



Certified Press

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COA • COMSA Dental Assisting National Board, Inc. CDPMA • CDA

DANB Advances Its Resources For Computerized Testing Centers

As part of its ongoing commitment to deliver exceptional service, The Dental Assisting National Board (DANB) has announced that beginning January 2003, its capabilities for computer testing centers will take a leap forward to better accommodate the needs of the DANB Examination candidates.

Pearson Professional Testing, the professional licensure and certification electronic testing business of NCS Pearson, has signed a three-year contract with DANB for electronic test delivery services beginning January 2003. To provide a smooth transition, Prometric, DANB's current electronic test centers will remain on board as the testing vendor, administering all national and as appropriate, state exams through the first months of 2003.

"This is an exciting change that will offer great benefits to the candidates as well as aid in the processing of information for DANB," says Cynthia Durlley, Executive Director of DANB.

With over 80% of DANB Certification examinations being administered electronically, DANB took a critical assessment of how well the candidates were being serviced by existing operations. Among the feedback from Program Directors at dental assisting educational institutions was a need for test centers that were more convenient for their students.

The evaluation of testing locations unfurled the idea that DANB look for a testing provider with enough flexibility in its test center locations to develop new testing opportunities for community colleges that would not have been available to participate previously. Educators (and employers alike) will be pleased that their students/employees will have options other than dealing with the current constraints of scheduling written examinations or traveling a great distance to take a computer exam. DANB has set a goal that a candidate will not have to travel more than 50 miles to take an exam.

One of the advantages of computer-administered testing over written exams has been the availability of sites and convenience in scheduling. The move to Pearson Professional Testing fine tunes the list of locations available. In addition, the Internet access for scheduling provides a unique new feature of "real-time" communication.

When candidates go online to register for an exam, they can register and receive a confirmation of the appointment time and location immediately. Currently, it takes approximately 24-hours to process and return online confirmations. DANB considers "real time" a great advantage for candidates who do not have access to a home computer. Wait times should be only seconds when accessing a computer at work or at a library.

Another reason 80% of DANB Certification

candidates prefer electronic exams is the ability to get preliminary pass/fail test results upon completion of the test. Official determination of the exam results are calculated and processed by DANB and mailed out to the candidate approximately four to six weeks after the test date. Written exam test results do not afford such expediency and take four to six weeks for test scores to first reach the candidate.



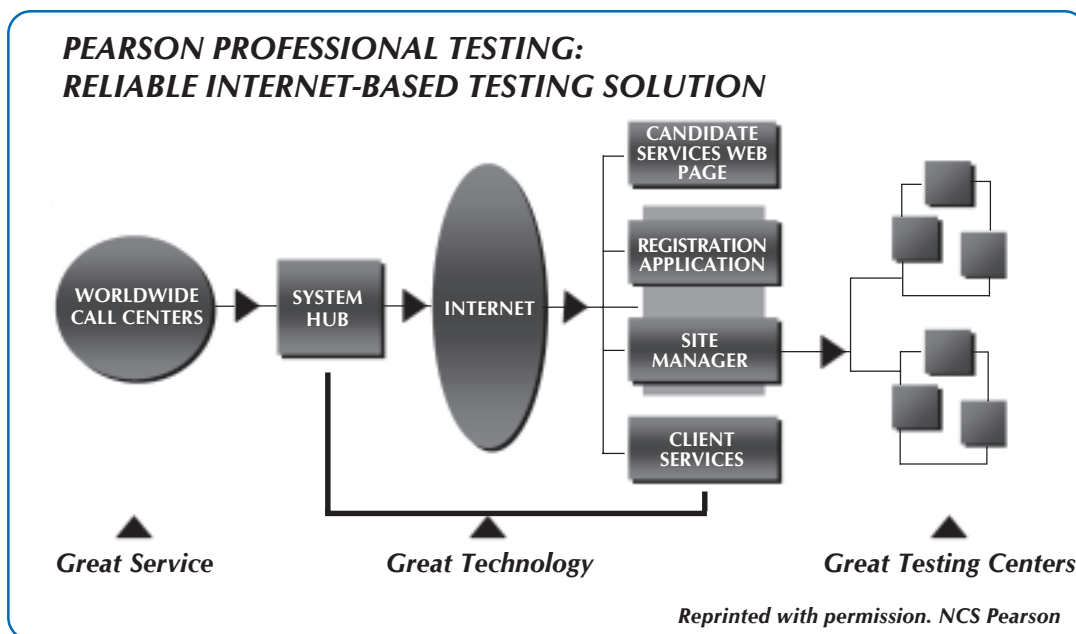
Pearson Professional Testing was chosen because of its proven successes in computerized test administration. The National Council of State

Boards of Nursing uses Pearson for its RN and LPN exam licensing program, as well as the American Society of Clinical Pathologists, the National Association of Security Dealers, Microsoft, Cisco and IBM to name a few.

The company-owned and operated Pearson Professional Test Centers offer a network support system that allows a smooth flow of information between all of the test centers and DANB. When looking to improve the electronic testing operations, advancing the transmission of data was a high priority. As information technology progresses, DANB is committed to partnering with resources that stay on the cutting edge. NCS Pearson has demonstrated the same commitment.

"The changeover in test center providers will appear seamless to the candidates," says Karen Laurerman, DANB's Director of Marketing and Communications. To facilitate consistent testing center operations, DANB's procedural guidelines will be corporately mandated by Pearson. The one-company network of testing centers will allow for a smooth flow of information. Improvement in accessibility to the centers and the "real-time" registration will serve added value to all stakeholder groups dealing with computerized testing.

The improvement in delivering consistent data transmissions with the new system will give DANB more sophisticated systems to better serve the public good by using more advanced tools in the credentialing process. ▲



Research Supports Content of DANB's Infection Control Examination

The DANB Board of Directors, at its Annual Meeting held in August, approved modifications in two Infection Control Examination (ICE) content areas. The vote came after a review of the statistical analysis and results of the recent ICE Content Validation Study.

The ICE Test Construction Committee (TCC) members

- Natalie Kaweckyj, CDA, COA, COMSA, CDPMA, FADAA, RDA (clinician)
- Virginia Jorgensen, CDA, EFDA, EFODA, AAS (educator)
- Mary Govoni, CDA, RDH, MBA (educator)
- Dr. Morris Robbins (clinician)
- Dr. Charles Palenik (educator)
- Judith Andrews, CDA, EFDA (DANB Board Liaison)

conducted the initial review of study results and recommended changes to the Board.

As Chart 1 illustrates, the 5% increase in Occupational

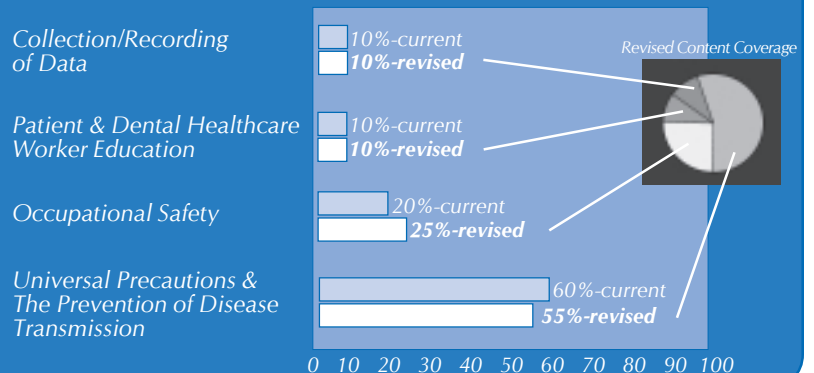
Safety and the 5% decrease in Universal Precautions and The Prevention of Disease Transmission content coverage goes into effect for the computerized format of the ICE in January 2003 and on the written version in June 2003 following DANB policy. Similarly, content area adjustments will be included in the 2003 Candidate Guide and when future editions of the *Task Analysis, 9th Edition* and *The DANB Review* are published.

The intention of the Infection Control component of

Continued on Page 3

Chart 1

Current and Revised Infection Control Content Area Coverage



DANB Briefs

AGD Addresses The Issues Surrounding The Care of Special Needs Patients

The Academy of General Dentistry (AGD) is responding to the challenging statistic that reveals more than 54 million people in America are defined as disabled. A Surgeon General report written in 2000 noted grave disparities in access to oral healthcare services for the mentally and physically disabled, especially children.



While concrete solutions require the combined focused efforts of government, education, organized dentistry and social services, the AGD is stepping forward with several initiatives as outlined in the July 2002 issue of *AGD Impact*, their monthly newsmagazine.

Acting as an educational sponsor of the Special Olympics Special Smiles program, the AGD gives Fellowship and Mastership continuing education credit when dentists participate in an onsite training program and dental screenings for the athletes. AGD also endorses and is collaborating with the Donated Dental Services (DDS) of the National Foundation of Dentistry for the Handicapped (NFDH). Since 1986, the DDS program has brought together 10,000 volunteer dentists in 26 states to provide dental services to 35,000 disabled, elderly and medically compromised people. In an exciting move, the AGD is currently developing a national database of dentists who treat special needs patients.

DANB Offers Informational Poster

In an effort to step-up communication about DANB Certification for the dental assisting professional, a 12" x19" poster is now available. As part of DANB outreach program, this poster features benefits of being DANB Certified, photos of assistants in action and return postcards requesting DANB information.

Ideal for display in high traffic locations, the poster will be mailed to all ADA Accredited Program Directors in the same packet as the yearly updated Candidate Guides. It will also be used at conventions and various events to communicate the importance of DANB Certification.



Abstracts for Presentation Are Being Accepted For 2003 OSAP Symposium

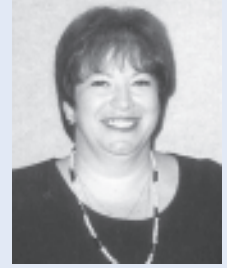
The Organization for Safety and Asepsis Procedures (OSAP) is calling for abstracts for presentation for the 2003 Symposium being held in Tucson, Arizona next June.

All interested researchers in infection control and occupational health and safety are encouraged to forward their submissions to the OSAP Central Office by Monday March 1, 2003. Papers must meet International Association for Dental Research (IADR) criteria for scientific merit. At least one of the authors of each abstract must be a member of OSAP.

OSAP is introducing a special mentorship service to researchers prior to the submission deadline. Researchers who have questions regarding design and/or methodology may contact the OSAP to be referred to a research expert. This mentoring service will only be available through March 1, 2003.

A Word from the Chair

Judy E. Anoff, CDA, EFDA
Chair, DANB Board of Directors



Buzz words and phrases like continuous quality improvement, total quality management, customer first attitude and excellence in the profession are permeating DANB vocabulary these days. With the formal announcement of DANB's new computerized testing vendor, Board Members and staff alike have been looking for ways to improve on services, functions, exams and experiences for the many stakeholder groups. Change is good.

The Testing and Measurement Department staff is focused on the shift from Thompson Prometric to Pearson Professional Centers in January 2003 without inconvenience to our candidates, employers and educators. To that end, DANB has negotiated an interim contract with Prometric to avoid scheduling difficulties and problems arising from the vendor shift. At the same time, Test Construction Committee meetings (comprised of key staff and content experts) are underway to further evaluate, improve, and enhance the DANB national examinations to accurately reflect current practices across the country as evidenced by results from validation surveys. Two major initiatives for the end of 2002.

Improvements are not limited to the candidate experience. All www.danb.org visitors will find updated (and in some sections, new) information, functions, and services—all with a click of a button. And the process doesn't end there. Updates are completed weekly; resumes and jobs posted daily; and as the new Candidate Guides become available, new listings and downloadable applications will be posted to the site. DANB staff is gearing up to even further enhance the experience for stakeholders in the coming year by adding online recertification and DANB approved course listings for Certificants, bulletin boards for educators, and a Certification Verification connection for state dental boards, employers and the public.

DANB continues to improve examinations and further the use of statistical results/analysis, adds value to Certification through quality services, projects and programs and strives for the betterment of the profession, specifically for Certified Assistants. At the same time, DANB Certified Assistants are making a difference on a day-to-day basis in elevating the profession: new educational programs, grassroots efforts, promoting Certification in legislation and actively representing the profession as role models. Dental assisting is not for everyone. For DANB Certified Assistants, it is everything. Make a difference.

Until next time...

For an information packet with further details on the submission process, interested parties are encouraged to download the Call for Abstracts information at www.osap.org or contact the OSAP Central Office at 1-800-298-OSAP (6727); fax: 410/571-0028; email: office@osap.org.

New OSAP Web Page Answers Infection Control & Safety Questions

Questions about Infection Control and Safety can now be answered on the Internet. The Organization for Safety and Asepsis Procedures (OSAP) has designed a web page that provides 24-hour access to frequently asked questions (FAQs) on disease risks, instrument processing, personal protective equipment, compliance requirements and other areas of concern and potential confusion.

Posted at www.osap.org/resources/FAQ/index.php, questions are categorized under broad headings such as Diseases and Disease Agents, Equipment, Latex Allergies, Office Design and Management, Safety, Personal Protective Equipment and Regulatory Processes. Subcategories include disinfection, sterilization, handpieces, instrument processing, sharps safety, dental unit waterlines, waste management, state requirements and x-ray safety.

Students Use Creativity to Offset Cost of CDA Examinations

Students in the dental assisting program at Kaskaskia College in Centralia, Illinois put their heads together to come up with ways to defray the cost of their CDA exams.

As part of their Dental Assisting Club, the students raised money through bake sales and fund raisers throughout the school year. In total, they were able to subsidize their tests to the tune of about \$125 per student.

While some student loans may cover the fees involved with securing professional credentials when listed as part of student fees, other students look to the generosity of their employers.

Certainly creativity is helpful when working together in dental assisting fundraisers. To share ideas in how you or your organization defrays exam fees, please write to The DANB Press, 676 North St. Clair Street, Suite 1880, Chicago, IL 60611 or email publications@danb.org. or phone 312/642-3368 x115.

New ADAA Representative Elected

Carla Schneider, CDA, RDA, of Hettinger, ND has been elected to the DANB Board of Directors as the third ADAA Representative. Ms. Schneider fills the vacancy left by Cathy Roberts, CDA, COA, CDPMA, EFDA, FADAA when she resigned to take on new responsibilities as an officer to the ADAA Board of Trustees. Read more about Ms. Schneider in the upcoming fall issue of *Certified Press*.▲



Carla Schneider, CDA, RDA

DANB Certificant Emeritus Demonstrates Lifetime Commitment To Dental Healthcare Profession

When Grace Winpigler wants to know if there is still a demand for trained, Certified Dental Assistants, she just opens the want ads and observes the requirements employers are looking for these days. If anything, the demand for certified professionals in the dental health profession is more widespread than when she started as a dental assistant more than forty years ago.

Last year's recipient of the American Dental Assistants Association's John O. Butler Pride award in the clinical category, Ms. Winpigler started her career back in the days when dental assistants wore uniforms and caps. She recounts with great pride the day in 1967 she received her DANB Certification pin. "To be certified is a *badge of honor* and means that you have been trained at a level that commands respect from both employers and patients alike."

"The casual atmosphere in many dental offices today concerns me," says Ms. Winpigler. She believes that dental assisting programs, like the one she helped design for Frederick Community College in Maryland in the early seventies, are not easily accessible to dental assistants in her area. The state of Maryland today has only one accredited dental assisting program at the Medix School in Towson, MD.

Having been an instructor most of her career, Ms. Winpigler feels dental assisting programs teach more than technical skills to their students. Students develop leadership abilities that not only elevate their professionalism on the job, but have taken some individuals to a broader arena. One of the students from her program went on to be a medical doctor at Johns' Hopkins, while several have gone on to work in positions at insurance

agencies, influencing policies in that environment.

Ms. Winpigler has certainly been a champion for dental assisting students. She acts as an advisor to both students and employers to help make good professional matches. It is this desire to see the profession of dental assisting kept at such a high level that has been the driving force in her own career.

The honor Ms. Winpigler received from the ADAA was awarded for her efforts in dental education and for her participation on the local, state, regional and national levels. Most recently, Ms. Winpigler worked at the Frederick County Health Department in the Dental Clinic.

Throughout her career, Ms. Winpigler taught in many capacities, from instructing dental health at maternity clinics to developing clinical services for the Rock Creek School Dental Unit. She developed an infection control/safety control program for a local dentist's office in her hometown of Frederick where employees were trained using OSHA and MOSHA requirements. There she developed and implemented an office manual for an infection control/safety program. Ms. Winpigler also assisted in developing clinical services for the physically challenged at the Scott Key Center in Frederick.

For many years, Ms. Winpigler taught at the University of Maryland Dental School in Baltimore and in the dental program at Frederick Community College.

During her teaching career at FCC, Ms. Winpigler recruited students for the two-year dental assistant program. She implemented and taught course work in all eight specialties of dentistry. In addition, Ms.



Grace Winpigler, CDA Emeritus

Winpigler taught the clinical practicum course and performed the follow-through training. After the students passed the certification course and graduated with an Associate of Arts degree, Ms. Winpigler was there, working tirelessly to aide in job placement activities.

Ms. Winpigler is a graduate of the University of Maryland, School of Dentistry in Baltimore in the Dental Assisting Program. She excelled in the Certified Dental Assistant Exam and received her registration from the Maryland State Board of Dental Examiners. She is the founder, organizer and charter president of the Frederick County Dental Assistants Society.

It is said that the greatest achievement of the human spirit is to live up to one's potential and make the most of one's resources. Grace Winpigler, CDA Emeritus of Frederick, Maryland has shown that attaining and maintaining her DANB Credential put her on a professional path that has made her one of dental assisting's great achievers.▲

Infection Control Continued from Page 1

the Certified Dental Assistant (CDA) and Certified Orthodontic Assistant (COA) exams is to test candidates on Occupational Safety and Health Administration (OSHA) requirements and Centers for Disease Control and Prevention (CDC) and American Dental Association (ADA) guidelines on infection control.

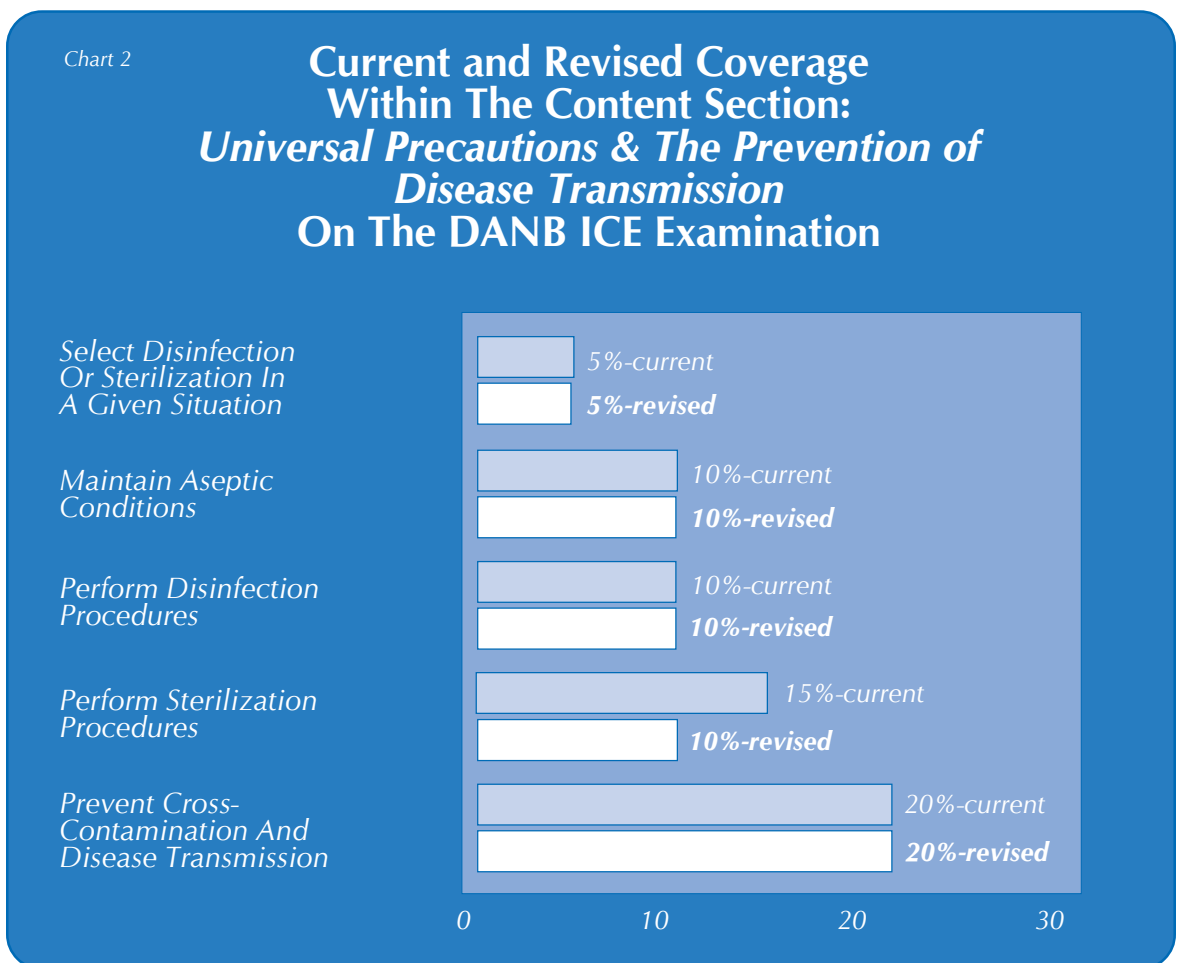
The Infection Control Exam includes four categories of test questions called content areas. As there are new techniques, philosophies and equipment used in dentistry, it is natural that the coverage each category receives on the examination shifts over time.

The ICE Content Validation began with the random selection of CDAs to create a study group. Those selected received a postcard describing the study with an opportunity to participate. DANB mailed 377 packets which led to an 85% participation rate.

The study included a survey mechanism. DANB's Testing and Measurement Department, ICE TCC and the Board of Directors used the *Task Analysis, 8th Edition* to identify 58 tasks to be evaluated. The CDAs were asked to indicate the *importance* of each task relative to all other tasks performed in their current position and to indicate the *frequency* they perform each task and return the survey to DANB for analysis.

After DANB staff compiled the results, the ICE TCC met to analyze and reconstruct, as needed, the content of the examination. They not only evaluate content areas, but the coverage of specific tasks within each content area. The emphasis that specific tasks should receive on an examination varies.

As with all of the DANB Certification and component exams, the results from the survey that deliver the frequency and importance of tasks act as a guide when decisions are made, as illustrated in Chart 2. Validity results provide practical insight into the



day-to-day duties of a Certified Assistant and show areas that the TCC may want to further emphasize or de-emphasize.

The TCC experts combine their knowledge with the respondents' practical experiences, as evidenced by the study, creating a blend of questions that should accurately assess skill and knowledge in infection control. This type of test construction process results in an exam that is psychometrically sound and represents dental assisting theory and procedures in practice.

A candidate who passes the ICE demonstrates competence, has a thorough understanding of key procedures and topics and a solid base on which to further build or enhance their career or achieve the CDA or COA credential.

DANB conducted the infection control survey as standard practice to ensure that the DANB examination reflects actual clinical experience. This process is an essential element that supports the integrity and credibility of DANB Certification in the oral healthcare community.▲

DANB Client Services Update

To help improve service to our stakeholders, DANB has made additions to our Client Services Department and our Web site.

New Faces

Two new members have joined the DANB Client Services Department. Michelle Simmons started with DANB in December 2001. Bringing 24 years of experience in customer service-related positions with her, Michelle learned the company's policies and procedures rapidly. Michelle is very much at home in DANB's Client Services Department. She has excellent follow-through with each caller and has been a great addition to the department. Michelle can be reached at extension 130.

Also joining DANB's staff is Curt Williams. Serving as a backup to the Client Services Representatives, Curt has been very helpful in downloading all voicemails from DANB's general voicemail box and distributing them to the Client Service Representatives for callbacks. He provides phone support when the Client Services Department is short-handed. Curt is a recent graduate of Chicago's Jones College Preparatory School. While working at DANB, Curt is also attending the International Academy of Design and Technology in Chicago.

Improved DANB Web Site

Many of you have been patiently awaiting the unveiling of DANB's new and improved web site. Visit www.danb.org today and discover that it was definitely worth the wait!

The new additions to the website make it possible for DANB to serve the needs of the DANB Certificant Community and other stakeholder



groups more efficiently and effectively. Valuable information will be available at your fingertips. The following is an overview of some of the additions designed to help expedite addressing visitors' requests.

Website visitors are now be able to:

◆Download examination applications directly from the website to their own personal computer for printing at home or at the office.

Applications are available in PDF format for DANB's national certification exams, national components exams (CDA, GC, ICE, RHS, COA, OA, CDPMA-I & II) and PDEP modules, and soon for state-specific exams administered by DANB (AZ, MD, MO, MT, NJ, NM, NY, and OR).

The PDF file provides the candidate with a printable version of the application. This shortens the candidate's waiting time by allowing the applications to be printed out and completed right away. Applications can then be mailed or faxed back to DANB for processing.

◆Print copies of the Continuing Dental Education (CDE) Recording Form.

This form is very important in the tracking of continuing education credits earned in a particular year by Certificants. DANB asks Certificants to log all of the CDE credits they have earned on the Recording Form so that it will be easily available for submission, along with copies of course completion certificates or other proof of education in the event they are audited.

◆Locate DANB-approved CDE sponsors and obtain valuable contact information.

Since it is suggested that continuing education be pre-approved by DANB, this tool will be very helpful for Certificants wanting to check whether a CDE provider offers DANB-approved courses. They may also peruse the list to locate potential providers.

◆Access radiography and expanded functions requirements for each state, with the ability to download excerpts from specific states' Practice Acts or their Administrative Rules & Regulations.

Many individuals contact the DANB office wanting information on the requirements to work or job functions for their home state or in another state to which they are moving. Each state's Board of Dentistry or Dental Examiners sets its own rules and regulations regarding requirements, proper procedures and allowable functions for dentists, dental hygienists and dental assistants. DANB has published state-approved excerpts from State Practice Acts and Administrative Rules to allow assistants to see what duties they can legally perform in their specific states.



◆Review listings of jobs posted by employers looking for Certified Assistants or post their own information on the site letting employers know they are available for employment.

This free service is offered to employers and DANB Certified Assistants. Certified Assistants who are looking for work may log on and look at the available jobs posted. They may also post their resume for review by potential employers. In turn, employers looking for Certified Assistants may log on and review resumes of potential employees and/or create a job listing in which they post a job description and provide their contact information.

◆Access current and former editions of the DANB Certified Press newsletter.

If you ever miss an issue, don't fret; simply log on to www.danb.org and read it all online. Visitors may access the most recent issue or an archival issue.

◆Access DANB's Speakers Bureau.

DANB created its Speakers Bureau to offer another source for offices, employers and organizations looking for speakers to help their Certified Assistants earn their required continuing education. The speakers are not affiliated with DANB and must be contacted individually in order to arrange a speaking engagement. The speakers' geographic availability as well as their contact information is listed for easy access.

In the near future, Certificants will be able to renew their DANB certifications online. Once available, Certificants will be able to log on to www.danb.org and pay their renewal fees right online as an alternative to mailing or faxing in renewal forms. Look for a release date for this new website function in future editions of *Certified Press*.

These are just a few of the services created by DANB to make the certification process easier, from initial certification to maintaining certification. *Certified Press* and www.danb.org will keep stakeholders posted on any changes affecting DANB's Client Service or communications. DANB hopes you find the new website functional and informational and visit frequently!▲



PDEP
Professional Development Examination Program
Renewing Dental Assisting Excellence

The new at-home and at-your-own-pace exam from the name that has represented dental assisting excellence for more than 50 years!

Designed with the busy professional in mind, the 50-item examination is taken in your home. Included in your program are five (5) highly relevant articles from respected journals and research sources designed to keep you up-to-date on the most important advances and issues affecting the dental assisting profession.

With PDEP, the hours you need to renew or reinstate a single DANB certification are included in one, easy to manage program. The PDEP program was designed with value and simplicity in mind. At just \$130 per examination module (including shipping & handling) you will find PDEP to be both time and cost effective!

For More Information
Call 1-800-FOR-DANB or visit www.danb.org
Order form available on-line

DANB recognizes the dynamic and emerging roles of Certified Assistants in providing quality care to patients in a dental setting. DANB assists Certified Dental Assistants (CDAs), Certified Orthodontic Assistants (COAs), Certified Oral and Maxillofacial Surgery Assistants (COMSAs), and Certified Dental Practice Management Administrators (CDPMAs) in meeting these ever changing roles by requiring Continuing Dental Education (CDE) hours. DANB's credentials are known in the dental community as a mark of dental assisting excellence. This measure of excellence can be maintained only if each certificant is able to demonstrate competence.

RENEWING YOUR CERTIFICATION

Your initial certificate is valid for one year. Your expiration date is listed on the certificate. If you do not renew your certificate, you are no longer certified and may not use the designation or credential. A renewal notice will be mailed approximately 4-6 weeks prior to the expiration date. The certificant will be asked to sign a statement attesting that CDE and CPR requirements have been met, and to return the statement with the appropriate renewal fee to DANB. Renewal fees are not refundable.

Credentials	CDE Hours (including CPR)	Renewal Fee
One (1)	12 Hours	\$40
Two (2)	18 Hours	\$60
Three (3)	24 Hours	\$80
Four (4)	30 Hours	\$100

If DANB does not receive a response to renewal statement(s) within three (3) months of your expiration date, you are no longer certified and cannot use the CDA, COA, COMSA, or CDPMA acronym.

A sample timeline is illustrated below for reference only. In this example, Sue Smith's CDA expires January 31, 2002.

Dec. 1, 2001	Jan. 31, 2002	Feb. 15, 2002
1st notice sent.	Signed statement and fee due by this date or certification expires.	If no response, second notice sent.
	Mar. 1-31, 2002	Apr. 30, 2002
	Grace period continues. Reminder card sent.	Grace period ends. You are no longer certified (as fee/signed statement have not been received). Call 1-800-FOR-DANB for reinstatement options.

DANB RECERTIFICATION POLICY

- I. All continuing dental education must directly relate to the practice of dentistry or dental assisting to maintain or improve dental assisting knowledge or skill. Note: Except for Home Study Courses, CDE does not need to be pre-approved by DANB in order to be accepted as meeting DANB Recertification requirements. Call DANB prior to participation in education if you have questions about content.
- II. Programs must be at least 45 minutes in length in order to qualify for one (1) CDE credit. Credit for a CDE course will be calculated in 15 minute increments (i.e., 1 ½ hours = 1.5 CDE credits, 2 ¾ hours = 2.75 CDE credits).
- III. Education dated prior to initial certification date cannot be used to meet DANB CDE requirements. Certificants must earn appropriate number of CDE hours during the first year of certification to maintain certification.
- IV. Education has a two- (2) year lifespan. Certificants who carry over credits into the next renewal year must retain proof of 24 hours of CDE over a two-year period.
- V. **Multiple Certification:** It is possible to be certified in each of four areas: CDA, COA, COMSA and CDPMA. Renewal requirements are set at a 50% increase over basic requirements for each additional credential maintained.
- VI. **Renewal Timing and Expiration:** A three-month grace period is granted if the required CDE hours are not accumulated and appropriate fee is not received by the expiration date. An individual is considered certified during this three-month grace period. If DANB does not receive a response to renewal statement(s) within three (3) months of your expiration date, you are no longer certified and cannot use the CDA, COA, COMSA, or CDPMA acronym. **Misuse of any DANB credential is grounds for discipline under DANB's Discipline Policies and Procedures (contact DANB for a copy). For reinstatement of a credential, contact DANB at 1-800-FOR-DANB, www.danb.org or danbmail@danb.org.**
- VII. **Emeritus Status:** A Certified Assistant who became totally or permanently disabled and maintained certification five years prior to disability, or retired at age 60 or above and maintained certification five years prior to retirement retired **with 35 years or more of continuous** DANB certification. Please contact the DANB office for full information on the "Emeritus Status." Once Emeritus Status is earned, Certificants must use this designation; i.e., Sue Smith, CDA-Emeritus.

CONTINUING DENTAL EDUCATION (CDE) REQUIREMENTS

To renew a certificate, the certificant must earn and retain proof of twelve (12) hours of acceptable CDE by the expiration date. A recertification notice will be mailed approximately 6 weeks prior to the expiration date. The certificant will be asked to sign a statement attesting that CDE requirements have been met, and to return the statement to DANB with the appropriate renewal fee. Renewal fees are not refundable.

Some DANB certificants will be randomly selected for verification (audit) of their CDE hours and CPR. Those selected for verification (audit) will be considered certified during the time that they are providing proof of their continuing education. Specific instructions will be sent to those audited.

Upon successful completion of the audit, certification will be instated for the full year. Proof of continuing education should be retained for prior two years, in case of subsequent audit. Certificants not selected for audit will have their certification renewed for a full year. **DO NOT SEND DOCUMENTATION UNLESS REQUESTED. MATERIALS WILL NOT BE RETURNED OR RETAINED BY DANB.**

DENTAL EDUCATION SOURCES FOR CDE HOURS

Recertification can be earned through accumulating the required number of CDE hours and paying the appropriate renewal fee. It is the responsibility of the certificant to obtain and retain documentation that verifies participation in all CDE activities that will be used for renewal credit. All documentation must indicate name, CE number, name of sponsor, date of course, number of CDE hours, subject matter, program title, and program presenter.

1. MANDATORY CPR CERTIFICATION

Cardiopulmonary resuscitation certification is required for renewal of DANB certification. Certificants may earn a maximum of four (4) CDE hours annually (hour credit for hour attended) for successful completion of a CPR certification course that includes both written and hands-on (skills) assessment provided by one of the following organizations:

- **American Red Cross:** CPR for the Professional Rescuer • Adult, Infant and Child CPR • Adult CPR • Infant and Child CPR • Community CPR
- **American Heart Association:** Heartsaver Plus (through 5/31/02) • Heartsaver (as of June 2001) • Heartsaver AED • Heartsaver FACTS • Healthcare Provider • Advanced Cardiac Life Support (ACLS) • PBLS Plus (Pediatric Basic Life Support Plus) • PALS (Pediatric Advanced Life Support) • BLS Instructor (Basic Life Support Instructor)
- **National Safety Council (Green Cross):** First Aid CPR • Infant and Child CPR • Adult and Child CPR • Standard CPR • Professional Rescuer CPR
- **American Safety and Health Institute:** CPR Pro
- **Medic First Aid:** Basic Life Support for Professionals
- **Canadian Red Cross:** CPR-Level C • CPR for the Professional Rescuer

Other organizations or courses without both written/skills assessment will not be accepted. Certificants may only count the CDE hours in the year that CPR is earned. **NOTE:** Two-(2) year CPR card holders can only apply the hours to recertification in the year CPR earned. In the second year, CPR hours will not count and the certificant must earn the full number of hours from other categories.

Accepted Documentation: Copy of front and back of current CPR card

2. CLINICAL COURSES, SEMINARS, TABLE CLINICS AND EXHIBITS

Hour for hour credit is awarded for attending any *clinical* on-site lecture, course, seminar, and table clinic that is **directly related to the clinical practice of dentistry or dental assisting**. **One (1) hour** maximum credit is awarded for a minimum of one hour's time spent reviewing exhibits at dental and dental assisting meetings sponsored by recognized dental groups. Certificants may earn a maximum of **two (2) CDE hours annually** for reviewing exhibits at two different meetings.

Accepted Documentation: Certificate of completion, DANB approval code, Letter of attendance/completion, Meeting badge (exhibits), Meeting badge/program page (table clinics or free on-site lecture), CDE printout from meeting, or similar documentation

3. NON-CLINICAL COURSES, SEMINARS AND TABLE CLINICS—Formerly ELECTIVES (inc. PRACTICE MANAGEMENT)

- CDAs, COAs, and COMSAs may earn a maximum of three (3) CDE hours annually in this category.
- CDPMAs can earn a maximum of six (6) CDE hours annually (as practice management is the focus of CDPMA certification). This category includes but is not limited to attendance at or participation in *non-clinical* professional development courses that are **directly related to dental practice management/practice communication services:** practice management, stress management, patient and staff motivation, computer courses (college class, software training, etc.), insurance, claims/billing, foreign language studies, American Sign Language, and non-scientific related college courses.

Accepted Documentation: Certificate of completion, DANB approval code, Letter of attendance/completion, Meeting badge and program page (table clinics or free on-site lecture), CDE printout from meeting, or other like documentation

4. HOME STUDY COURSES: TEXT – AUDIO – VIDEO – INTERNET

All required CDE hours may be earned annually through home study courses. Home study course sponsors must be pre-approved by DANB. A designated number of hours will be awarded after completing a pre-approved home study course. Home study courses can be obtained from the American Dental Assistants Association and other agencies. To avoid non-acceptance of credits, ask course sponsor if the course is DANB-approved. If not, encourage them to call 1-800-FOR-DANB for course approval.

Accepted Documentation: Certificate of completion, DANB approval code, Letter of completion, or other like documentation

5. VIDEO OR AUDIO TAPES FROM CONVENTION SEMINARS

Certificants may earn a maximum of **three (3) CDE hours annually** by viewing or listening to a taped CDE course presented at a local, state, regional, or national dental meeting and writing a minimum 250-word summary of that course presentation.

Accepted Documentation: Copy of the 250 word essay (highlighting the meeting and course name)

6. READING

Certificants may earn a maximum of **one (1) CDE hour annually by reading** at least six (6) articles published within your renewal period or one (1) textbook, published within the past five (5) years. Community libraries, dental offices, and the Internet are convenient sources of books and journals. To record reading activity, a log must be maintained that includes title of book or article, name of journal, author, and date of publication. This written log earns the certificant **one (1) CDE hour**. Certificants may **earn an additional one (1) CDE hour annually** for writing at least a 50-word summary of each article or at least a 250-word summary of the textbook, highlighting the relevance of the information to the dental assisting profession.

Accepted Documentation: Written log of articles and copy of each 50 word article summary or 250 word text book summary

7. DANB EXAMS

Twelve (12) CDE hours are awarded for each DANB-administered examination successfully completed, excluding the first time a certification exam is passed. These examinations include any DANB national examination, DANB Professional Development Examination Program (PDEP), or any DANB state or agency-contracted examination that consists of at least 100 items.

Accepted Documentation: Copy of Certificate or Official DANB Score Report

8. COMMUNITY PARTICIPATION

Certificants may earn a maximum of **two (2) CDE hours** by participating in community service and an **additional one (1) CDE hour** for writing at least a 250-word essay on how the volunteer service benefited the certificant's professional growth. Community service must be dental-related, such as international/national mission work, voluntary clinic work or dental health presentations to students or groups. Volunteer time should be at minimum two (2) hours.

Accepted Documentation: Certificate of completion, Letter of attendance/participation or similar documentation

9. COLLEGE COURSES

CDE hours are awarded for each scientific-oriented college credit/unit successfully completed at the following levels:

- **Three (3) College Credits/Units = Twelve (12) CDE hours**
- **Two (2) College Credits/Units = Six (6) CDE hours**
- **One (1) College Credit/Unit = Three (3) CDE hours**

Courses must directly relate to the practice of dentistry or dental assisting (i.e., dentistry, dental assisting, dental hygiene, anatomy/physiology, all biology, all chemistry, nutrition). To avoid non-acceptance of credits, call DANB to ascertain whether a course is acceptable and at what CDE hour level.

Accepted Documentation: Grade report, Transcript, Letter of Verification (from instructor on school letterhead)

10. SCHOLARLY ACTIVITY

Certificants may earn **three (3) CDE hours annually** for each of the following scholarly activities.

- Teach a professional course directly related to dentistry or dental assisting **or** present a continuing dental education program
Accepted Documentation: Course outline/catalog or Copy of program brochure
- Author a published article in a recognized dental or dental assisting publication
Accepted Documentation: Copy of published article (name and date of publication)
- Participate in a DANB test construction committee/validity study **or** receive 1 hour for every 2 exam items accepted by DANB.
Accepted Documentation: Letter from DANB

Be On The Lookout For DANB Trademarks

Beware of books, review courses, test prep materials and other merchandise sold by many companies, specifically through catalogs and conventions, that claim to be "DANB approved" or feature a DANB credential.

DANB does not endorse or recommend exam preparation guides, except for the new *The DANB Review*, the *DANB Glossary of Dental Assisting Terms* and the *DANB Task Analysis* publications that were featured in the last issue of *Certified Press*. Information covered in these study tools were designed specifically to prepare the dental assistant for the DANB Certifying examinations.

In addition, DANB only approves Continuing Dental Education programs that meet the criteria set forth in the DANB Recertification Guidelines. DANB Certified Assistants can be assured that the courses they spend their valuable resources on are evaluated

and determined to provide the opportunity to advance their knowledge and skills in their profession.

Non-DANB-Certified Assistants are not allowed to purchase DANB pins or other credential accessories. In fact, when individuals do not renew their Certification, they are sent a letter indicating that they are no longer DANB-Certified and can no longer use the credentials/acronyms. If DANB is made aware of an individual using the credentials, DANB communicates with the individual and if appropriate, involves legal counsel.



Careful protection of the DANB Certification Marks preserves the meaning of the credentials in the dental assisting profession. When DANB opened its doors in 1948, it took on the respon-

sibility of providing credentialing services to the dental community. That role is taken seriously by DANB as it promotes the value and integrity of its credentials in the oral healthcare community.

Only items received directly from DANB are allowed to carry the DANB logo. If you spot merchandise at conventions or in catalogs, these organizations are using DANB property without permission. This illegal distribution of the DANB trademark devalues the credential. These vendors are selling non-certificants items that should only be purchased by DANB certificants. Recently, DANB has retained legal counsel to handle two such cases of trademark infringement.

Any unauthorized use of the DANB Credentials should be reported to DANB by contacting the Marketing Department at 1-800-FOR-DANB x119.▲

Landmark Document Addresses Valuable Role of Dental Assistants

The American Dental Association (ADA) published its *Future of Dentistry* report, intending it to be a practical guide to move the oral healthcare profession into the next century.

With national visibility for oral healthcare stronger than ever, the ADA commissioned an oversight committee of 16 experts from the field of dentistry and 47 panelists from specialized areas to develop the report.

The study, published in 2002, highlights not only dental health as it relates to general health, but the role and responsibilities of the dental profession in addressing the needs of the population.

High ethical standards and commitment to the public good have always been a hallmark for the field of dentistry. The vision of the study is to outline future challenges and then to recommend actions the profession can take to preserve the public trust. To do so, the report states, the oral healthcare community must find ways to provide high quality care for those in need. While most Americans receive good oral healthcare, some do not. Those identified as underserved include the indigent and special needs populations.

The report sites that continued study of the dental workforce is essential. Capabilities and duties of the members of the dental team should be evaluated and alterations made, if needed, to assure that the public can be adequately served. The social responsibility of the dental profession demands a sufficiently large and capable workforce. Shortages

of all dental allied personnel and insufficient training opportunities are of great concern. For optimal functionality, the dental team must be well-staffed with competent team members. Thus, DANB Certification gives dental assistants the opportunity to prove their level of competency and through earning Certification have the ability to further provide quality services (which, depending on the state, may include expanded duties) and protect the public good.

In addressing the dental assistant's role, the consensus opinion from the report is that duties allowed for dental assistants should be uniform among all states. This allows well-trained and experienced individuals to provide services in areas in which they move. In addition, dental practitioners need to provide a stimulating work environment with sufficient reward systems to acknowledge performance excellence. Recruitment programs to identify and enroll quality candidates need to be developed.

Training programs, which use both traditional and innovative educational programs are recommended in the report. Development of continuing education programs, designed to provide upward mobility for dental team members is recommended, while credit against educational debt should be sought for those who work with dentists in designated underserved areas.

The *Future of Dentistry* report specifically addresses the establishment of standardization of approved duties for allied personnel. DANB has

teamed up with the American Dental Assistants Association (ADAA) to develop a ranking of core competencies for dental assistants. Recognizing that there is currently no national mandatory education or credentialing requirements for dental assistants, these two organizations set out in March of 2002 to gather data from across the country. The results are set for publication soon.

The *Future of Dentistry* study reveals that opportunities for high quality, relevant continuing education appears to be one of the main issues among practitioners. High quality, hands-on programs are needed to keep in step with the changes in disease patterns and technology advancement in the profession. Keeping costs reasonable and providing flexibility in educational offerings need to be the basis tenets of any system.

Acknowledgment and reward systems are valuable as incentives for existing team members to stay in practice. It is suggested that whenever possible, rewards should be integrated with continuing competency initiatives.

The report's final recommendation for allied dental personnel is that the dental profession should continue its efforts to ensure quality control, educational counseling and appropriate recognition for achievement.

The entire report can be found online at www.ADA.org or can be obtained by contacting the ADA Health Policy Resources Center at 312/440-2568.▲

Visit DANB at the 2002/2003 Conventions and Meetings

Be sure to visit the DANB booth at upcoming conventions and meetings. Bring your current DANB wallet card and receive your credential ribbon/special gift.

<u>Convention</u>	<u>Location</u>	<u>Dates</u>
2002		
Great Lakes Association of Orthodontists/		
Mid-Atlantic Society of Orthodontists	Ponte Verde, FL	November 1-4
North East Society of Orthodontists	New York, NY	November 16-19
COA Examination Administration		November 17
Greater New York Dental Meeting	New York, NY	December 1-4
The DANB Forum		December 2
2003		
Rocky Mountain Meeting	Denver, CO	January 23-25
Yankee Dental Congress	Boston, MA	January 30-February 3
Chicago Dental Society Mid-Winter	Chicago, IL	February 27-March 2
American Dental Educators Association	San Antonio, TX	March 8-12

Certification Focus NOCA Workshop

The National Organization for Competency Assurance (NOCA) sponsored an all-day workshop on Tuesday, October 1, 2002 entitled: *Certification Essentials: What Every Certification Sponsor Should Know*.

The workshop provided a comprehensive overview of the process involved in maintaining a psychometrically sound certification program. Sessions were conducted by leaders from the field of testing and measurement as well as program representatives who discussed their organization's experience with implementation.

Cynthia Durley, MEd, MBA, Executive Director for DANB delivered the closing remarks for the day. Serving since 1998 as a Commissioner and currently as Co-Chair for the National Commission for Certifying Agencies (NCCA), she discussed how certification organizations can implement NCCA's new accreditation standards. Ms. Durley felt that sharing DANB's standards of excellence in credentialing might serve as a benchmark for organizations with the same mission to serve the public good.▲

Focus on the Board: Esther R. Scherb, DMD, JD & Judith A. Andrews, CDA, EFDA

Esther R. Scherb, D.M.D., J.D., was elected to the Dental Assisting National Board's (DANB) Board of Directors in 1999 as consumer/public representative. She just began the second of two possible three-year terms.

Dr. Scherb received her D.M.D. degree from Tufts University – School of Dental Medicine in 1978. She received her J.D. degree from the University of Richmond – School of Law in 1987.



Esther R. Scherb, DMD, JD

Dr. Scherb is currently of counsel at Latham & Watkins, an international law firm, working in their Washington, DC office. In this role, she represents a broad range of healthcare companies, including manufacturers of medical devices and pharmaceuticals,

hospitals and other providers, in addition to investors who focus in health care. Dr. Scherb primarily deals with Medicare and Medicaid regulatory issues.

Dr. Scherb began her legal career at the Department of Health and Human Services, counseling a number of its agencies, including the Centers for

Medicare and Medicaid Services. Dr. Scherb's focus was representation of the Department in a myriad of federal court litigation.

Dr. Scherb was a Dental Officer in the U.S. Navy Dental Corps in Active Duty from 1978-1981 and in the Reserves from 1981-1987. In her position as Dental Officer, she provided comprehensive patient dental care, including endodontics and periodontal and oral surgery.

Dr. Scherb is an ACE certified group fitness instructor and has been teaching aerobics since 1982.

Judith A. Andrews, CDA, became certified in 1981. She was elected to the Dental Assisting National Board's (DANB) Board of Directors in March 2000 for a three-year term. Ms. Andrews is one of three American Dental Assistants Association (ADAA) representatives.

Ms. Andrews is very proud of her DANB certification and encourages both students and co-workers to become certified. Ms. Andrews has been a chairside assistant for 29 years and currently works for a private practice in Eldora, Iowa, performing both clinical and office management duties.

In addition, Ms. Andrews has served on ADAA's Allied Health Relations Council and the Council on Annual Session Governance-By-Laws. She was the

ADAA appointee to the National Tobacco-Free Steering Committee, which was directly involved with the National Institute of Health.

Having been a past President of the ADAA, Ms. Andrews is currently the Membership Chairman for the Iowa Dental Assistants Association (IDAA) and serves on the IDAA's Finance Committee and Manual of Procedures Committee. Iowa has received the ADAA membership award for the last two years for the largest ever numerical increase. If that doesn't keep her busy enough, Ms. Andrews is also the Editor for Iowa's quarterly dental assistant publication.



Judith Andrews, CDA

Since 1968, Ms. Andrews has been actively involved in working to get Iowa's state legislature to sign Bill 686. This bill, which went into effect on February 23, 2000, adds dental assistants to the Dental Practice Act of Iowa, requiring them to attain certain standards of education and pass DANB or other Iowa-approved exams in order to remain in the field of dentistry.▲

The Forum: Questions/Comments—DANB Answers

Question:

"Why doesn't DANB lobby all states and national legislators to require that all dental assistants be certified?"

DANB Response:

While working through legislative means is one way DANB fulfills its mission to promote the public good, it is generally through educating legislative bodies about the importance of certification.

DANB realizes that to protect the oral healthcare consumer by increasing the number of demonstrably qualified dental assistants in practice involves participation in state and national legislative initiatives.

DANB is in direct communication with all of the 50 states' Dental Boards regarding state dental/dental assisting legislative issues and practice acts.

Representatives from the DANB staff in May 2001 attended the National Organization for Competency Assurance's (NOCA's) Capitol Hill Fly-In to promote the importance of certification in all professions. During this visit Cynthia Durley, MEd, MBA, Executive Director of DANB and Karen Lauerman, BA, Director of Marketing and Communications met with 20 Senators, Representatives or key staff members on Capital Hill. Of the offices DANB met with,

eight either chaired or are ranking majority/minority members of influential committees in the House (Energy & Commerce, Veteran's Affairs, Armed Services) and Senate (Health, Education, Labor and Pensions, Public Health, Armed Services, Veterans Affairs, Indian Health Services and Healthcare Reform.)

DANB sent information packets to 144 key legislators, which prompted inquiries from many offices, such as Sen. Hillary Rodham-Clinton (NY), Sen. Ted Kennedy (MA), Rep. Peter Deutsch (FL) and Sen. Bill Frist (TN) to name a few.

DANB attends the National Conference of State Legislators and has been asked to contribute to annual reports issued by the U.S. Departments of Labor and Health and Human Services. DANB's Executive Director is a member of the American Association of Dental Administrators and participates at its semi-annual meetings.

DANB is currently working within the dental community as well to remain on the forefront of issues facing dental assistants and specifically CDAs, COAs, CDPMAs and COMSAs. If you know of specific legislation pending in your state that DANB may not be aware of, please feel free to email Karen Lauerman at marketing@danb.org. DANB will also feature legislative happenings and activities on the website www.danb.org. on the DANB Communications page. ▲

ADAA Installs Four New Trustees at Annual Meeting

The American Dental Assistants Association (ADAA) installed four new trustees at the recent annual conference of the ADAA which was held in Honolulu in conjunction with the annual meeting of the Academy of General Dentistry (AGD).

The ADAA complete list of Trustees is as follows*:

- 1st District Trustee: Sue-Ellen M. Casey, CDA, Cantor Harbor, NH;
 - 2nd District Trustee: Sarah L. Gresko, CDA, RDA, Lincoln Park, NJ;
 - 3rd District Trustee: Robin Caplan, CDA, QDA, DRT, Owings Mills, MD;
 - 4th District Trustee: Bettie S. Rogers, CDA, Hodges, SC;
 - 5th District Trustee: Kimberly G. Bland, CDA, EFDA, EFOA, Bradenton, FL;
 - 6th District Trustee: Angela M. Swatts, CDA, EFDA, Indianapolis, IN;
 - 7th District Trustee: Debra L. Von Alman, CDA, RDA, Richfield, MN;
 - 8th District Trustee: Shelly B. Douglas, Prairie Village, KS;
 - 9th District Trustee: Marthann Dafft, Dallas, TX;
 - 10th District Trustee: Linda Kihs, CDA, EFDA, FADAA, Salem, OR;
 - 11th District Trustee: Sheryl N. Stuewe, CDA, Farmington, UT;
 - 12th District Trustee: Kristy S. Borquez, CDA, RDAEF, FADAA, Granada Hills, CA
- *New Trustees in blue

Innovative Online Education Developed By Two CDAs

Beginning this fall, Edmonds Community College in Washington State is offering two online classes specifically geared towards working dental assistants who are looking to for education in radiology and infection control.

The classes are the creative idea of Ms. Jackie Kulbe, CDA, secretary for the Washington State Dental Assistants Association (WSDAA) and an instructor at the college. With a great concern for offering working dental assistants better opportunities to gain knowledge and prepare for credentialing exams, Ms. Kulbe worked with the WSDAA to develop this innovative program.

Ms. Theresa Andersen, CDA, was hired to develop the curriculum with the user friendly Blackboard online classroom software. The classes can be

accessed using any Internet connection and Web browser. Ms. Andersen has a ten-year instructing background with special work in curriculum design and workforce education. Drawing on her experience as project lead for the Washington State Skill Standards Project for Dental Assisting, she is incorporating the state skill standards into the performance criteria of the course.

Both classes will be 55 hours long each. Proof of a passing grade in each component awards a current DANB Certificant 12 CDE hours of credit towards DANB recertification. (See page 5.) The program is graded on a pass/fail basis. Class work will last twelve weeks, with weekly assignments, online discussion and unit testing. Each class will conclude with a computerized final exam.

An exciting part of the Infection Control Class is the opportunity to explore the Internet on a weekly basis for infection control resources. Extensive research has been completed on relevant sites which can then be used as an online library for the dental office.

Ms. Andersen is excited about the two classes and feels strongly that it meets the needs of working dental assistants longing for education and online exam preparation.

For more information on Edmonds Community College distance learning programs, go to <http://online.edcc.edu>. Questions about these courses should be directed to Theresa Anderson at: tanderson@edcc.ctc.edu. The cost of the online classes range from \$250-\$395.▲



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Your calls are important to us. Please note that it is DANB's policy to return calls within two (2) business days.

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You Could Be Next!

Match your CE number with one of the computerized randomly selected numbers listed below. Notify the DANB Marketing Department within 30 days of this newsletter's mailing to claim your \$50 prize. Be sure to include your name, address and CE number.

062323	102196
131582	142457
160690	168834

Employment Opportunities

DANB occasionally has internal employment opportunities available. To be considered, please submit your resume via mail, fax or e-mail for our file.

DANB National Test Dates

Mark your calendars with these important written exam dates and deadlines.

<u>2002-2003 Exam Dates</u>	<u>Deadlines</u>
Feb. 28-March 1, 2003	January 17, 2003
June 13-14, 2003	May 2, 2003
October 10-11, 2003	August 29, 2003

Remember: Computerized examinations can be taken year round and do not have deadlines.

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