

American Board of Ophthalmology Scorecard

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 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.
Diplomates regard ABO certification as a valued credential verifying competence in ophthalmic care.	ABO volunteers 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.	
Learning & 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.

American Board of Ophthalmology Scorecard

Stakeholders

Objectives	Measures	Results	
Patients and the public regard ABO certification as a valued credential verifying competence in ophthalmic care.	ABO web site visits Email and phone inquiries to the ABO office	2019: YTD website activity is similar to 2018. 1,721 calls YTD 191 calls per month (Average) Most Popular Topics: 1,094 MOC 469 Initial Certification 158 Public Inquiries Most Popular Sub-Topics: 406 Timeline / MOC Completion 170 WQE 167 Oral Examination Average Call Tone (1 – Highly Negative, 10 – Highly Positive) 7.2/10 Average Call Duration 5 minutes or less	2018: 87,309 unique abop.org website visits. They viewed 889,752 pages and spent an average of 4 minutes and 40 seconds on the site. The ABO's bounce rate in 2018 was 29.3% (a good bounce rate range is 26-40%). Other data measures being compiled.
	Patient advocacy groups link to the ABO	In progress	
	Likelihood to recommend	In progress	

Initiatives: Public

- Website redesign and SEO program
- Google analytics reconfiguration to support measurement
- In-website experience and satisfaction survey
- Expanded information on public web site and verification page about how Board Certification status can (and cannot) be used and additional links to topics the public calls about (licensure, subspecialty information)

American Board of Ophthalmology Scorecard

Stakeholders

Objectives	Measures	Results		
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.		
Candidates rate their ABO experience favorably.	Email and phone inquiries to the ABO office; Likelihood to recommend	WQE 2019A: Of 538 Prometric-delivered experience surveys, there were 0 site compliments, 4 complaints about breaks not being long enough and/or issues with check in/check out, 16 complaints about the computer.	WQE 2018: Of 658 Prometric-delivered experience surveys, there were 64 site compliments, 19 complaints about breaks not being long enough and/or issues with check in/check out, 55 complaints about the computer.	
		2019S Oral: 88% rated the overall exam experience as good, very good, or excellent.	2018F Oral: 70% rated the overall exam experience as good, very good, or excellent.	
		ABO Response to Candidate test administration issues: Ten candidates raised concerns; all were resolved with 2-4 business days.		
	Candidates' understanding of WQE and Oral examination process and content	Call Log: 2019 Q1: Positive: 80% Neutral: 18% Negative: 2%	2019 Q2: Positive: 87% Neutral: 8% Negative: 5%	2018: More than 50% of calls were Neutral to Highly Positive.
		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.		2018 WQE Experience Survey: 93.8% knew a content outline was available; 78.5% knew sample questions were available; 75.4% knew a WQE tutorial was available. 44.6% felt that the e-mails from ABO about the test were very helpful or extremely helpful.
	2019S Oral: 83% 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."		2018S Oral: 84.3% 2018F Oral: 84%	

Initiatives: Candidates

- Conduct candidate experience surveys residency graduates at various stages during board certification process.
- Announcement of new WQE/Oral exam timeframe.
- New Oral examination informational video/additional videos and ABO Oral exam "prep course."
- Web survey asking about digital experience.
- Ask younger diplomates to participate in ABO communication efforts with candidates and residents.
- Create a dedicated FAQ section of the website focused on scoring and psychometric education.

American Board of Ophthalmology Scorecard

Stakeholders

Objectives	Measures	Results
Diplomates regard ABO certification as a valued credential verifying competence in ophthalmic care.	MOC participation	Percent of Diplomates who are Current/Complete in following activities: 12,085 ABO Time-limited Diplomates <ul style="list-style-type: none"> • Annual Fee: 4,226 (35%) • Track 1 CME Complete: 1,420 (69%) • Track 2 CME Current: 2,575 (25%) • Patient Safety: 3,976 (33%) • DOCK Complete: 762 (6.44%) • QQ Participating: 5,096 (42%) • Track 1 IMP Complete: 1,425 (69%) • Track 2 IMP 1 of 2 Complete: 1,432 (14%) • Track 2 IMP 2 of 2 Complete: 298 (3%)
	Diplomates engaging in more than the minimum number of required activities	
	Diplomates participating in ABO-offered CME	3,106 claims out of 4,536 eligible (68.47%) QQ CME Claims for 2017 and 2018.
	Diplomate web site profiles	2,728 Diplomates have activated their public profile.
	Quarterly Questions participants indicating that learning has occurred	2019 Q2/3: The question regarding Quarterly Questions being "useful learning tools" was removed from the Q2 survey for 2019. Our current information for Q3 is that 90% (or 177 of 196) of respondents selected A or SA in response to the statement "Quarterly Questions is a useful learning tool." 2018 Q2: 85.6% of 846 respondents selected A or SA to the statement: "Quarterly Questions are useful learning tools." 2018 Q3: 90.9% of 506 respondents selected A or SA to the statement: "Quarterly Questions are useful learning tools"
	Successful implementation of Improvement in Medical Practice Activities (IMPAs)	Prior to 2018, questions about clinical usefulness (excellent, very good, good, fair, poor) were asked. Among 2240 respondents between 2012 and 2017, 37% indicated that the clinical usefulness was excellent or very good and 34% indicated that the clinical usefulness was "good." Since 2016, self-directed projects included the question, "Do you feel the project was worthwhile, effective? Yes or No" Of 128 self-directed approved projects since 2016: <ul style="list-style-type: none"> • 96.1% answered Yes (123) • 0.9% answered No (1) • 3.1% did not answer (4) 2019 Q2: 10 new projects were approved; 100% answered Yes
Recruitment of new volunteers	So far in 2019, the Credentials Committee approved 27 examiner nominations, 20 of whom have accepted the invitation. The Credentials Committee will review 18 new nominations in September. Nineteen new examiners attended the June 2019 exams and 12 were scheduled to In 2018, the Credentials Committee approved 30 examiner nominations, 21 of whom have accepted the invitation to become an examiner. Thirty new examiners attended the 2018 exams. Thirteen new item writers joined the ABO exam development efforts in 2018.	

American Board of Ophthalmology Scorecard

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		examine in September 2019. Twelve new item writers joined the ABO exam development cadre in 2019.	Nineteen diplomates asked for information about volunteering for the ABO throughout the year and three volunteers expressed interest in becoming a Director.
Diplomates rate their ABO experience favorably.	Email and phone inquiries to the ABO office; Likelihood to recommend	<p>Phone calls about MOC</p> <p>2019 Q1 (N = 462):</p> <ul style="list-style-type: none"> • Part I: Licensure: 1 (0.2%) • Part II: CME & Patient Safety: 31 (6.7%) • Part III: DOCK: 14 (3.0%) • Part III: QQ: 109 (23.6%) • Part IV: IMP: 128 (27.7%) • Payments: 38 (8.2%) • Timeline / MOC Completion: 141 (30.5%) <p>2019 Q2 (N = 292)</p> <ul style="list-style-type: none"> • Lifetime Enrollment: 3 (1.0%) • Part I: Licensure: 0 (0%) • Part II: CME & Patient Safety: 27 (9.3%) • Part III: DOCK: 0 (0%) • Part III: QQ: 93 (31.9%) • Part IV: IMP: 39 (13.4%) • Payments: 23 (7.9%) • Timeline / MOC Completion: 107 (36.6%) 	<p>Phone calls about MOC in 2018 (N = 3,438):</p> <ul style="list-style-type: none"> • MOC fees (332) • Licensure (5) • CME (142) • PORT (55) • DOCK (825) • IMP (473) • PEC (4) • PQRS (9) • QQ (875) • Timeline (718)
		<p>Call Log Sentiment</p> <p>2019 Q1:</p> <p>Positive: 73%</p> <p>Neutral: 21%</p> <p>Negative: 6%</p>	<p>2019 Q2:</p> <p>Positive: 85%</p> <p>Neutral: 12%</p> <p>Negative: 3%</p>
	Diplomate Digest readership	<p>Diplomate Digest 2019 YTD</p> <p>Delivery Rate: 99.9% Benchmark: 98-100%</p> <p>Open Rate: 52% Benchmark: 15-30%</p> <p>Click Rate: 7% Benchmark: 2.5%-3%</p>	<p>2018:</p> <p>Delivery rate: 99.3%</p> <p>Open Rate: 32%</p> <p>Click Average: 11.5%</p>

Initiatives: Diplomates

- Communication campaigns to all diplomates about MOC and their MOC program requirements
- Improve public profile capabilities with new web site; create ability to post fellowship training and have fellowship appear in public search for subspecialty
- Regular analysis and removal of barriers to completion (restrictive policies, website issues, etc.)
- Diplomate Experience Survey administered to diplomates in 1st cycle, 2nd cycle, and 3rd cycle; hold diplomate engagement sessions quarterly; collect and share testimonials about individual MOC experience

American Board of Ophthalmology Scorecard

- Quarterly Questions:
 - communication campaigns; timely release of automated QQ notifications, QQ technical issues tracking document
 - Add feedback incorporating confidence data and other "gamification" aspects, e.g., setting personal goals
 - Explore and make a recommendation regarding re-testing of concepts missed and demonstrating improvement
- Quarterly report of self-directed IMPA impact statements
- Create a dedicated FAQ section of the website focused on scoring and psychometric education for candidates and diplomates.
- CME Finder tool to help diplomates locate CME-bearing activities that qualify for MOC; increased QQ CME amount to 8 credits/Improve the way CME is claimed; increase communications about claiming CME

Objectives	Measures	Results
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
	ABO representation on AAO Council	Activities at AAO Annual meeting
	OKAP exam development services	AAO-ABO pilot program for improving patient care and earning MOC credit
	Activities of and with liaison representatives of major subspecialty societies	2018, 85 items were written for OKAP and 76 were accepted.
The ABO collaborates with the ABMS and ABMS member boards.	ABO CEO participation in ABMS functions	CEO membership on ABMS Board of Directors, Committee on Continuous Certification, Focused Practice Designation task force ABO exam development services to ABMS-I in support of Singapore. In 2018, 25 items were written for Singapore and 20 were accepted. In 2018 and 2019, Bhavna Sheth travelled to Singapore for exam form review.
The ABO collaborates with the ACGME, ACCME, and other relevant organizations.	Participation in organizational activities	RRC: Andy Lauer (Chair), Bhavna Sheth, GB Bartley (ex officio) ACCME: CME Finder proponent

American Board of Ophthalmology Scorecard

Internal Processes

Objectives	Measures	Results
<p>The ABO administers reliable and valid summative examinations that measure relevant, patient-centered competencies.</p>	<p>Psychometric reliability and validity</p> <p>Equitable scoring practices</p> <p>Validated standard setting methods</p> <p>Complementarity of Written Qualifying and Oral Examinations</p>	<p><i>Initial Certification</i></p> <p>Pass rate for the 2019A WQE was 96.8% (cf 93.1% of first-time takers in 2018). This reflects the competence of the examinee population and is not indicative of any unfairness in the examination.</p> <p>The pass rate for oral 2019S and 2018F were similar (2018F: 85.3% first-time takers; 2019S: 85.8% first-time takers).</p> <p>WQE: Uses a common item equating design. Oral: Examiner severity is addressed in training. 2019 initiatives address the issues with oral examination examiner severity.</p> <p>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."</p> <p>2019A WQE: No score report survey sent.</p> <p>2018S Oral survey: 82% indicated that the "cases represent the current body of knowledge in the field of ophthalmology."</p> <p>2018F Oral survey: 86% indicated that the "cases represent the current body of knowledge in the field of ophthalmology."</p> <p>2019S Oral survey: 92% indicated that the "cases represent the current body of knowledge in the field of ophthalmology."</p>

American Board of Ophthalmology Scorecard

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		<p><i>Quarterly Questions</i></p> <p>QQ pass rate: approx. 99.5% (as of June 2019)</p> <p>Psychometrician-led standard setting to occur annually that is based upon SME judgments made related to QQ item difficulty and relevance</p> <p>2018: Q2: 62% of 846 respondents: A/SA that "The Quarterly Questions program helps me provide better care to my patients" Q3: 79% of 506 respondents: A/SA that "The Quarterly Questions program helps me provide better care to my patients" Q2: 73.5% of 846 respondents: A/SA that "The Quarterly Questions program helps me stay current in general ophthalmology" Q3: 87% of 506 respondents: A/SA that "The Quarterly Questions program helps me stay current in general ophthalmology"</p> <p>2019: Q2: 91% of 561 respondents: A or SA that "Questions were relevant to the specialty area selected." Q3: 83% of 200 respondents: A/SA that "Quarterly Questions helps me provide better care to my patients." (This question is no longer asked in the Q2 survey) Q3: 88% of 200 respondents: A/SA that "The Quarterly Questions program helps me stay current in general ophthalmology"</p>
	NCCA Accreditation	NCCA standards are met by most ABO practices. Remaining items, primarily regarding non-time-limited certificate holders, are being clarified with NCCA/ICE.
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% 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.

American Board of Ophthalmology Scorecard

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engagement.	<p>Meeting and conference call attendance</p> <p>Presentations on behalf of the ABO or contributions to Diplomate Digest</p>	<p>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.</p> <p>Question 18: Board Directors have a working knowledge of the ABO’s Bylaws and Rules & Regulations: 13% strongly agree, 80% somewhat agree, 7% neutral.</p> <p>Question 36: Board Directors are adequately knowledgeable about the organization's programs and services: 40% strongly agree, 60% somewhat agree.</p> <p>2019 Interim meeting: 100% attendance 2019 June meeting: 93% (1 Director with family emergency) 2019 monthly conference calls: 82%</p> <p>7/15 (47%) of Directors have presented on behalf of the ABO and/or contributed to Diplomate Digest</p>
ABO volunteers demonstrate their commitment to the ABO mission by active and timely engagement.	<p>Number of ABO Examiners and Volunteers</p> <p>Diversity of Examiners and Volunteers</p> <p>CME claims</p> <p>Recognition of Examiner and Volunteer service</p> <p>Likelihood to recommend</p>	<p>Approximately 245 diplomates will serve as 2019 oral examiners. Thirty-five will be new, and 35 examiners will have served as mentors. Seven Emeritus Directors served as Panel Leaders.</p> <p>85 subject matter expert volunteers served as item writers on the 2019 Exam Development Committees, 73 of whom had served previously. Twelve served as mentors to new item writers, six served as meeting co-moderators, and 11 volunteers served as typists.</p> <p>Data collection in progress</p> <p>205 CME claims in 2019.</p> <p>37 certificates acknowledging a milestone (first, fifth, tenth, and fifteenth exam) were sent to 19S examiners with a signed letter from the CEO. 76 certificates of appreciation were sent after the Exam Development Meeting.</p> <p>2019: 100% A/SA responses to questions related to willingness to volunteer again.</p>

American Board of Ophthalmology Scorecard

Initiatives

- Compare participation in MOC and CME offerings by diplomate volunteers compared with non-volunteers
- Continue to stress item relevance in item-writer training: add more surgical competence PMPs to Oral
- Implement examiner feedback form
- Investigate models to control for examiner severity
- Additional efforts to calibrate examiners annually and select highly discriminating and challenging items will improve examination reliability
- Investigate changing the number of data points collected on the oral exam to improve reliability
- To maintain a consistent Oral examination passing standard, investigate equating for the Oral examination
- Encourage PMP development to assess integration of information, judgment, and communication
- Research project with ACGME to identify areas of overlap
- Define the unique measurement constructs in the WQE and Oral examination and ensure validity
- Update the Oral examination content outline
- Re-review blueprint at least every 5 years
- SME review of final item text at least three times (upon approval, when selected for exam, and after loaded into interface)
- Continue to stress item relevance in item-writer training
- Engage with other ABMS boards to determine how to measure reliability for QQ
- Document compliance with all NCCA standards

Learning and Growth

Objectives	Measures	Results
ABO Directors and staff enhance their professional skills.	Internal educational offerings	Board meetings include at least one educational activity
	External educational offerings	2018: 3/10 staff members participated in professional development conferences and independent coursework
	Creation of and use of ABO virtual library	In progress
	Self-assessment exercises: Annually for Directors and quarterly for Staff	In progress
The ABO has a positive culture.	Staff satisfaction and alignment with personal goals	In progress
	Competitive compensation and benefits	Analysis conducted by a third party every 3-5 years; in progress
	Staff retention	Two employees have left the ABO voluntarily during the past 20 years

American Board of Ophthalmology Scorecard

Finance

Objectives	Measures	Results
The ABO meets annual budget goals and maintains adequate reserves.	Net operating income Budget approval Reserve balance	Positive NOI expected in 2019; administration of 2 WQEs. Financial statements reviewed monthly by CEO and Administrator and quarterly by Finance Committee Goal is one-two year's operating expenses. \$6,539,248 as of September 4, 2019.
Annual audits of the ABO are satisfactory.	Audit results	2019: achieved
The ABO maintains a Candid/GuideStar Platinum rating.	Rating status	2019: achieved 2018: achieved

Updated 2 October 2019