * Track 2 IMP 1 of 2 Complete: 2075 (18%) * Track 2 IMP 2 of 2 Complete: 2207 (19%) * 93% of eligible TLC recertified |
| Diplomates engaging in more than the minimum number of required activities |  | * 71 Track 1 Diplomates completed more than 1 Part IV activity * 175 Track 2 Diplomates completed more than 2 Part IV activities * 53 Track 1 Diplomates completed 4 years of QQ. * 202 Diplomates have completed DOCK and participated in QQ. |
| Diplomates participating in ABO- offered CME | 6,151 claims of 8,838 eligible (70%) | 13,023 claims of 17,255 eligible (76%) |
| Diplomate web site  profiles | 2844 | 3178 (+334) |
| Quarterly Questions participants indicating that learning has occurred | 2019 Q3: 91% (637 of 698) respondents selected A or SA in response to the statement “Quarterly Questions is a useful learning tool.” | 2020 Q3: 93% (698 of 752) respondents selected A or SA to the statement: "Quarterly Questions are useful learning tools." |
|  | Successful implementation of Improvement in Medical Practice Activities (IMPAs) | 2019: 87 new projects were approved; 99% answered Yes. | In 2020 options that satisfy Improvement in Medical Practice expanded to include AAO CME-based activities, a COVID-19 self-directed template, Individual projects, including an Amblyopia focused template, Group or Team-based projects, MSPP Institutional projects, and the Quarterly Questions pathway.  Diplomates continue to find value in the self-directed activities. When completing their project reflection, they are asked to answer the question, "Do you feel the project was worthwhile, effective”. A total of 160 COVID and Standard self-directed activities combined were completed by year-end 2020, and 100% of the diplomates answered yes. |
| Diplomates rate their ABO  experience favorably. | Email and phone inquiries to the ABO office; Likelihood to recommend | Continuing Certification Phone Calls 2019 (n = 2,007)    QQ: 471 (23%)  IMP: 364 (18%)  Timeline: 860 (43%)  Payments: 167 (8%)    Continuing Certification Sentiment:  Positive: 77%  Neutral:20%  Negative: 3% | Continuing Certification Phone Calls 2020 (n = 1,778)  QQ: 305 (17%) IMP: 268 (15%) Timeline: 814 (46%) Payments: 177 (14%)  Continuing Certification Sentiment  Positive: 49% Neutral: 51% Negative: 1% |
| Diplomate Digest readership | Delivery Rate: 99.8% Benchmark: 98-100%  Open Rate: 54%  Benchmark: 15-30%  Click Rate: 7.5% Benchmark: 2.5%-3% | Delivery Rate: 99.9%  Benchmark: 98-100%  Open Rate: 67%  Benchmark: 15-30%  Click Rate: 6.1% Benchmark: 2.5%-3% |
| **Stakeholders - Other** | | | |
| The ABO collaborates with the AAO and other membership organizations. | AAO-ABO joint projects | CEO invitation to annual AAO Education Retreat and update to AAO Board of Trustees | CEO invitation to annual AAO Education Retreat and update to AAO Board of Trustees |
| ABO representation on AAO council | Dr. Sarah Nehls | Dr. David Epley |
| OKAP exam development services | 89 items were delivered for OKAP. | 2020 involved OKAP item bank review for content and relevancy purposes and the development of 10 OKAP new test items. |
| Activities of and with liaison representatives of major subspecialty societies | ABO met with liaisons with all major subspecialty societies  All major subspecialty societies invited to contribute to Quarterly Questions | ABO Continuous Certification Committee worked with AAPOS leadership to create an AAO Iris registry-based improvement in medical practice project for pediatric ophthalmologists.  ABO met with liaisons with all major subspecialty societies  All major subspecialty societies invited to contribute to Quarterly Questions |
| The ABO collaborates with the ABMS and ABMS member boards. | ABO participation in ABMS functions | CEO membership on ABMS Board of Directors, 3 members of Committee on Continuous Certification  ABO participates in ABMS networking groups, including ABMS Communications Network | Dr. GB Bartley on ABMS Board of Directors  Dr. Chris Albanis member of ABMS Committee on Continuous Certification  Dr. Sarah Schnabel psychometrician reviewer of ABMS board Continuing Certification assessments for the Committee on Continuous Certification  Dr. GB Bartley, Dr. Sarah Schnabel, and Meghan McGowan presented at ABMS annual meeting.  ABO participates in ABMS networking groups, including ABMS Communications Network, Remote Assessment Workgroup, Continuing Certification Network. |
| The ABO collaborates with the ACGME, ACCME, and other relevant organizations. | Participation in organizational activities | RRC: Dr. Andy Lauer (Chair), Dr. GB Bartley (ex officio)  ACS: Dr. Don Kikkawa is the ABO representative at the ACS | RRC: Dr. Andy Lauer (Chair), Dr. Don Kikkawa (2021), Dr. GB Bartley (ex officio)  ACS: Dr. Don Kikkawa is the ABO representative at the ACS |
| Internal Processes | | | |
| Initial Certification - The ABO administers reliable and valid summative examinations that measure relevant, patient-centered competencies. | Equitable scoring practices and validated standard setting methods | WQE Pass rates: 90.1% for WQE 19A, 87.6% for WQE 19B. Because of the equating model used, this reflects the competence of the examinee population and is not indicative of any unfairness in the examination versus the last administered form.  Oral Pass rates: 2019S: 82.3%, 2019F: 78.1%: 73.1%. | WQE Pass rates: 80.8%  Oral Pass rates: 2020A: 77.5%, 2020B: 75.4%, 2020C: 73.1%, 2020D: 70%. Due to the examination design and scoring, equitability across examinations cannot be assessed. |
| Measurement of the intended constructs | 2018 WQE score report survey: 54.8% agree or strongly agree that "my scores are a good reflection of my actual knowledge in each subject." 63.8% A/SA that "the subjects on this exam represent meaningful content areas."  2019 WQE: No score report survey sent.  Oral survey: "cases represent the current body of knowledge in the field of ophthalmology."  2019S: 92%  2019F: 84% | 2020 WQE: No score report survey sent.  Oral survey: “How relevant was the clinical content of your exam to high-quality ophthalmic practice? “  2020A: 74.4% mostly/highly relevant  2020B: 73.7% mostly/highly relevant  2020C: 74.2% mostly/highly relevant  2020D: 69.4% mostly/highly relevant |
| Complementarity of Written Qualifying and Oral Examinations |  | A correlational study among multiple WQE years and multiple Oral administration will be completed in 2021. |
| Continuing Certification - The ABO administers reliable and valid summative examinations that measure relevant, patient-centered competencies. – Initial Certification | Equitable scoring practices and validated standard setting methods | QQ pass rate: approx. 99.8% | QQ 2020 pass rate: 99.6%  The QQ standard setting process (revised Hofstee method) is an acceptable practice and has worked to maintain an equitable standard/pass rate over the past three years. |
| Measurement of the intended constructs | 2019:  Q3: 659/719(92%) of respondents A/SA that “Overall, I am satisfied with Quarterly Questions.”  Q3: 627/714(88%) of respondents A/SA that “Questions assessed my clinical judgement, going beyond factual recall.”  Q3: 660/714 (92%) of respondents A/SA that “Questions related to articles were appropriately tied to content detailed within each article.”  Q3: 577/609 (91%) of respondents A/AS that “Article-based questions were useful in learning new, emerging information.”  Q3: 555/698 (91%) of respondents A/AS that “Quarterly Questions is a useful learning tool.”  Q3: 558/698 (80%) of respondents A/AS that “Quarterly Questions has helped me to identify my knowledge gaps.”  Q3: 571/698 (82%) of respondents A/AS that "Quarterly Questions helps me provide better care to my patients."  Q3: 611/698 (88%) of respondents A/AS that "The Quarterly Questions program helps me stay current in general ophthalmology"  Q3: 675/698 (97%) of respondents would recommend participation on Quarterly Questions to a colleague.” | 2020:  Q3: 733/775 (95%) of respondents A/SA that “Overall, I am satisfied with Quarterly Questions.”  Q3: 687/774 (89%) of respondents A/SA that “Questions assessed my clinical judgement, going beyond factual recall.”  Q3: 751/774 (97%) of respondents A/SA that “Questions related to articles were appropriately tied to content detailed within each article.”  Q3: 745/774 (96%) of respondents A/AS that “Article-based questions were useful in learning new, emerging information.”  Q3: 698/752 (93%) of respondents A/AS that “Quarterly Questions is a useful learning tool.”  Q3: 631/752 (84%) of respondents A/AS that “Quarterly Questions has helped me to identify my knowledge gaps.”  Q3: 638/752 (85%) of respondents A/AS that “Quarterly Questions helps me to provide better care to my patients.”  Q3: 679/752 (90%) of respondents A/AS that “Quarterly Questions helps me stay current in ophthalmology.”  Q3: 728/752 (97%) of respondents state that the overall quality of the content in the Quarterly Questions assessment is good/very good/excellent.”  Q3: 737/752 (98%) of respondents would recommend participation on Quarterly Questions to a colleague.” |
|  | The validity of our programs and assessments have been evaluated by an independent third party | Plans to apply for NCCA accreditation delayed in order to improve oral exam compliance with standards | Consider applying for NCCA accreditation after new standards are released. |
| ABO  Directors demonstrate their commitment to the ABO mission by active and timely | Board self-assessment questionnaire; items 6, 9, 13, 18, 36 | Question 6: The ABO’s policies are understood by all Board members: 60% strongly agree, 40% somewhat agree.  Question 9: The ABO’s mission and guiding principles are understood and accepted by our Board: 87% strongly agree, 13% somewhat agree.  Question 13: The ABO’s annual budget is discussed and understood by the Board prior to approving it: 80% strongly agree, 14% somewhat agree. 6% neutral.  Question 18: Board Directors have a working knowledge of the ABO’s Bylaws and Rules & Regulations: 13% strongly agree, 80% somewhat  agree, 7% neutral.  Question 36: Board Directors are adequately knowledgeable about the organization's programs and services: 40% strongly agree, 60% somewhat agree. | Question 6: The ABO’s policies are understood by all Board members: 41% strongly agree, 47% somewhat agree, 12% neutral  Question 9: The ABO’s mission and guiding principles are understood and accepted by our Board: 94% strongly agree, 6% somewhat agree  Question 13: The ABO’s annual budget is discussed and understood by the Board prior to approving it: 88% strongly agree, 12% somewhat agree  Question 18: Board Directors have a working knowledge of the ABO’s Bylaws and Rules & Regulations: 29% strongly agree, 59% somewhat agree, 6% neutral, 6% somewhat disagree  Question 36: Board Directors are adequately knowledgeable about the organization's programs and services: 71% strongly agree, 29% somewhat agree |
| Meeting and conference call attendance | 2019 monthly conference calls: 82%  2019 in-person meetings: 100% attendance | 2020 Interim meeting: 100% attendance  2020 March virtual meeting: 93%  2020 monthly conference calls: 97% |
| Presentations on behalf of the ABO or contributions to Diplomate Digest | 2019 7/15 (47%) of Directors have presented on behalf of the ABO and/or contributed to Diplomate Digest | 2020 5/16 (31%) of Directors have presented on behalf of the ABO and/or contributed to Diplomate Digest. Note: there was less opportunity to present in 2020 due to conversion of in-person meetings to virtual |
| ABO volunteers demonstrate their commitment to the ABO mission by active and timely engagement. | Number of ABO Examiners who examined in 2020 | 344 | 261 (Includes 10 new examiners and mentors and four Examiner Trainers) |
| Number of ABO Emeritus Directors who served as Panel Leaders |  | 11 |
| Number of ABO diplomates who helped test the VOE prototype (includes ABO Examiners) |  | 66 (Includes new examiners, recently certified diplomates and experienced examiners.) |
| Number of Item Writers (Exam Development Committee Members and ABQ Item Writers) |  | 86 (Includes 6 volunteer Committee Chairs and 20 item writers who served on an Exam Development Committee and wrote ABQ items.) |
| Volunteers who served as Examiners and Item Writers |  | 69 |
| ABO volunteers earned CME credits | 333 | 56 Received 10 CME Credits for item writing.  261 Received 5.5 CME Credits for examining. |
| Recruitment of new volunteers | Credentials Committee approved 44 examiner nominations. | Credentials Committee approved 21 examiner nominations; 20 nominees accepted the invitation. |
| Likelihood to recommend | 100% strongly agree or agree responses to questions related to willingness to volunteer again. | 100% strongly agree or agree responses to questions related to willingness to volunteer again. |
| **Learning and Growth** | | | |
| ABO Directors and staff enhance their professional skills. | Internal educational offerings | Board meetings include at least one learning and growth activity | Board meetings include at least one learning and growth activity |
| External educational offerings | 2019: 5/12 | Amy – completed DePaul University Online Social Media Marketing Certificate Program (July 2020)  Gabe – completed Online Google Analytics Prep Course through DePaul University in pursuit of becoming certified in Google Analytics (July 2020)  Meghan – University of Vermont Digital Marketing Certificate (June 2020)  Sarah – Participation as SME for ABMS 3C committee and NCCA Standards Revision Task Force; enrolled in Leadership course through HBS (Nov-Dec) |
| Creation of and use of ABO virtual library | No action | No action |
| Self-assessment exercises: Annually for Directors and quarterly for Staff | Conducted | Conducted |
| The ABO has a positive culture. | Staff satisfaction and alignment with personal goals | At work, I have the opportunity to do what I do best every day: 42% strongly agree, 33% agree, 25% disagree  This last year, I have had opportunities at work to learn and grow: 64% strongly agree, 36% agree | At work, I have the opportunity to do what I do best every day: 46% strongly agree, 45% agree, 9% disagree  This last year, I have had opportunities at work to learn and grow: 73% strongly agree, 27% agree |
| Competitive compensation and benefits  (ABO targets pay at the 50th percentile of the competitive market total compensation−ABO defines total compensation as including base salary, and benefits, including the ABO contribution to the 401K) | Meeting target | Meeting target |
| Staff retention | Three employees have left the ABO voluntarily during the past 20 years | Three employees have left the ABO voluntarily during the past 20 years |
| **Finance** | | | |
| The ABO meets annual budget goals and maintains adequate reserves. | Net operating income | $877K | Projected $1.3M  (decreased expenses by 15% over last five years) |
| Budget approval  (Financial statements reviewed monthly by CEO and Administrator and quarterly by Finance Committee) | Yes | Yes |
| Reserve balance  (Goal is one-three year’s operating expenses.) | $6.7M (>1X) | $8.6M (2X) |
| Annual audits of the ABO are satisfactory. | Audit results | Achieved | Achieved |
| The ABO maintains Candid/GuideStar Platinum rating. | Rating status | Achieved | Achieved |