



Date: January 11, 2016
To: DANB Communities of Interest
From: Dental Assisting National Board, Inc. (DANB)
Re: Summary of major actions taken by DANB's Board of Directors at the Aug. 20-22, 2015, Annual Meeting

Below please find a summary of major actions taken by the DANB Board of Directors at its Aug. 20-22, 2015, Annual Meeting.

The DANB Directors who attended the meeting were Chair Frank Maggio, D.D.S.; Vice Chair Carol Oeder, CDA, COA, CPFDA, CRFDA, CDPMA, FADAA, LPN; Secretary Mary Harrison, CDA, EFDA, EFODA, FADAA; Patricia Capps, CDA, RDH, M.S.; Joanne Dawley, D.D.S.; Karen Comisi, CDA, RDA, FADAA; Linda Golodner, B.A.; Katharine Noble, B.S.N.H., CDA, RDA, HMC (FMF); and Denise Romero, CDA, RDA, M.A.

DANB's Executive Director Cindy Durley, M.Ed., MBA, serves ex officio on DANB's Board. Cindy can be contacted at 1-866-357-3262 or cdurley@danb.org.

DANB Exam Program Updates

Update on DANB's NELDA certification

The National Entry Level Dental Assistant (NELDA) certification program eligibility and renewal requirements were finalized at the August 2014 Annual Board meeting, and the NELDA certification program launched in April 2015.

NELDA certification is a new step on the dental assisting career ladder, with its own unique eligibility pathways. This certification is available only for those who do not yet qualify for DANB's CDA certification.

Overview of DANB's NELDA certification:

1. Three component exams, which must be passed within three years to earn NELDA certification:
 - Radiation Health and Safety (RHS) — 100 questions
 - Infection Control (ICE) — 100 questions
 - Anatomy, Morphology and Physiology (AMP) — 105 questions
2. NELDA eligibility requirements, evaluated after passing the three component exams:
 - Hold current CPR, BLS or ACLS certification and meet requirements of
 - One of three education pathways **or**
 - One work experience pathway
3. NELDA renewal requirements — annual renewal for up to four years:
 - Hold current CPR, BLS or ACLS certification **and**
 - Complete six CDE credits annually, all in clinical topics

DANB issued the first NELDA certification in July 2015. More information about NELDA certification is available on DANB's website.



Updates to DANB Exam Reference Materials

The Board approved a motion by DANB's Examination Programs Committee to update the DANB exam references list with study aids from the DALE Foundation, where appropriate. The suggested DALE Foundation references to add are:

- Conventional Dental Radiography Review
- DANB AMP Practice Test
- DANB AMP Review
- DANB CP Practice Test
- DANB GC Practice Test
- DANB GC Review Part I
- DANB GC Review Part II
- DANB GC Practice Test
- DANB ICE Practice Test
- DANB ICE Review
- DANB OA Practice Test
- DANB RHS Practice Test
- DANB RHS Review
- Glossary of Dental Terms

DANB Candidate Services Updates

Update to Certified Orthodontic Assistant (COA) Exam Eligibility Pathway 1

Effective Jan. 1, 2016, DANB's Board of Directors approved to remove "or current RDA" from the Certified Orthodontic Assistant (COA) Pathway 1 Exam Eligibility Requirements (the RDA credential has many meanings across states, and can no longer be used as a minimum eligibility requirement to take the OA exam or earn the COA credential). Additions are in **bold**, deletions in ~~strikethrough~~.

COA Exam Eligibility Pathways — Effective Jan. 1, 2016

Pathway I

- *A current or former CDA, **or** current RDH ~~or current RDA~~ credential AND*
- *Work experience in an orthodontic practice setting AND*
- *Current DANB-accepted CPR certification*

Pathway II

- *High School graduation or equivalent AND*
- *Minimum of 3,500 hours work experience as an orthodontic assistant, accrued over a period of at least two years (24 months, if employed full time) to a maximum of four years (48 months, if employed part time); employment must be verified by a licensed orthodontist/dentist AND*
- *Current DANB-accepted CPR certification*

Pathway III

- *Completion of an orthodontic assisting preparation course at a CODA-accredited dental assisting program AND*
- *Current DANB CDA certification AND*
- *Current DANB-accepted CPR certification*



Pathway IV

- Status as a current or previous DANB COA or former CDA with orthodontic work experience, OR
- Graduation from a CODA-accredited D.D.S. or D.M.D. program OR
- Graduation from a dental degree program outside the U.S. or Canada AND
- Current DANB-accepted CPR certification

Update to DANB's Group Testing Policy

Effective Jan. 1, 2016, group testing will only be scheduled for groups of five or more students (the current policy allows for groups of four or more). Group testing appointments will be scheduled for eligible students at the same testing center on the same day. Please note that specific times may not be requested. Please see the *DANB Group Testing* form on www.danb.org for more information.

DANB Certificant Services Updates

Updates to Recertification Requirements

Effective Jan. 1, 2016, each year, all DANB certificants, whether they hold one or more DANB certifications, must earn a minimum of two Continuing Dental Education (CDE) credits in infection control (e.g., instrument sterilization/reprocessing). The annual federally mandated OSHA Bloodborne Pathogens Standard training does not count toward the annual minimum of two CDE credits required in infection control.

This updated requirement will be reflected in DANB's 2016 *Recertification Requirements*, which will be available on DANB's website by the end of 2015. Candidates will not be denied renewal if the infection control minimum is not met until the policy has been in effect for one full year, or as of Jan. 1, 2017.

DANB will communicate this update to certificants via *Certified Press*, mailings and email messages.

DANB Policy Updates

Update to DANB's Appeals Policy

Effective immediately, DANB's Board of Directors approved changes to DANB's Appeal Policy. Additions are in **bold**, deletions in ~~strikethrough~~.

~~DANB'S REVIEW & APPEAL POLICY~~ **& and PROCEDURES**

~~I. DECISIONS SUBJECT TO REVIEW OR APPEAL~~

The following adverse decisions by the Dental Assisting National Board, Inc. ("DANB") are subject to ~~review or~~ appeal in accordance with the policy and procedures set forth herein:

B. Adverse Substantive Decisions

1. Rejection of credentials for eligibility to sit for a DANB exam.
2. Denial of certification or recertification.



3. Denial of continuing dental education (CDE) course eligibility.
4. Failure on CDE audit of certificant compliance with DANB's **Recertification Requirements**.
5. Other substantive decision not addressed in (1)-(4) of this section.

The policies and procedures set forth herein do not apply to appeals related to ~~adverse~~ disciplinary decisions or clinical exam results. An individual who has received notice of a disciplinary decision by DANB may appeal such a decision as provided for in *DANB's Disciplinary Policy & Procedures*. Appeals related to failure of a clinical radiography exam may be submitted in accordance with *DANB's Policy and Procedures for Appeal of Clinical Exam Results*.

II. CONFLICT OF INTEREST POLICY

DANB Board of Directors shall not participate in discussions of, or vote on, any ~~review or~~ appeal in which the Director has or has had a substantial personal or professional relationship with the individual requesting the review or appeal.

IV. THE ~~REVIEW~~ APPEAL PROCESS

A. Request for Reconsideration ~~Review of Adverse Administrative and Substantive Decisions (Level 1 appeal)~~

1. ~~Request for Reconsideration Under DANB's Review & Appeal Policy & Procedures~~

An individual who has received notice of an adverse administration or substantive decision by DANB may seek reconsideration of that decision by sending a written Request for Reconsideration Under DANB's ~~Review and Appeal Process~~ **Policy and Procedures** ("Request for Reconsideration"). To be valid, the Request for Reconsideration, along with any supporting documentation and a ~~\$25.00~~ **\$50 nonrefundable** DANB appeal fee, must be sent by **traceable delivery method (e.g., registered mail, overnight courier, FedEx, UPS, USPS, or fax, email)** and must be received by DANB's Executive Director within 30 calendar days ~~after~~ of the date of the notice of the adverse decision. Requests for a reduction or waiver of an exam-related fee, such as a processing or rescheduling fee, must be received ~~within 30 days of a written exam or~~ within 30 days of the ending eligibility date for a computerized **last day of the testing window for an exam**. If a Request for Reconsideration is not received within 30 **calendar** days, the adverse decision shall constitute the FINAL decision of DANB on the matter **and shall not be subject to appeal absent extraordinary circumstances, as determined solely by DANB**.

DANB shall notify the individual in writing of the action taken, including the reasons therefor, within 30 calendar days after receipt of the Request for Reconsideration. An individual who is not satisfied with the decision of DANB **on reconsideration** may appeal the decision to a Review Committee by ~~filling~~ **submitting** a written request for review ("Request for Review").

2. ~~B. Request for Review by a Review Committee~~

~~(a) Request for Review Committee~~

To be valid, a Request for Review must be postmarked within 30 calendar days after of the date of the notice of adverse decision. The Request for Review must contain a statement of why the individual believes that the adverse decision was improper, must include any supporting documentation that the individual wishes to have considered as



part of the review, and must be accompanied by a \$100 nonrefundable appeal fee payable to DANB by check, money order or credit card. Review Fee in the form of a check for \$100.00 made payable to the Dental Assisting National Board, Inc..

If a Request for Review is not postmarked within 30 calendar days **of the date of Notice of Decision on Reconsideration**, the adverse decision **on reconsideration** shall constitute the FINAL decision of DANB on the matter and shall not be subject to appeal absent extraordinary circumstances, as determined solely by DANB.

b. (1) Composition and Role of the Review Committee

Requests for review of denial of CDE course eligibility, failure on an ~~CDE~~ **GDE audit of certificant compliance with DANB's Recertification Requirements**, or any other adverse decision received by a DANB certificant shall be addressed to the DANB Certificant Services Committee, or a subcommittee thereof (two or three members), which shall serve as the Review Committee for such appeals.

V. Discretionary Appeal of Adverse Substantive Decisions

A. Request for **Discretionary Appeal**

An individual who has received notice that an adverse substantive decision has been affirmed or modified by the Review Committee may appeal to the Appeal Committee of DANB's Board of Directors by submitting a written request for appeal ("~~Request for Appeal~~ **Request for Discretionary Appeal**") to DANB. To be valid, the ~~Request for Appeal~~ **Request for Discretionary Appeal** must be postmarked within 30 calendar days ~~after~~ **of** the date of the notice of decision and must state with specificity the grounds on which the individual is requesting the appeal. The decision to grant an Appeal is at the sole discretion of the Chair of the Board of Directors.

If a ~~Request for Appeal~~ **Request for Discretionary Appeal** is not postmarked within 30 calendar days **of the date of the notice of decision**, the Adverse Decision shall constitute the final decision of DANB on the matter and shall not be subject to further appeal absent extraordinary circumstances, as determined solely by DANB.

V.C.6. If the Appeal is being requested due both to an alleged procedural error and to an allegation that the original decision was arbitrary and capricious, the matter will first be referred back to the Review Committee for reconsideration and correction of the procedural error and the Petitioner will be notified of the Review Committee's determination. If the Petitioner continues to believe that the Review Committee's determination is arbitrary and capricious, he or she may, within 30 **calendar** days after the date of the notice of the Review Committee's determination, submit a written request that the Appeal Committee review the Review Committee's decision on these grounds.

VI. SUBMISSIONS TO DANB

All such written notices must be sent by a traceable delivery method, ~~such as overnight courier or~~ **(e.g., registered mail, FedEx, UPS, USPS, fax, email)** with return receipt. Failure of delivery of written communications caused by improper addressing or delivery method may not be considered as the basis for appeal or reconsideration of any decision or the extension of any



time period provided for Petitioner's reply to a notice from DANB in connection with any review or appeal proceeding.

DANB Accreditation Updates

Update on DANB ISO 17024 Accreditation

This year, DANB worked with the International Accreditation Services to pursue ISO/IEC 17024 accreditation for its CDA and COA certification programs. ISO 17024 accreditation is a global benchmark for organizations that certify individuals.

In October, DANB was notified that it had officially earned ISO 17024 accreditation for its CDA and COA certification programs. The ISO 17024 standard includes vigorous requirements for exam development, administration and scoring, and for quality management systems to help to ensure continuing quality of the certification organization.

Update on DANB NCCA Accreditation

DANB's CDA and COA certification programs also continue to be accredited by the National Commission for Certifying Agencies (NCCA). This demonstrates DANB's compliance with these national standards of excellence for professional certification programs. The NCCA is a commission of the Institute for Credentialing Excellence and provides accreditation for credentialing programs.

Update on DANB Collaborations

Collaboration with Temple University

DANB has partnered with Temple University's Kornberg School of Dentistry on a post-baccalaureate program for aspiring dental students. The program includes a combination of dental assisting training and practice, as well as advanced translational science courses. Forty students were accepted into the inaugural class.

The goal of the post-baccalaureate program is to provide students who are interested in studying dentistry an opportunity to advance their education and improve their admission applications for dental school. The program began in June 2015, and students will finish the program in May 2016. After successfully completing the program, students who meet the admission requirements will be admitted to Temple University's Doctor of Dental Medicine program.

During the program, the post-baccalaureate students take DANB's Radiation Health and Safety (RHS); Infection Control (ICE); and Anatomy, Morphology and Physiology (AMP) exams, which are the component exams of DANB's National Entry Level Dental Assistant (NELDA) certification program. The students must pass the DANB exams to be allowed to assist the dental students on the clinic floor. To help the students prepare for the DANB exams, the DALE Foundation provided access to review courses and practice tests.

To date, all of the post-baccalaureate program students have passed DANB's NELDA component exams and may be eligible to earn DANB's NELDA certification after they meet the



work experience and other requirements. The Kornberg School of Dentistry's Associate Dean of Student Affairs and Director of the Post-Baccalaureate Program Jo Ann Nyquist, B.S.D.H., M.A., Ed.S., stated that the program has been a success, and there are plan to offer it again next year.

Infection Control Consortium

The Infection Control Consortium was formed in November 2013 by four organizations: the American Dental Assistants Association (ADAA), American Dental Education Association (ADEA), Dental Assisting National Board, Inc. (DANB), and Organization for Safety, Asepsis and Prevention (OSAP).

In addition to these organizations, the consortium was supported by participation from subject matter experts and staff liaisons from the American Association of Dental Boards (AADB), American Dental Association (ADA), Academy of General Dentistry (AGD), and Centers for Disease Control and Prevention (CDC).

DANB is working with consortium members to draft the *Summary of the Proceedings of the Infection Control Consortium* report, which, once finalized, will be distributed to stakeholders and communities of interest.

ADAA/DANB Forum

DANB has been invited by the ADAA to participate in the 2015 ADAA/DANB Forum, which will be held during the American Dental Association Annual Meeting. The ADAA/DANB Forum will be held Nov. 7, 2015, from 1:30 to 3:00 p.m. at the Renaissance Washington, D.C. Downtown hotel. This year's forum will cover many topics, including an update on the Infection Control Consortium, results from the 2014 ADAA/DANB Scholarship, news from DANB and the DALE Foundation, and more.

ADAA/DANB Scholarship

This year marks the third annual ADAA/DANB Scholarship. The scholarship is open to all ADAA members and student members in good standing. The 2015 ADAA/DANB Scholarship was announced in September, and the deadline to apply was Oct. 11. There were a total of 11 applicants, and the committee selected 3 winners, which were announced at the 2015 ADAA/DANB Forum, which was held on Nov. 7 during the ADA Annual Session. An announcement publicizing the winners was posted to each organization's website after the ADAA/DANB Forum.

Report from the DALE Foundation

The DALE Foundation, the official DANB affiliate, held its Annual Meeting Aug. 19-20, 2015.

The DALE Foundation offers the following online products:

- Accounts Receivable for the Dental Office
- Behavioral Guidance and Management for the Pediatric Dental Patient
- Conventional Dental Radiography Review
- DANB AMP Practice Test
- DANB AMP Review
- DANB CP Practice Test
- DANB GC Practice Test



- DANB GC Review Part I
- DANB GC Review Part II
- DANB ICE Practice Test
- DANB ICE Review
- DANB OA Practice Test
- DANB RHS Practice Test
- DANB RHS Review
- Dental Cements and Adhesives
- Financial Reporting for the Dental Office
- Glossary of Dental Terms
- HR Fundamentals for the Dental Office
- Pediatric Dentistry
- Sample Glossary of Dental Terms
- Sedation in Pediatric Dentistry
- Your Career as a Dental Auxiliary

Later this year, the DALE Foundation will introduce a new Continuing Dental Education Articles (CDEA®) module about anxiety and special needs in pediatric dentistry. The DALE Foundation is also working to update both the DANB ICE Review and DANB RHS Review for mobile compatibility.

The DALE Foundation is recognized by the American Dental Association's Continuing Dental Education Recognition Program (CERP) and has received the Academy of General Dentistry's Program Approval for Continuing Education (PACE).

With support from DANB, the DALE Foundation will begin conducting research in early 2016 to determine the value of dental assistants and DANB certification to the dental practice.

The DALE Foundation has previously provided research support to DANB for the 2014 Salary Survey. The survey was conducted in 2014, and the results were published in June 2015.

The Liz Koch Memorial Scholarship

The DALE Foundation launched the 2015 Liz Koch Memorial Scholarship on June 9, 2015. The deadline to apply was July 10, 2015. In total, the committee received 35 applications that were complete and submitted by the deadline.

The scholarship committee reviewed all applications and selected the following winners:

- Guadalupe Charles, CDA, who used the scholarship funds to earn DANB's CDA certification
- Sherri Krohn, who will use the scholarship funds to pursue continuing education
- Elizabeth Polak-Silva, CDA, who will apply the scholarship funds toward the tuition for earning a bachelor's degree

These winners were chosen based on their interest in and commitment to the oral healthcare profession, as well as mentorship experiences.

Information about the 2016 Liz Koch Memorial Scholarship will be available in early 2016.



The DALE Foundation Board of Trustees

The DALE Foundation Board of Trustees has re-elected the following Trustees to officer positions:

- President — Virginia Jorgensen, CDA, EFDA, EFODA, A.A.S.
- President-Elect — Jennifer Todd, CDA, M.S.
- Secretary — Teresa Duncan, M.S., FADIA, FAADOM
- Immediate Past President — Darci Barr, CDA, EFDA, B.S.

Carol Oeder, CDA, COA, CPFDA, CRFDA, CDPMA, FADAA, LPN, concluded her term to fill the interim vacancy of the position of a DANB Director on the DALE Foundation Board.

DANB Nominating Committee Update

DANB's Board elected the following Directors to officer positions:

- Chair — Frank Maggio, D.D.S.
- Vice Chair — Mary Harrison, CDA, EFDA, EFODA, FADAA
- Secretary — Joanne Dawley, D.D.S.

Carol Oeder, CDA, COA, CPFDA, CRFDA, CDPMA, FADAA, LPN, concluded her term as the Certificant-at-Large. Sandra Garcia, CDA, RDA, of Texas was elected as the new Certificant-at-Large. Her first of two possible three-year terms will begin Sept. 1, 2015.

Upcoming DALE Foundation Board of Directors Meetings

The DALE Foundation Board of Trustees will hold its next winter meeting Feb. 18, 2016, and its next annual meeting Aug. 4, 2016. Additionally, the Board of Trustees may meet by conference call throughout the year, between its two scheduled in-person meetings.

Upcoming DANB Board of Directors Meetings

DANB's Board of Directors will hold its next winter meeting Feb. 19-20, 2016, and its next annual meeting Aug. 5-6, 2016. Additionally, DANB's Board of Directors may meet by conference call throughout the year, between its two scheduled in-person meetings.

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