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# **POLICIES & PROCEDURES**

# **MANUAL**

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## ABTC MISSION STATEMENT

Setting standards that distinguish transplant professionals through certification.

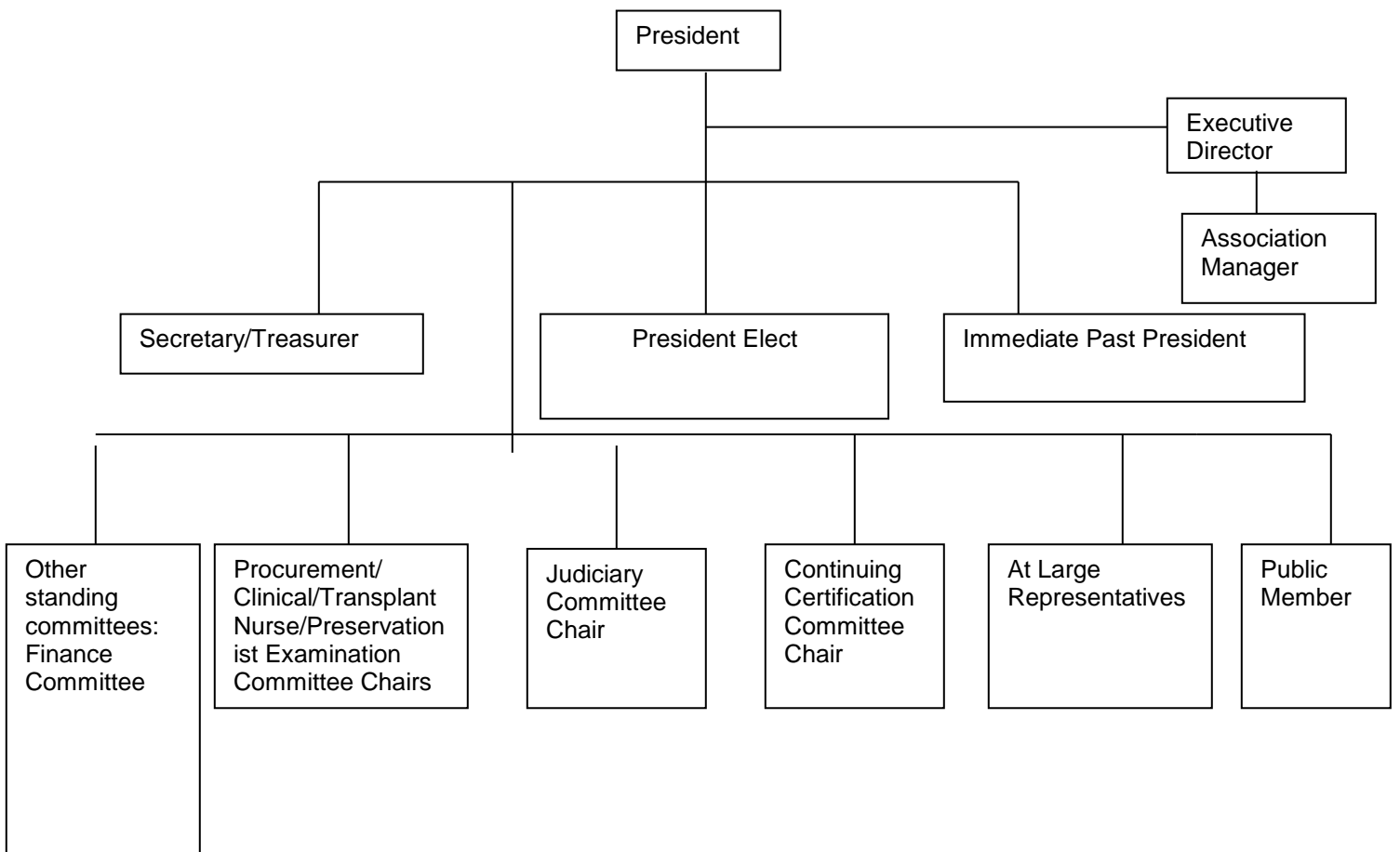
## ABTC VISION STATEMENT

Advance the field by certifying every donation and transplant professional.

## INTRODUCTION

This manual is a resource for members of the Board of Governors and committee members of the American Board for Transplant Certification on the policies and procedures followed by the organization. The document defines operational guidelines, facilitates communication, provides consistency and enhances productivity of the organization. The Board of Governors and the Executive Office staff are expected to become familiar with, adhere to, and enforce the policies stipulated herein.

## ORGANIZATIONAL CHART



## DESCRIPTION OF CREDENTIAL

The credentials, “Certified Clinical Transplant Coordinator, (CCTC)”, “Certified Procurement Transplant Coordinator, (CPTC)”, “Certified Transplant Preservationist, (CTP)” and “Certified Clinical Transplant Nurse (CCTN)” are given to qualified transplant professionals who have successfully passed the respective certification examinations.

The credential is valid for a term of three years and can be extended upon submission of appropriate documentation of continued education and appropriate fees to the organization or by re-examination. The content of the certification examination is based upon periodic studies of the role and scope of the profession of transplantation.

## DESCRIPTION OF CERTIFICATION

Certification is a comprehensive assessment of an individual’s knowledge, skills/experience, and abilities based on a body of knowledge pertaining to a profession or occupation. ABTC certification is valid for three years and involves recertification at the expiry of the stated period.

## BOARD OF GOVERNORS POLICIES AND PROCEDURES

### GENERAL

1. Each member shall fulfill the duties and responsibilities of his/her respective office as stated in the [bylaws](#).
2. Each member shall attend all meetings and participate in all conference calls of the Board of Governors. If he/she cannot be present, the Chair must be notified immediately. (*See bylaws for absence policy.*)
3. Each member shall be familiar with and adhere to the policies and procedures as outlined in this manual.
4. Each member shall maintain his/her credential while serving on the Board.
5. Each member shall sign a confidentiality agreement and maintain absolute confidentiality regarding the all matters considered by the Board and will immediately report known or suspected breaches of confidentiality to the Chair.
6. Each member shall perform all actions on behalf of the American Board for Transplant Certification in good faith and be guided by the highest standards of professional conduct and judgment.
7. Each member shall abstain from voting on actions where conflict of interest occurs after first making it known that the conflict exists.

8. All members of the Board of Governors will sign a Conflict of Interest agreement that will remain in effect throughout their term on the Board.
9. A member of the Board of Governors shall not simultaneously sit on the Board of Directors of the North American Transplant Coordinators Organization (NATCO), International Society of Organ Preservation (ISOP) or the International Transplant Nurse Society (ITNS).

## **CONFIDENTIALITY**

Policy: ABTC Board members will maintain confidentiality of board issues and test development materials and items. Minutes of board meetings, meeting agenda information and discussion content, corporation financial statements, examination materials, examination development meeting summaries (provided by ABTC's examination vendor), corporate business information, and individual correspondence are confidential and should not be distributed or discussed with individuals who are not members of the board or staff.

1. Board members will exercise caution relative to confidential materials as defined above. Requests for copies of the above will be referred to the president or executive director.
2. Projects and/or issues being discussed at ABTC board meetings will not be discussed by individual directors outside the board until the item is voted up or down unless a board member is participating in an evaluative or fact finding task directed by the ABTC president.
3. Once an issue is decided upon by the board, support of the consensus is expected from all board members.
4. ABTC board members will explicitly follow instructions provided by the testing agency for handling, storing and shipping secure test materials.
5. Any questions concerning confidentiality should be referred to the ABTC president for clarification.

Policy: ABTC will hold confidential all matters regarding certificants and will not release personal information for certificants unless the individual provides written authorization to ABTC. ABTC will provide written or verbal verification of an individual's certification and expiration date upon request. To the extent possible, the list of certified individuals will be available on the ABTC website.

## **MEETING EXPENSES**

Travel to and from the site of board meetings will be reimbursed. Personal auto expenses will be reimbursed at the IRS rate. In the event personal auto travel is chosen over air travel, reimbursement for mileage will not exceed the cost of the airline ticket. Airfare and expenses for lodging and meals necessary for the conduct of the meeting will be borne by the organization. If an airline reservation is to exceed \$500, they are to contact the Executive Office for pre-approval.

## **EXECUTIVE DIRECTOR AND OFFICE STAFF**

### **LOCATION**

The Executive Office of the American Board for Transplant Certification (ABTC) is located at 4400 College Blvd, Suite 220, Overland Park, KS 66211. The telephone number is 913.222.8662. The fax number is 913.222.8606.

All correspondence should be sent to ABTC's mailing address, with the exception of overnight mail, which should be mailed to 4400 College Blvd, Suite 220, Overland Park, KS 66211. The use of overnight mail and facsimile transmission should be used at the Board and Committee Chairs' discretion, keeping in mind that these services are costly to use.

### **MANAGEMENT FIRM AND EXECUTIVE OFFICE STAFF**

Management Services are provided by Kellen Company.

### **RESPONSIBILITIES**

The Board of Governors delegates to the Executive Office staff responsibilities in the following areas related to the business affairs of this organization.

1. Administration
2. Board of Governors, and committee member orientation and assistance in accomplishing goals and objectives
3. Meeting scheduling and planning
4. Implementation of fiscal, legal and correspondence duties
5. Monitor customer satisfaction via email, calls, and testing vendor reports regularly

In conjunction with these broad categories of responsibility, the Executive Director is specifically charged with several duties within each category according to the management contract, which in some cases defines operating policy. Where specific procedures are not outlined, the Executive Director may develop and implement policies, after approval by the Board of Governors, to carry out assigned responsibilities in keeping with prudent business management practices.

### **ADMINISTRATIVE DUTIES**

1. Provide a "management team" adequate to conduct the organization's business.
  - a. Inform the Board of Governors in writing of changes in the "management team".
  - b. Ensure adequate supervision is available in the Executive Office in the absence of the Executive Director.
2. Establish the assignment of duties appropriate to conduct of business.

3. Comply with all Federal, State, and local requirements for corporations engaging in a business such as ABTC.
4. Secure and maintain insurance for the Board of Governors as appropriate.
5. Provide administrative assistance to the Board of Governors as directed.
6. Enforce the bylaws and policies as directed by the Board of Governors.
7. Fulfill the terms and conditions contained in the management services contract.
8. Provide a routine report to the Board of Governors regarding the activities of the Executive Office and the current status of on-going projects.
9. Provide an annual calendar of projects to the Board of Governors.
10. Mail orientation materials to all Board members prior to the first Board meeting of the year.
11. Answer a dedicated ABTC telephone line and process incoming and outgoing mail.

#### **FISCAL RESPONSIBILITIES**

1. Maintain an accounting procedure and system of reporting, approved by the Treasurer and Board of Governors that are in accordance with generally accepted accounting procedures (GAAP).
2. Maintain savings accounts and such other investments as directed by the Treasurer.
3. Maintain a local depository for funds received.
4. Write checks for payment of authorized indebtedness.
  - a. If a check is being written for more than \$2,500 it must be reviewed and approved by the Treasurer before it can be signed by the Executive Director.
  - b. The Executive Director is authorized to sign all disbursements up to \$2,500 with the exception of checks made payable to the management firm.
  - c. Checks made payable to the management firm must be signed by the Treasurer.
5. Provide monthly financial statements to the Board of Governors and monthly reports to the Treasurer and Chair.
6. Enforce the reimbursement policies established by the Board of Governors.
7. Assist the Treasurer with preparation of the annual operating budget.
8. Establish and maintain internal office procedures to ensure careful control is exercised

over the receipts and disbursements of this organization.

9. The Executive Director shall be bonded at the expense of the management firm. Other members of the office staff shall be bonded as necessary at the expense of the management firm.

#### **CORRESPONDENCE AND LEGAL DUTIES**

1. Assist the Secretary in enforcing the correspondence policies established by the Board of Governors.
2. Retain legal counsel for this organization as approved by the Board of Governors.
3. Receive and distribute or dispatch all correspondence received in a timely fashion. The dispatch schedule for the President's correspondence shall be agreed upon between the Executive Director and the President. Other correspondence to the rest of the Board shall be mailed on a weekly basis.
  - a. The Executive Director and staff members he/she may designate are authorized to respond to correspondence involving communication of this organization's policies.
  - b. The Executive Director is responsible for ensuring appropriate and timely responses to routine correspondence (15 days of receipt). Correspondence requiring Board and Committee approval will be prepared within a time frame as determined by the appropriate officer(s).
  - c. The Executive Director will consult with the President of the Board and/or the committee chair of the appropriate committee when responding to correspondence when the subject is not clearly defined by established policies.
  - d. Mail correspondence to certificants as scheduled and requested.
  - e. Prepare Board of Governors and Committee Rosters annually.
4. Maintain all necessary files and records of this organization, including the official minute book.
5. Maintain an appropriate filing and data retrieval system to provide roster lists, mailing labels and such other information as may be required by this organization.
6. Distribute the minutes of all Board of Governors meetings to the Secretary within two weeks of the meeting. Distribute minutes, approved by the Secretary, to the Board of Governors within four weeks of the meeting.
7. Prepare and distribute Board Agenda Books for Board of Governors meetings at least two weeks prior to each meeting, pending timely receipt of committee reports and other agenda items. This schedule may be modified with President's approval.
8. Contact the President when priority conflicts arise regarding tasks.
9. Conduct the bi-annual election of the Representative(s) of the American Board for Transplant Certification to the Board of Governors using an electronic voting system.



Distribute notices to all certified members offering them the opportunity to run for the position, compile the curriculum vitae of each candidate, prepare the ballot and biographical summaries of the candidates for board approval prior to distribution of the election ballot, distribute the ballot and summaries to each certified member for voting. Report tabulated results within seven days of the close of the election.

10. The Executive Director will be responsible to the Board of Governors in assuring that terms of offices and replacements are identified and carried out according to the bylaws.

**MEETING SCHEDULING AND PLANNING**

1. Arrange for meeting space and hotel accommodations for Board of Governors meetings and Examination Committee meetings as necessary. Negotiate with hotels, travel agents, and other service organizations as required.
2. Contract with a corporate travel agent to provide toll-free travel assistance with airline tickets and hotel reservations and a separate ABTC account number for billing purposes.
3. Mail meeting and transportation information to all Board and Examination Committee members prior to each meeting.
4. Provide staff support at Board of Governors meetings.
5. Receive meeting summaries after each examination committee meeting each year from ABTC’s Examination Vendor.

**MAINTAIN CERTIFICATION RECORDS**

1. Maintain existing management and testing firm's proprietary computer software to maintain records of those passing the ABTC examinations.
2. Develop and maintain reporting programs and wallet card printing capabilities.
3. Transfer records of those candidates who pass the examinations to the membership records area, print a roster of these individuals, receive and maintain address and name changes, and update rosters periodically.

**Record Retention Policy:**

ABTC records will be retained by the management firm under contract to the ABTC for the time frames listed below.

<u>Type of Record</u>	<u>Retention Period</u>
Accounting	
Auditors' reports	Permanent
Budgets	2 years

Bank deposit slips	4 years
Bank statements, reconciliations	4 years
Canceled checks	4 years
Check request authorizations	4 years
Annual financial statements	Permanent
General Ledger	Permanent
Check registers	Permanent
Invoices	4 years
Income Tax Records	Permanent

#### Board Records

Annual Reports	Permanent
Bylaws	Permanent
Minutes	Permanent
Contracts	Permanent
Policies and Procedures	Permanent
Confidentiality Statements & Consent to Serve Agreements	per term

#### Legal

Closed claims and litigation files	10 years
Copyright, trademark registration	Permanent

#### Examination Records

Job Analyses Final Reports	Permanent
Individual Applications for Examination	5 years
Score Reports	Permanent
Examination Pass/Fail Lists	Permanent

#### Recertification Records

Individual Recertification Summary Forms	2 years
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### **INTERACTION WITH SPECIFIC COMMITTEES**

#### 1. CLINICAL/PROCUREMENT/TRANSPLANT NURSE EXAMINATION COMMITTEES

- a) Coordinate the design and printing of certificates.  
Coordinate the lettering and distribution of certificates to candidates passing the ABTC examinations.
- b) Update and print the ABTC Directory of Credentialed Transplant Coordinators and ABTC Candidate Handbook as directed by the Board.
- c) Coordinate the printing of examination applications and coordinate the mailing of the applications with an announcement page to those individuals and organizations identified by ABTC.
- d) Prepare and distribute item writing contracts to item writers.
- e) Maintain close communication with ABTC Board members and refer specific credentialing

- questions, and examination cancellation requests, to the Clinical, Procurement, and Transplant Nurse Exam Chairs.
- f) Coordinate the revisions to the examination application form and the ABTC Candidate Handbook and provide it to the Exam Committee Chairs and Board of Governors Chair for review and approval.
  - g) Audit a percentage of the examination applications as specified in the contract and work with the Clinical, Procurement and Transplant Nurse Exam Chairs for a quality control check.

2. CONTINUING CERTIFICATION COMMITTEE  
RECERTIFICATION

Policy: ABTC requires recertification every three years to ensure that certificants remain up-to-date with their knowledge and skills in transplantation, continued advances in procedures, standard protocols related to patient care. Continuing education is required to keep up with these changes. Demonstration of continued competence can be achieved either through participation in continuing education activities or re-examination. The ABTC Continuing Certification committee is charged with the responsible of reviewing educational offerings that apply for Continuing Education Points for Transplant Certification (CEPTCs) in order to ensure that the certificant is obtaining a minimum number of CEPTCs that demonstrate quality knowledge and training directly related to transplantation.

Specific committee responsibilities for approving education providers are as follows:

- a. Coordinate the revision of recertification policies as deemed necessary to be completed by all credentialed individuals upon their three (3) year certification anniversary.
- b. Coordinate the electronic notifications to the recertification applicant beginning March 1 and December 1 of the current year. Coordinate a post card reminder to recertify on August 1 of the current year.
- c. Receive and process recertification application fees.
- e. Coordinate and prepare the mailing of the congratulatory letter, and credentialed certificate to each approved recertificant.
- f. Prepare letters to non-recertificants that their application is incomplete or missing information.
- g. Update records of those candidates who recertify in the membership records database.

CONTINUING EDUCATION

- a. Coordinate the revision and printing of the program provider applications as needed.
- b. Distribute the program provider applications for single or approved provider offerings to all requestors.
- c. Forward provider application with appropriate materials to the committee for review and approval.
- d. Send approval letter to the respective organization within seven (7) days from the

date program approval is received by the Executive Office from the Continuing Certification Chair.

- e. Maintain a computer database of the various education offerings in all continuing education divisions: single offering, multiple offering, corporate provider offerings and approved provider offering.

### **PRESIDENT OF THE BOARD**

#### **Roles and Responsibilities**

1. Serve as official spokesperson for ABTC.
2. Serve as ex-officio member of all ABTC committees.
3. Communicate with Executive Office and other Board members as necessary in order to conduct the business of ABTC in a timely and efficient manner.
4. Conduct Board meetings according to accepted practices for voting, timely conduct of the meeting, and with assurance that appropriate time and attention is given to opinions and issues that concern each Board member.
5. Review and sign contracts that are binding to the ABTC for management, test development and administration, meeting space and sleep accommodations, and any other contracts relevant to the business of ABTC.
6. Maintain awareness of all issues that affect ABTC and its certified registrants.
7. Oversee an organizational strategic plan for ABTC, which addresses both short-term and long-term goals.
8. Work in close conjunction with the Executive Office to facilitate conduction of ABTC business in a timely manner.

### **PRESIDENT ELECT OF THE BOARD**

#### **Roles and Responsibilities**

1. Fulfill all duties of the Chair in the Chair's absence, disability, or inability to function.
2. Maintain awareness of all issues that affect ABTC and its certified registrants.
3. Serve as a member of the ABTC Judiciary Committee.
4. Perform other duties as assigned by the Board of Governors.

### **SECRETARY/TREASURER**

#### **Roles and Responsibilities**

1. Record votes taken, resolutions made, issues discussed, and action steps agreed on during

all Board of Governors meetings and conference calls.

2. Record votes taken, resolutions made, issues discussed, and action steps agreed on during standing committee meetings as requested.
3. Ensure that all action step outcomes are recorded.
4. Serve as member of the ABTC Judiciary Committee.
5. Perform other duties as assigned by the Board of Governors.

## **PROCEDURES**

### **Recording Meeting Minutes**

#### **Time Frame**

Signed minutes and discussion notes are circulated to Board of Governors within 30 days of the meeting

#### **Procedure**

1. The **Executive Office** and **Secretary** will record meeting activities and major points of discussions.
  - Minutes, including agenda and resolutions - Executive Office
  - Discussion - Secretary
2. The **Secretary** will provide the **Executive Office** with the discussion notes at the end of h/her term.
3. The **Executive Office** will send the document to the Secretary and Board of Governors Chair for review.
4. The **Chair and Secretary** will review the document and return to the Executive Office for revision.
5. The **Executive Office** will send final copy of the minutes to the Secretary for signature.
6. The **Secretary** will sign and return final copy of document to Executive Office.
7. The **Executive Office** will send copies of document to Board of Governors.

## **TREASURER**

### **Roles and Responsibilities**

The Treasurer is the Chief Financial Officer of the ABTC organization.

1. Oversee the financial transactions of the organization, preparation of budgets and financial statements for the Board of Governors' review; execute certain financial instruments via signature; and authorize certain financial relationships on behalf of the Board that are required by policy and/or law.

2. In cooperation with the Executive Office, Secretary, and other administrators, assure that necessary financial instruments, tax returns, etc. are filed and executed with the appropriate authorities in a timely manner.
3. Act as Chair of the Investment Management Committee as stated in the Bylaws.
4. Perform other duties as assigned by the Board of Governors or as required by changes in applicable policies, laws, and statutes.
5. Arrange for an independent financial audit for the financial statements of the final calendar year that coincide with the transition of the office of treasurer.

#### **PROCUREMENT/CLINICAL/TRANSPLANT NURSE EXAMINATION COMMITTEE CHAIRS**

##### **Roles and Responsibilities**

1. Assure appropriate, qualified membership on the committee as specified by the bylaws.
2. Represent committee on Board of Governors.
3. Schedule and attend all necessary meetings to construct the procurement/clinical/transplant nurse examinations each year.
4. Review committee policies and procedures and bylaws with committee members and the Board of Governors annually.
5. Appoint committee members to review final draft of examination and participate in the scoring review for each examination.
6. Maintain strict security of all examination materials handled. Report any breach of security to the President of the ABTC and the testing firm Program Director immediately.
7. Report examination results to Board of Governors.
8. Recommend new committee members when vacancies occur either by expiration of term or resignation of member.
9. Perform other duties as assigned by the Board of Governors.
10. Communicate with the Executive Office regarding application process and committee determinations as needed.
11. Communicate with committee members regarding review of examination applications of questionable candidates and requests for withdrawal from examination after registration.
12. Oversee quality assurance review of applications.

13. Assure that procedures are in place to delineate how admission to the examination site should be handled by testing services.
14. Communicate with committee members and the Examination Committee Chairs regarding revisions to the examination application, when necessary.

### **PROCUREMENT/CLINICAL/TRANSPLANT NURSE EXAMINATION COMMITTEES**

#### **Roles and Responsibilities**

1. The committee will meet regularly to review items in the test pool for inclusion in the examinations and approve each item to be used for upcoming examinations.
2. Attend all necessary meetings to construct the examinations each year. Any member who is unable to attend an examination committee meeting will notify the committee Chair as soon as possible.
3. Each member will maintain the highest level of confidentiality regarding the examinations. All test materials will be handled in a secure manner.
4. Test materials will be shipped between the testing firm and committee members by Federal Express or similar service with the capability of package tracking at all times or through a secure electronic review.
5. Maintain strict security for all examination materials handled. Any breach of security of examination materials will be reported to the committee chair, President of ABTC and the testing firm Program Director immediately.
6. Determine the eligibility status of all candidates who apply to sit for the examination and all requests for withdrawal from the exam after registration.
7. Review and make recommendations to the Board of Governors regarding the application process and eligibility requirements review.
8. Recommend to the Board of Governors changes to the criteria for eligibility to sit for the examination.
9. Develop and recommend a procedure for quality assurance of applications.
10. Recommend content for any study guides or reference materials provided to applicants by the ABTC.
11. Recommend to the Board of Governors a mechanism to notify candidates of their acceptance or failure to meet eligibility requirements to sit for the examination.
12. Assure that procedures are in place to delineate how admission to the-examination site



should be handled by testing services.

13. Each committee member will sign a confidentiality agreement at their initial committee meeting.
14. No committee member will serve in a position that may be considered a conflict of interest or has the potential of compromising the examinations and sign a conflict of interest agreement. *Example:* No committee member may serve as faculty for the NATCO Introductory Education Course.
  - a. The term for the above provision shall be concurrent with committee membership and for a period of three (3) years following completion of committee membership.
  - b. Any questions regarding the above will be addressed to the committee chair. The committee chair will bring the question to the attention of the ABTC Board Chair and the testing firm examination Program Director. After consultation, a final decision will be reported to the member.
15. Reasonable expenses incurred while attending the examination committee meetings will be reimbursed. Air fare will be reimbursed at the coach or tourist class rate and personal auto expenses at the current IRS rate. Additional expenses for lodging and meals necessary for the conduct of the meeting will be borne by the organization.
16. Travel arrangements should be made through the Executive Office and their designated travel agency to allow direct billing to the ABTC.
17. Each member is expected to attend the entire meeting. Whenever possible, travel arrangements should be made to avoid arriving late or leaving early.
18. Each member of the committee is required to maintain ABTC certification throughout the term of committee membership. Recertification can only be achieved by continuing education. Members of the committee are not allowed to recertify by examination while they are serving on the examination committee and for a period of three (3) years following their membership on the committee.
19. Attend all necessary meetings to construct the examination each year.
20. Participate in review of the final draft of the examination, as requested by the committee chair.
21. Participate in the preliminary scoring review.
22. Notify the Executive Office and committee chair of any change in employment status, mailing address, or phone number.

**Procedures/Application Process for the ABTC Examination (Including Under Separate Contract with PSI):**

1. The **Executive Office** will send an examination application to all candidates who are interested in taking an ABTC examination.
2. **PSI** will provide on line examination application hosting and processing services allowing candidates to apply and pay for any ABTC examination online; the information collected will be identical the approved paper application.
3. **PSI** will receive and process on line paper application for completeness and compliance with ABTC eligibility requirements. Import and/or enter candidate data into the applicant database, and send candidates a confirmation postcard or incomplete notice electronically (if email address is provided) or by U.S. Postal Service within 10 business days of receipt of application.
4. Applicants meeting the eligibility requirements will be notified when their application has been accepted along with appropriate information such as scheduling and test site instructions and any handbooks or study guides provided by ABTC.
5. All applicants that do not meet the eligibility requirements will be sent to the committee chair of the appropriate committee for further review and consideration.
6. The **committee chair** shall review questionable applications with the members of the committee for consideration. Such review may be completed by the most expeditious mode of communication.
7. It will be the responsibility of the **committee chair** to assure that the members of the committee are provided with all necessary information regarding the applicants and discussions with other committee members, if not completed by conference call.
8. All discussions by the committee regarding specific applications shall remain confidential. Names and/or facilities of applicants will not be taken into account during committee deliberations.
9. Following discussion, the committee may either approve, disapprove or request additional information to determine eligibility of the candidate.
10. The **committee chair** shall notify the Executive Office in writing of the decision regarding questionable applicants. The Executive Office shall notify the candidate of the committee's decision. All copies of correspondence between the Executive Office and the candidate will be forwarded to the committee chair.

11. The **committee chair** may receive inquiries directly from candidates refused for entrance to the examination as determined appropriate by the Executive Office.
12. All copies of applications sent to the committee chair will be destroyed once a determination as to eligibility is made with the original application being maintained on file according to the document retention policy.
13. The committee chair will notify the Judiciary Committee Chair, in writing, of all application refusals and provide a brief description of the reason for refusal.

### **Timeline for ABTC Examination Application Processing and Scheduling**

10 days after exam application received	Notice of eligibility including scheduling instructions is distributed to examinee by PSI or ABTC with toll-free number or web site address listed to set up exam appointment.
Within 90 days of receipt of confirmation	Examinee schedules examination appointment and sits for examination. Examinee is notified of scoring reports upon checking out of the testing center.
Within 45 days of taking exam	Each exam passer is imported into the ABTC database and sent a congratulatory letter and wall certificate by the Executive Office

### **Withdrawal from Examination**

1. Any scheduled candidate who fails to sit for the exam within 90 days of receipt of confirmation for any reason and does not reschedule the appointment, forfeits all fees and must reapply and submit a full application fee.
2. Appeals will be handled on an individual basis according to policy. A successful appeal will result in either the transfer of the application fee to the next testing eligibility period for the exam or a refund of the application fee less the \$75 processing fee.

### **Resources for specific rules and regulations:**

1. ABTC's current year examination application
2. ABTC's current year candidate handbook

## **CONTINUING CERTIFICATION COMMITTEE CHAIR**

### **Roles and Responsibilities**

1. Assure appropriate, qualified committee membership as specified by the bylaws.
2. Represent the committee on the Board of Governors.

3. Review committee policies and procedures and bylaws with committee members and the Board of Governors annually.
4. Review educational offering for CEPTCs and recertification application forms with Executive Office annually.
5. Be available to discuss inquiries regarding recertification applications with applicants as determined appropriate by the Executive Office.
6. Communicate with Executive Office regarding the approval of educational offerings for CEPTCs and recertification process.
7. Communicate with committee members regarding review of educational offerings for CEPTCs applications, recertification application review, and specific problems identified with the process or applications.
8. Provide a verbal or written report to the Executive Office regarding the committee's decision.
9. Participate in review of educational offering for CEPTCs applications and report action to the Executive Office.
10. Oversee quality assurance review of recertification applications.
11. Destroy all applications after completion of review and report of findings to the Executive Office.
12. Maintain absolute confidentiality regarding all matters considered by the committee.
13. Recommend new committee members when vacancies occur either by expiration of term or resignation of member.
14. Perform other duties as assigned by the Board of Governors.

### **CONTINUING CERTIFICATION COMMITTEE**

#### **Roles and Responsibilities**

1. Develop, implement, and maintain a mechanism for the continuing certification process.
2. Develop, implement, and maintain a mechanism for awarding Continuing Education Points for Transplant Certification (CEPTCs) through approved educational offerings.
3. Fulfill duties and responsibilities described in the continuing certification and recertification process.
4. Serve a three (3) year term as a member of a review rotation.
5. Adhere to the bylaws and all established policies and procedures.

6. Maintain absolute confidentiality regarding all matters considered by the committee and sign a confidentiality agreement.
7. Participate in conference calls as may be required to conduct the business of the committee.
8. Be familiar with the educational offerings for CEPTCs and recertification processes.
9. Comply with review deadlines established by the Executive Office or the committee chair.
10. Review contents of educational offerings for CEPTCs and recertification applications and processes as requested by the Executive Office and/or committee chair.
11. Abstain from review of educational offerings for CEPTCs applications where conflict of interest occurs after making the conflict known to the committee chair and sign a conflict of interest agreement.
12. Destroy all application copies after completion of review and report of findings to the committee chair.
13. Notify the Executive Office and committee chair of any change in employment status, mailing address, or phone number.
14. Maintain ABTC credential during term as a committee member.

## **PROCEDURES**

### **Approval of Educational Offerings to Award Continuing Education Points for Transplant Certification:**

1. The **Executive Office** will coordinate the revision and printing of the "Guidelines for Providers of Educational Offerings" and applications.
2. The **Executive Office** will maintain "Guidelines for Providers of Educational Offerings" and applications for single, and approved provider status and distribute them upon request of any entity seeking approval of an educational offering.
3. The **Executive Office** will receive all applications. All applications must be complete and include the appropriate fee. Any incomplete application, either due to missing documentation or payment, will not be considered for approval. The Executive Office will notify the applying entity of the delinquent information and deadline for receiving it for review by the committee.
4. The **Executive Office** will distribute a copy of the complete application to the committee chair and committee members according to the schedule established by the Executive Office in conjunction with the committee chair.
5. The **committee members** will review application for approved provider status recommending approval/disapproval as well as the specific category and number of hours,

if approved, to the committee chair. The **committee members** will request additional information to determine eligibility, if necessary, through the Executive Office.

6. The **committee members** will provide written via email approval to the committee chair by the designated deadline.
7. The **committee chair** will collect written approvals from educational offering reviews, provide a written or verbal report to the Executive Office.
8. The **Executive Office** shall notify the CE provider in writing of the committee's decision and any further requirements within seven (7) days of the committee's approval.
9. At the completion of an approved offering, the **provider** is to forward a copy of the participant roster to the Executive Office.
10. Each application file with all documentation will be maintained by the **Executive Office** for a period of four (4) years from the date of application.
11. The **Executive Office** will maintain a database of all approved offerings.
12. Notify the Executive Office and committee chair of any change in employment status, mailing address, or phone number.

**Resources:**

1. American Board for Transplant Certification Guidelines for Providers of Educational Offerings" and accompanying forms

**Committee Guidelines for Educational Offering Review:**

1. There are two (2) types of applications:
  - a. Single Offering - A continuing education offering dealing with specific content presented once.
  - b. Approved Provider - A sponsor who applies for this status and is approved by the ABTC to grant CEPTCs directly for numerous offerings over a one (1) year period.
2. Applications are sent to offering entities upon request and received by the Executive Office for processing upon completion.
3. Single applications should be reviewed by committee members for the following:
  - a. Program Goal - purpose of the educational offering. The program goal should be stated in the brochure or included in the application packet.
  - b. Target Audience - participants expected to receive benefit from the educational content (i.e., nurses, physician assistants, physicians, clinical transplant coordinators, procurement coordinators). The target audience should either be stated in the brochure or included in the application packet.
  - c. Learning Objectives - measurable outcome expected from the participant after the completion of the program; "At the end of the program, the participant should be

able to..." These objectives should use verbs, which state cognitive outcome expectations - knowledge, comprehension, application, analysis, synthesis, evaluation. These should be included in the brochure or included in the application packet on the *Offering Data Chart*.

- d. Teaching Methodology - method of instruction (i.e., slides, lecture, discussion, role playing). The teaching methodology should either be marked on the application form or included in the packet.
- e. Faculty/Program Committee Member Credentials - These may be provided by completion of a *Course Director/Faculty Data Form* or a copy of the instructor's curriculum vitae. At least one member of the planning committee must hold a current ABTC certification. These should be reviewed for expertise in the particular subject to be presented.
- f. Content - What are the subjects to be presented and how directly do they relate to transplantation? The content should be indicated in the brochure or agenda provided with the application packet.
- g. **Approval Category I** - This category encompasses clinical transplant/ procurement programs/preservation programs which address subjects specific to the procurement/transplantation/preservation process. Acceptable programs must possess one of the following characteristics:
  - 1. Have direct application to the transplant recipient and/or his/her family or the donor and/or his/her family;
  - 2. Address skills utilized by the clinical transplant/procurement coordinator; or
  - 3. Have impact on clinical transplant/procurement assessment data.
  - 4. Have aspects of organ preservation processes, to include organ recovery, aseptic technique, specimen collection and/or packing labeling and shipping.

These programs may be offered by hospitals, professional associations, or independent education groups.

**Approval Category II** – This category encompasses transplant related activities such as authorship of transplant materials including but not limited to scientific journal articles, text books, chapters for textbooks, conference presentations, case studies and abstracts, committee and board participation in transplant and transplant related organizations (such as NKF), preceptorship/mentorship of new employees that encompasses training specifically related to the field and the job tasks

**Approval Category III** - This category encompasses programs addressing a broad area of health care and/or individualized continuing education activities, not directly related to the transplant/procurement process. Continuing education activities planned are to meet the individual's potential for professional growth. Examples of acceptable programs include:

- 1. BLS-C, ATLS, or ACLS
- 2. Leadership, business, general management offerings

3. Stress management, burnout presentations
- h. Contact Hours - These should be calculated by the reviewer using the 60 minute hour as the unit of measurement for the offering. One (1) contact hour equals sixty (60) minutes of didactic instruction or clinical experience. Time spent for meals, breaks, tours, introductions, or review of exhibits is not included in calculating total contact hours.
 

Using the agenda provided in the application packet, the reviewer should calculate the total number of clock minutes of educational time. The total number of minutes should be divided by 60 to determine the number of allowable contact hours.
  - i. Evaluation - The tool developed for completion by participants attending the offering that provide input into the following:
    1. Whether the content met the stated objectives and was relevant to practice;
    2. The expertise and teaching effectiveness of each presenter;
    3. The appropriateness of the learning environment; and
    4. Achievement of personal objectives established by the participant.
  - j. Attendance Certificate - Documents the participant's presence at the educational offering. The following must be included on the certificate:
    1. Sponsor name
    2. ABTC approval number (provider number)
    3. Name of participant
    4. Offering title
    5. Date of offering
    6. Contact hours (CEPTCs) awarded
    7. Category of CEPTCs awarded
    8. The following phrase: "DO NOT SEND THIS CERTIFICATE TO THE AMERICAN BOARD FOR TRANSPLANT CERTIFICATION. KEEP IT FOR YOUR PERSONAL RECORDS."
  - k. Participant Roster - form used by sponsor to document participant attendance at an offering; the sponsor may use the sample provided in the application packet or develop own.
4. Presence and applicability of each factor should be noted by the Executive Office and/or the committee reviewer.
  5. Number of contact hours should be calculated by the reviewer. Do not assume applicant has accurately determined the category or correctly calculated the hours.
  6. Provide written or verbal response by deadline to committee chair. Missing data/recommendations for changes should be noted in this report to the chair.
  7. The committee chair will assemble rotation reviewers' responses with own and notify Executive Office of disposition.



8. Approved Provider Applications should be reviewed for thoroughness of documentation contained on the application by the committee.

**Recertification by Education Application Process:**

1. The **Executive Office** will coordinate the revision and printing of the recertification applications annually.
2. The **Executive Office** will coordinate electronic notifications to certificants eligible for recertification annually. The notification includes instructions to utilize the on line recertification program.
3. The **Executive Office** will maintain recertification applications and distribute them to certificants eligible for recertification annually who choose not to utilize the on line recertification program. Distribution will occur no later than March 30 of each year.
4. The Executive office will conduct a review audit of every 10<sup>th</sup> recertification application processed through the on line recertification program. Problematic applications will be forwarded to the Committee Chair for review and considerations. Examples of problematic applications are, lack of the minimum CEPTCs in each category to continue certification, requests to be granted additional time to gain activity and submit after the December 31 recertification deadline.
5. Any incomplete applications either due to missing documentation or fee will not be considered for approval. The Executive Office will notify the applicant of any delinquent information and give a 30-day deadline for receiving the requested.
6. The designated **Executive Office** staff will review each complete application for qualifications for recertification.
7. These problematic applications will be reviewed by the **committee chair** for all required information.
8. The **committee chair** will contact the Executive Office to discuss any problems with applications sent for QA review.
9. The **committee chair** will provide QA approval in writing to the Executive Office.
10. The **Executive Office** will notify the applicant in writing of disposition of application. All recertified applicants will be sent a congratulatory letter, wallet card, and credential certificate.
11. All applicants who submitted an application form but not recertified will be notified in writing by the **Executive Office**. Each will be provided with information regarding appeal of the decision or alternative steps to reapply for certification.
12. All applications determined to fail recertification requirements will be discussed with the committee chair prior to notification being mailed to the applicant. The committee chair will contact the applicant to discuss the reasons if they are not clear in the chair's review.

Special circumstances may be referred to the Board of Governors for consideration.

13. The **Executive Office** will maintain (and publish) a list of currently certified coordinators.

**Resources:**

1. American Board for Transplant Certification "ABTC Recertification Application Instructions" and accompanying forms

**Explanation of Categories I, II and III:**

- Category I. A CEPTC is one hour of continuing education credit that is approved by the ABTC Continuing Certification Committee. The provider of the offering can provide information that specifies if it is ABTC approved. A minimum of 20 CEPTCs per three-year period in this category must be earned at an ABTC-approved program. An ABTC program number will be listed on the certificate of attendance if a program is ABTC-approved.
- Category II. Academic credit courses, teaching/consulting, professional publication, paper presentation, poster session, quality assurance/leadership activities. Maximum CEPTCs: 40.
- Category III. Programs offering a broad area of health care and/or individualized continuing education activities. Maximum CEPTCs: 40

**JUDICIARY COMMITTEE CHAIR**

**Roles and Responsibilities**

1. Assure appropriate, qualified membership on committee as specified by the bylaws.
2. Represent committee on Board of Governors.
3. Provide and ensure a fair and equitable review and appeals process.
4. Review any appeal made related to denial of credentialing by examination or application for continuing education.
5. Conduct appeal process from any decision, finding or determination of the Examination, and/or Continuing Certification Committees, or any other committee of the ABTC Rules and Regulations in the manner described in the Appeal Procedures.
6. Submit all appeal recommendations to the Board of Governors.
7. Recommend new committee members when vacancies occur either by expiration of term or resignation of member.
8. Respect and implement extreme caution and concern regarding all matters of right of privacy and confidentiality.

9. Perform other duties as assigned by the Board of Governors.

## JUDICIARY COMMITTEE

### PROCEDURES

#### Appeal

##### Publication and Notice of Appeals Procedure

A copy of the "Procedures for Appeal" shall be included with the written notification of an adverse decision, finding or determination set forth by the Board of Governors of the ABTC. Said notification shall be sent to the appellant via certified mail, return receipt requested.

##### Appeal Initiation

1. A written notice of appeal containing a statement of all matters and questions claimed to be in dispute, and of all reasons and evidence supporting such claim will be mailed to the President of the Board of Governors, together with a copy thereof to the Judiciary Committee Chair.
2. Such mailing of the two copies of the notice of appeal shall be Certified mail, return receipt requested, and shall each be postmarked no later than thirty (30) days after the decision which causes the appeal.
3. If the appeal is being made of a decision on the qualification of an applicant to participate in the examination process and to the extent that such a rejection is based on the lack of the applicant's qualification, supporting documentation is required.
4. The Judiciary Committee Chair, acting with or without request of the applicant, may extend any turn around time stipulated in these policies by a period of an additional thirty (30) days to consider any matters being appealed.

##### Review Process

1. The Executive Office will forward any appeals received in the Executive Office to the Judiciary Committee chair within 24 hours of receipt.
2. Upon receipt of an appeal (within the time period stipulated in these policies), the appellant's letter and other written information shall be transmitted by the Judiciary Committee Chair to members of the Judiciary Committee. A copy of this documentation is also provided to the President of the Board of Governors. This information is mailed to committee members and the ABTC Chair within fifteen (15) days of receipt of the documents submitted by the appellant.
3. The Judiciary Committee shall convene by the most expeditious mode of communication to determine its recommendation and submit the issue to the Board of Governors within fifteen (15) days of transmittal of the information described above.

##### Decision

The recommendation of the Judiciary Committee shall be provided to and approved by the

Board. The decision of the Board of Governors as to the findings of the appeal shall be final.

### **Revocation of Procurement, Clinical Transplant Coordinator, Clinical Transplant Nurse or Transplant Preservation Certification**

Procurement Transplant Coordinator, Clinical Transplant Coordinator, Clinical Transplant Nurse or Transplant Preservation Certification and Recertification may be revoked for any of the following reasons:

1. The individual was ineligible at the time of granting or issuance of such certificate under the provisions of the bylaws, whether or not his/her ineligibility was known or could have been ascertained by the Board at the time of the granting or issuance of such certificate.
2. The individual made any misstatement or misrepresentation of fact, failed to state or concealed any fact, either in his/her application for such certificate or otherwise, as to any matter referred to in such application or in any of the preceding sections of this Article.
3. Any other reason for revocation recommended by the Judiciary Committee and approved by the Board.

### **Return of Credentialed Certificate**

In the event any certificate is revoked as herein provided, it shall be duty of the person having possession of the same to return such certificate to the Board upon their demand. The Board shall have power to proceed in any manner permitted by law to enforce the return of any certificate, which has been revoked.

## **AT-LARGE REPRESENTATIVE**

### **Roles and Responsibilities**

1. Represent the membership at ABTC Board of Governors meetings.
2. Communicate with membership issues brought before the Board and receive feedback from membership to communicate back to the Board.
3. Participate as a committee member on the Clinical or Procurement Examination Committee for the duration of term.
4. Serve as a member of the Judiciary Committee
5. Perform other duties as assigned by the Board of Governors.

## **PUBLIC MEMBER**

### **Roles and Responsibilities**

1. Represent consumers of ABTC services.
2. **Can not:** be a previous or current member of the profession; employer or employee of individuals in transplantation; an employee of an individual certified by ABTC; current employee of a certification organization; receive income from transplantation currently or within the

previous five years; have worked for or provided contract services to ABTC at any time during the five year period preceding the appointment to the board.

3. Other duties as assigned.

## **Quality Assurance**

### **EXAMINATION ADMINISTRATION COMPLIANCE: MONITORING AND SECURITY**

ABTC will monitor performance of its testing vendor to ensure procedures are followed to eliminate cause of errors during testing administration and scoring. The following procedures address compliance and error complaints:

1. ABTC selected members and/or staff will conduct annual site visits to randomly selected assessment centers to observe administration procedures, test facilities, and security checklist monitoring. A follow-up report regarding the site visit will be sent to ABTC executive offices.
2. ABTC provides avenues for examination candidates to file a complaint or comment regarding their testing experience whether during or after their examination takes place. Candidates are instructed by the testing vendor to contact ABTC directly regarding any irregular occurrences during the testing experience.
3. Should ABTC find noncompliance of examination procedures or find merit in a candidate's complaint while testing, ABTC will initiate an investigation with the testing vendor to determine if the testing environment affected candidate performance. As a result of the investigation, ABTC will decide appropriate action such as retesting or refund to the testing candidate.
4. For errors found after an examination is taken, such as an item that is marked consistently incorrect, the item is flagged for reviewers at the testing vendor facilities and carefully considered after the exam takes place. A report is made to ABTC by the testing vendor (PSI). If a question is keyed incorrectly, the committee will determine whether or not the incorrect key will affect a failing result to a passing result for any test taker. If so, a revised score report is generated and provided to the test taker with explanation.

## **ABTC Policy on dealing with errors**

**Types of errors** – The potential for errors exists in three broad categories:

- Eligibility determination
- Examination content
- Administration conditions
- Recertification

For each potential source, mechanisms are in place to help identify those errors as well as to remediate any situation while maintaining fairness to applicants, candidates, and certificants as well as upholding the integrity of the ABTC credential.

### **Eligibility determination**

*Identification of errors* – the primary potential error would be a denial of an applicant who indeed should have been determined to be eligible. In such cases, identification would normally involve an inquiry by

the applicant. Less common could be the reverse situation in which an applicant is granted eligibility without meeting the requirements, and in this case, identification could come from a fellow applicant or some other party.

*Remediation* – ABTC is committed to ensuring the potential eligibility of every applicant is carefully reviewed, and the primary remediation is therefore avoidance of such errors. If either of these situation occurs, ABTC staff will promptly follow up with the applicant to ensure an accurate determination of eligibility.

### **Examination content**

*Identification of errors* – working with our examination services provider (PSI), ABTC has numerous processes in place to avoid errors of examination content. These processes include careful review and unanimous approval of new examination items by our Examination Committees, verification of references, and inclusion of unscored items for pretesting. Following pretesting, PSI’s psychometric staff review item analyses and candidate comments to identify items that may not be suitable for transition to active status for future use as a scored item. The ABTC Examination Committees approve all examination forms prior to delivery to candidates. Upon first use of a form, PSI staff will generate an item analysis and candidate comments following administration to a relatively small number of candidates, and bring any items with aberrant performance characteristics to the attention of ABTC.

*Remediation* – In consultation with PSI psychometric staff, ABTC will take appropriate action to maintain fairness to the candidates, as well as to uphold the integrity of the ABTC credential. These actions could include rescoring candidates’ responses and issuing new score reports, if appropriate.

### **Administration conditions**

*Identification of errors* – there are two primary mechanisms that could help identify potential errors with conditions during the administration of the examination:

1. Notification by our examination services provider (PSI),
2. Notification by candidates.

Regarding the first method of identification, ABTC has confidence in PSI’s procedures for administration, but recognizes that events beyond the control of PSI can occur. If a candidate identifies a potential error, the first action by ABTC will be to contact PSI and collect full information about the situation. When full information is available, ABTC will work with PSI to put an appropriate remediation into effect.

*Remediation* - Upon notification of any examination administration irregularity, ABTC will work with PSI to promote fairness to the candidates, while upholding the integrity of the ABTC credential.

### **Recertification**

*Identification of errors* - To maintain CCTC/CPTC/CCTN/CTP status, the candidate seeking recertification from the American Board for Transplant Certification (ABTC) must accumulate 60 Continuing Education Points for Transplant Certification (CEPTCs) within the three-year period prior to the recertification submission deadline of December 31<sup>st</sup> (when certification will expire).

A minimum of 20 ABTC Approved CEPTCs submitted in Category 1. The primary potential error would be a denial of an applicant who may have actually met the recertification requirements. In such cases,

identification would normally involve an inquiry by the renewing certificant. Less common could be the reverse situation in which an applicant is granted renewal of certification without appropriately meeting the requirements.

*Remediation* - If a certificant's recertification documentation is in question as to whether or not they have met all of the criteria for recertification criteria, it will first be revisited by the executive office staff, and if warranted, the Continuing Certification Committee within a reasonable time once a complaint is made. Certificants will be notified accordingly.

1-4-19

#### **ABTC'S ESTABLISHING AND MONITORING PERFORMANCE STANDARDS POLICY**

ABTC establishes cut scores (passing points) using a criterion-referenced method (e.g., Angoff) following any change in examination specifications, and preserves that cut score through pre-equating of subsequent examination forms, with support from the testing vendor (PSI).

ABTC monitors on a monthly basis the testing outcomes portal provided by its testing vendor, PSI. Passing rates are reviewed and monitored each month to evaluate the extent to which the ABTC examinations meet expectations. ABTC recognizes that candidate testing volumes are sometimes small and fluctuate each month, and pass rates can differ accordingly, however, by monitoring the rates, ABTC can work with its testing vendor, PSI, to identify any fluctuations in passing rates that might be indicative of a situation in which an ABTC examination is not serving its intended purpose. In such situations, ABTC will investigate and follow up as indicated.

1-4-19

#### **ABTC'S EXAMINATION VENDOR SECURITY POLICY**

##### **SECURITY**

Security is of paramount importance to AMP. Potential employees are thoroughly screened and a background check is completed before hire. Security procedures regarding the handling of secure test materials, building access for non-AMP personnel, shipping and receiving, examination review and item writing meetings and test administration are designed to provide maximum security for our clients. All AMP staff members are thoroughly trained and highly knowledgeable about security procedures, and policies are strictly followed and continually reviewed for effectiveness. As part of this ongoing process, all staff must take part in video-based instructional programs, are provided with continual documentation on policy and procedure changes and reminders and must pass an annual computer-based security examination.

Internally, AMP's Executive Office is protected by a 24-hour security magnetic card entry system and 24/7/360 video surveillance (interior and exterior). We also employ numerous redundant communication network subsystems and co-location data storage requirements that ensure the integrity of all information even in the event of a power failure or natural disaster. Secure materials are held in locked containers until final disposal and all computer programs containing sensitive materials are protected with limited access. Managers regularly review all aspects of secure material handling,

evaluate each staff member's adherence to established procedures, and take appropriate action to correct any observed difficulties. In addition, all AMP staff have signed a Confidentiality/Security Agreement between themselves and AMP, which is a legally binding contract prohibiting any individual from disclosing company or client confidential information, during or after their employment.

AMP safeguards client data throughout all work processes. All computer programs containing sensitive information are protected with strict authentication policies and event logging. Item pools, test files and scoring keys will be maintained on AMP's proprietary computer banking and analysis programs. Electronic permissions are based on staff members' role and limits access to any client's item pool or exam forms to only the necessary staff members. Staff computers are protected by current DOD-approved operating systems operating in conjunction with multiple local and external firewalls. AMP also has written procedures for employee computers on access control and password protection. These procedures are systematically enforced through our authentication services which require strong password and policy-based change periods. Additionally, all remote systems require two separate methods of authentication to access AMP's secure internal network. All notebook PCs used by staff also feature biometric identification for access. Further, all corporate notebooks incorporate unique tracking software which will identify their locations and enable remote "wiping" of the hard drive. All sensitive data is transported mechanically or electronically outside of our internal secure network is encrypted through certified-secure tunnels or using high strength encryption using biometric techniques.

Security procedures are also in place at all AMP Assessment Centers. Tests are delivered to the test sites on the day of the exam using a state-of-the-art 128-bit encryption technique. In contrast to many testing companies, AMP examinations are delivered to the assessment centers just-in-time over dedicated high speed networks and removed after administration and typically, do not permanently reside on computers at the assessment centers. Every candidate will register with a trained and certified Assessment Center Proctor and must present photo identification. Each candidate will have a digital picture taken (included on the score report form) and, if required, an electronic fingerprint captured for identification verification. Candidates are also monitored throughout the administration by trained staff. Verification of candidate identity and other security procedures related to the administration are strictly enforced. No written materials or personal belongings will be allowed within the testing area during the examination.

In addition to the on-site staff, the area is continuously monitored by state-of-the-art surveillance equipment. All sites have audio/visual monitoring cameras. Many testing sites also feature AMP's newest 360 HD surveillance technology – unmatched by any other testing company. This cutting edge technology records simultaneously in all directions, capturing video, audio and even temperature at the site. All information is recorded 24x7x365 and offers real time monitoring over AMP's high speed networks from AMP's corporate headquarters, allowing AMP security personnel to perform instant inspection of any equipped site. With audio visual recordings, AMP can replay the full exam administration for any candidate within specific time periods at any equipped site.

In providing computer-based testing, AMP will ensure standardized testing conditions for all candidates and will monitor the results for examination performance and comments of candidates in order to provide evidence that the testing process is secure and fair at all times. To enhance security, LXR•TEST software can scramble the numbering of items within each form and the options within an individual item. Using this feature, the chances that candidates testing at the same time and place will receive an identical examination in the same question sequence are extremely remote. This renders the simplest and oldest form of cheating; looking at another person's work, virtually impossible. If security measures



do uncover a candidate cheating, the individual will be removed from the assessment center without receiving a score report and the client will be notified.

We place an emphasis on security during all phases of test development, production, administration and scoring to ensure the integrity of each program. These procedures render a security breach very unlikely. However, in the event that an issue is detected which affects the security of examinations, the client will be notified immediately and options for resolution of the situation at AMP's expense will be discussed. If it becomes necessary to retire and replace an examination form due to a documented security breach (which has never happened to the AMP real estate program), AMP will not hesitate to do so. In such cases, AMP would correct the situation and initiate item writing activities to replenish the pools so that future examination quality is not affected.

## **PRIVACY POLICY**

Effective May 2018

In an effort to maintain efficient service while respecting the privacy of those who visit the American Board for Transplant Certification (ABTC) Web site (Site) and correspond electronically with ABTC, ABTC has created and posted the following privacy policy. This privacy policy is incorporated into and is a part of the [Terms and Conditions of Use](#) of our Site.

ABTC is committed to keeping your e-mail address confidential. We do not sell, rent or lease to third parties the emails of members, National Conference attendees or anyone else with whom we conduct business.

### **Information Collection and Use**

We will collect personally identifiable information that you provide to us, including, but not limited to, your name, employer's name, address(es), telephone and fax number, e-mail address, and credit card information. ABTC may use and store such information in order to notify you of official ABTC business; provide a product or service you requested; secure your membership status; complete your online donation; analyze, evaluate, and improve member and prospective member needs and interests; alert you of ABTC news, activities, courses and programs, services and benefits; and for other legitimate and lawful business purposes. Personally identifiable information may be given to a third party in order to complete a specific business transaction on behalf of ABTC. Contact information from inquiries received by ABTC may be shared with ABTC members to provide a service, satisfy a question, or develop a prospective business relationship.

We may disclose personally identifiable information to the proper authorities if we become subject to a subpoena or court order, or if we are otherwise legally required to disclose such information. We also may use and disclose information about you to establish or exercise our legal rights, to enforce the [Terms and Conditions of Use](#), to assert and defend against legal claims, or if we believe such disclosure is necessary to investigate, prevent, or take other action regarding actual or suspected illegal or fraudulent activities or potential threats to the physical safety or well-being of any person. If all or part of ABTC is merged or otherwise transferred to another entity, we may transfer the personally identifiable information you provided to us to such entity as part of that transaction.

### **Registration and Order Forms**

In order to enroll or register in a program; attend ABTC events, meetings, or conferences; or request products or services; you may be required to fill out a registration or order form and provide personally identifiable information which we will use to process your registration or order. In certain circumstances, a program accessed through the Site may be jointly sponsored or co-sponsored with other organizations and registration may or may not be handled by ABTC. In such event, this privacy policy will not apply – instead, such third-party's privacy policy will be controlling. Please note that ABTC is not responsible for the privacy policies of these other organizations (or their use of your personally identifiable or other information) and hereby disclaims any liability or responsibility in connection therewith. In addition, your name and information may appear on registration or attendee lists distributed at ABTC events, meetings and conferences to other attendees and third parties. Please note that ABTC provides National Conference sponsors and exhibitors with attendee names and postal addresses, not email addresses. Attendees are granted access to a list of the names and institutions (including countries) of other registered attendees.

### **Cookies and Log Files**

Cookies are pieces of stored information used to provide smoother navigation throughout the Site, such as a saved password; to identify user trends, such as page views; and for other internal purposes, such as assessing the effectiveness of the Site. You have the option of setting your computer to disable cookies or to alert you when cookies are being used. If you choose to disable cookies, please be aware that portions of the Site may not function properly.

### **Links**

There are links to other websites throughout the Site. Please note that ABTC is not responsible for the privacy policies of those other sites and hereby disclaims any liability or responsibility in connection with such linked sites.

### **Security**

Online registration and information such as credit card numbers will be secured using a commercially accepted method of encryption. However, while we employ reasonable security measures to protect your personal information, please be aware that no method of electronic transmission is completely infallible, and we cannot guarantee its absolute safety. If you become aware of any breach of Site security, please contact us immediately.

### **Updating Personal Information and Participation**

You may contact ABTC as set forth below to update your personally identifiable information, opt-in to, or opt-out of any service at any time. We will provide opt-in and opt-out opportunities as applicable to the service or product being offered.

### **Privacy Policy Updates**

Should any changes be made to this privacy policy, we will post them on this page with appropriate explanation.

### **Acceptance of our Privacy Policy Terms**

Using the ABTC website indicates your acceptance of our privacy policy. Your continued visits to the ABTC website after changes are posted to this policy will signify your acceptance of those changes.

## **SOCIAL MEDIA COMMENT POLICY**

Effective: 12/8/2017

At American Board for Transplant Certification (ABTC), we encourage community engagement on our social media pages. We do not pre-moderate comments and welcome your questions, comments and opinions. We do, however, reserve the right to delete or censor comments that meet the following criteria:

- violates an individual's medical privacy (either the commenter or someone else) by sharing personal patient information or protected health information of any kind
- is abusive, violent or patently offensive
- contains ad-hominem attacks
- promotes hate of any kind
- uses foul, profane or derogatory language
- contains solicitations for other websites or spam
- is reported as abuse
- is off-topic
- is posted using an alias or pseudonym

Please remember, comments published on social media are public. The views and opinions expressed in comments on social media are strictly those of the individual commenter(s) and in no way represent the views and opinions of ABTC. We assume no liability for the information therein and extend no implied or expressed warranty or guarantee of accuracy.

While we will do our best to respond to most comments, we cannot reply to every comment, particularly those that deal with individual medical cases and issues.

We thank you for your interest in ABTC and look forward to an ongoing discussion about what's important to you.

## **WHISTLEBLOWER POLICY**

### **Purpose**

The purpose of this whistleblower policy is to provide direction to all current and former directors, employees, contractors, subcontractors, agents, volunteers, landowners, vendors, donors, and partners of American Board for Transplant Certification (ABTC) regarding the communication of concerns on questionable financial or operational matters.

### **Defined Terms**

For the purpose of this policy the American Board for Transplant Certification is meant to be ABTC and includes all of its locations across the country.

## The Whistleblower

For the purpose of this policy the "Whistleblower" is meant to be any director, employee, contractor, subcontractor, agent, volunteer, landowner, vendor, donor, reporter, members of the general public or partner of the ABTC who has reported a whistleblower incident.

## Whistleblower Incident

A "whistleblower incident" is defined as a concern or possible wrongdoing related to the ABTC financial or operational matters. For greater clarity, whistleblower incidents are intended to include, but are not limited to, the following:

- Changing work from one project to other projects to stay on budget;
- "Side deals" or "under the table" dealings with contractors for personal benefit;
- Receiving personal kickbacks or significant gifts (over \$100) from contractors or vendors which could create bias in the tendering process;
- Inappropriate recording or reporting of revenues, or lack thereof;
- Inappropriate classification of assets and/or liabilities;
- A deliberate disregard or circumvention of Association policies;
- Embezzlement of ABTC assets by an individual or group of individuals;
- Inappropriate occurrences at an ABTC event; and
- Inappropriate projects for the benefit of a landowner or business, and not necessarily in the ABTC's interest.

## Policy Statements

It is the policy of the ABTC that the Whistleblower must immediately communicate *whistleblower incidents* as soon as the Whistleblower becomes aware of such situations.

*Whistleblower incidents* shall be communicated using the ABTC prescribed procedures for the submission of *whistleblower incidents*. It is the policy of the ABTC that the Whistleblower will not be discharged, removed, or in any other manner discriminated against as a result of communicating a *whistleblower incident*. In the event the whistleblower is a reporter, s/he will not be subjected to any Retaliatory Actions if s/he files, causes to be filed, testifies in, participates in, or otherwise assists in any proceeding which is filed or about to be filed relating to such possible wrongdoing or concern. Any ABTC volunteer or management firm staff member found to be in violation of this policy will face disciplinary action.

Continued violation of this policy by volunteers and/or management firm staff (i.e., continued harassment of the Whistleblower) may result in removal or contract termination. The ABTC will not protect a whistleblower that intentionally makes false accusations in reporting of a *whistleblower incident*. It is the policy of the ABTC to treat all *reported whistleblower incidents* in a confidential and sensitive manner. In addition, the Whistleblower shall be provided the opportunity to remain anonymous.

## Applicability

This policy applies to all current and former directors, employees, contractors, subcontractors, agents, volunteers, landowners, vendors, donors, and partners of the ABTC.

## Available Resources

Procedures to enable the communication of *whistleblower incidents* can be accessed on the ABTC website at: [www.ABTC.net](http://www.ABTC.net).

Questions relating to the whistleblower policy should be directed to:

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Policy and Procedures Updates:

Revised 4/1/2002  
Revised 3/2003  
Revised 5/2015  
Revised 11/2017  
Revised 1/2018  
Revised 8/2018  
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