

... |

The Past, Present, and Future of RESNA Certification

RESNA
Rehabilitation Engineering and
Assistive Technology Society of
North America

Web Address: www.resna.org



Learning Objectives

Participants will be able to:

- Differentiate between licensure, certification and registration and understand the process the PSB takes to establish and maintain the certification program.
- Apply the 22 RESNA Standards of Practice to their profession and understand how these apply to the adjudication of a complaint.
- Identify at least 3 ways to promote their ATP certification to colleagues, physicians and consumers.
- Discuss the future direction of the certification programs.

What is Credentialing?

Act of occupational licensure or registration

- Licensure
- Certification
- Registration

LICENSURE

- Licensing applies to individuals
- Granted by a government body
- Individual meets predetermined qualifications
- Grants right to engage in a particular profession as defined by State Practice Act



CERTIFICATION

Process by which a non-governmental agency or association validates an individual's qualifications and knowledge in a defined functional or clinical area



REGISTRATION

- List maintained by governmental agency
- Can be equivalent to licensure
- May not be required for practice

Why have Certification?

- Validate individual's qualifications
- Carries a connotation of trust, belief, and confidence
- Provide practice-related knowledge-based requirements against which an individual can be assessed
- Requires adherence to Code of Ethics, Standards of Practice



RESNA's Credentialing Program

RESNA undertook the credentialing process beginning in 1992, with the first ATP and ATS exams administered in 1996. Its purpose:

- Identify qualified providers by testing fundamental knowledge
- Set standards to measure competence, guide professional conduct



About RESNA Credentials

- Intent was to set a core AT knowledge with these certifications
- Goal was to further specialize in different areas of AT as needed to build from this core
- Knowledge and skills documents were created with a core group of content experts for several specialty areas, including seating and mobility, job accommodations, AAC.
- RESNA currently offers ATP, RET, and SMS certification



Assistive Technology Professional (ATP)

A service provider who analyzes the needs of individuals with disabilities, assists in the selection of the appropriate equipment or services, and trains the consumer on how to properly use the specific equipment.



ATP

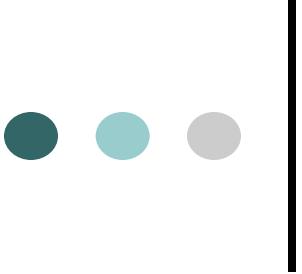
- Consolidation of ATP and ATS certifications into a single Assistive Technology Professional (ATP) certification to reflect all who have demonstrated knowledge in the general categories of assistive technology
- The certification is no longer tied to role
- Certificants will abide by RESNA's Code of Ethics and Standards of Practice, which set forth the fundamental concepts of ethical conduct and practice.



Rehab Engineering Technologist (RET)

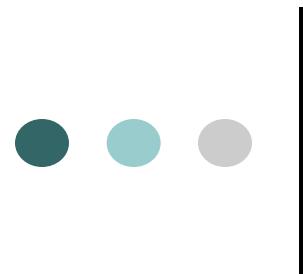
- An ATP who applies engineering principles to the design, modification, customization, fabrication and/or integration of assistive technology for persons with disabilities.
- Specialty certification to identify those who utilize engineering perspective to problem solving, providing technical assistance with technical systems and solutions





RET

- Current program under review – as required for test maintenance and validity
- 42 individuals holding RET certification since 2001
- Examine need and future direction and opportunities



Seating & Mobility Specialist (SMS)

- An ATP who has demonstrated expertise in seating, positioning, and wheeled mobility through work experience, professional service, and passing of advanced certification exam
- Implemented March 24, 2010

CODE OF ETHICS

- Hold paramount the welfare of those served professionally
- Practice only in their area(s) of competence and maintain high standards
- Maintain the confidentiality of privileged information



Standards of Practice

- Set of 22 rules to govern practice of Assistive Technology service delivery
- Promotes high ethical standards
- Stresses cooperation, team building, follow-up
- Promotes collaboration
- Encourages referral to others as appropriate
- Adjudication when standards are violated



Standards of Practice

1. Individuals shall keep paramount the welfare of those served professionally.

Standards of Practice

2. Individuals shall engage in only those services that are **within the scope of their competence**, their level of education, experience and training, and shall recognize the limitations imposed by the extent of their personal skills and knowledge in any professional area.

Standards of Practice

3. In making determinations as to what areas of practice are within their competency, assistive technology practitioners and suppliers shall **observe all applicable licensure laws**, consider the qualifications for certification or other credentials offered by recognized authorities in the primary professions which comprise the field of assistive technology, and abide by all relevant standards of practice and ethical principals, including RESNA's Code of Ethics.



Standards of Practice

4. Individuals **shall not willfully misrepresent their credentials, competency, education, training and experience** in both the field of assistive technology and the primary profession in which they are members. Individuals **shall disclose their employer and the role they serve** in the provision of assistive technology services in all forms of communication, including advertising, that refers to their certification in assistive technology.



Standards of Practice

5. Individuals shall inform consumers or their advocates of any **employment affiliations, financial or professional interests** that may be perceived to bias recommendations. In some cases, individuals shall decline to provide services or supplies where the conflict of interest is such that it may fairly be concluded that such affiliation or interest is likely to impair professional judgments.

Standards of Practice

- 6. Individuals shall use available resources to **meet the consumers' identified needs** including referral to other professionals, practitioners or sources which may provide the needed product and/or service.

• • • | Standards of Practice

7. Individuals shall cooperate with members of other professions, where appropriate, in delivering services to consumers, and shall **actively participate in the team process** when the consumer's needs require such an approach.

• • • | Standards of Practice

8. Individuals shall offer an appropriate range of assistive technology services which include **assessment, evaluation, trial, simulation, recommendations, delivery, fitting, training, adjustments and/or modifications** and promote full participation by the consumer in each phase of service.

● ● ● | Standards of Practice

9. Individuals shall verify consumer's needs by using **direct assessment** or evaluation procedures with the consumer.

Standards of Practice

10. Individuals shall inform the consumer about all device options and funding mechanisms available **regardless of finances**, in the development of recommendations for assistive technology strategies.

● ● ● | Standards of Practice

11. Individuals shall **consider future and emerging needs** when developing intervention strategies and fully inform the consumer of those needs.

• • • | Standards of Practice

12. Individuals shall **provide technology that minimizes consumer's exposure to unreasonable risk**. Individuals shall provide adjustments, instruction for use, or necessary modifications that minimize risk.

• • • | Standards of Practice

13. Individuals shall fully **inform consumers** or their advocates **about all relevant aspects of the final recommendations** for the provision of technology, including the financial implications, and shall not guarantee the results of any service or technology. Individuals may, however, make reasonable statements about the recommended intervention.



Standards of Practice

14. Individuals shall **document, within the appropriate records**, the technology evaluation, assessment, recommendations, services, or products provided and preserve confidentiality of those records, unless required by law, or unless the protection of the welfare of the person or the community requires otherwise.

• • • | Standards of Practice

15. Individuals shall endeavor, through ongoing professional development, including continuing education, to **remain current on assistive technology relevant to their practice** including accessibility, funding, legal or public issues, recommended practices and emerging technologies.

• • • | Standards of Practice

16. Individuals shall endeavor to institute procedures, on an on-going basis, to **evaluate, promote and enhance the quality of service** delivered to all consumers.

● ● ● | Standards of Practice

17. Individuals shall be **truthful and accurate in all public statements** concerning their role in the provision of all assistive technology products and services.

• • • | Standards of Practice

18. Individuals shall **not discriminate** in the provision of services or supplies on the basis of impairment, diagnosis, disability, race, national origin, religion, creed, gender, age, or sexual orientation.

• • • | Standards of Practice

19. Individuals shall **not charge for services not rendered, nor misrepresent services delivered or products dispensed** for reimbursement or any other purpose.

• • • | Standards of Practice

20. Individuals shall not **engage in fraud, dishonesty or misrepresentation** of any kind, or any forms of conduct or criminal activity that adversely reflects on the field of assistive technology, or the individual's ability to serve consumers professionally.

• • • | Standards of Practice

21. Individuals whose **professional services are adversely affected by substance abuse or other health-related conditions** shall seek professional advice, and where appropriate, **voluntarily withdraw from practice**.

• • • | Standards of Practice

22. Individuals shall **respect the rights, knowledge, and skills of colleagues** and others, accurately representing views, information, ideas and other tangible and intangible assets including copyright, patent, trademark, design contributions, and findings.



How does RESNA Adjudicate in matters of Certification?

- Purpose of Professional Standards Board (PSB) and the Complaints Review Committee (CRC) is to set forth the requirements for:
 - Recertification
 - Reinstatement
 - Adjudication of complaints against certificants

Definitions of Certification Status

- Pending
- Active
- Inactive
- Probation
- Suspended
- Revoked
- Ineligible

Requirement for Recertification

- Granted for a two year period
- Renewed with demonstration of work experience and continuing education requirements:
 - Relevant work experience – direct AT consumer related service, academic, management, or research activities at .25 FTE for just-ending certification period
 - Ongoing professional development – academic credits, CEU's, or retake the exam

Requirements for Reinstatement

There are different requirements for reinstatement depending on the status of individual

- Reactivation following a voluntary inactivation
- Reactivation following a letter of concern
- Reactivation following a recertification violation
- Reactivation following suspension

Filing a Complaint

- Formal, written
- Cannot be anonymous
- Evidence attached

It is the responsibility of each ATP to abide by COE, SOP and to be vigilant for infractions by other ATPs to protect the public and the industry



Complaints Review Committee (CRC)

- Appointed by PSB
- 5-6 members
- Meet monthly to review complaints, status, and adjudicate
- Legal counsel is obtained in serious violations and disciplinary actions

Adjudication of Complaints

- Breach of Standards of Practice
- Not met one or more of the standards for initial certification or recertification
- CRC may take following actions:
 - Letter of concern or warning
 - Probation, suspension, or revocation
 - Reporting to legitimately-interested entities
 - state licensing authorities
 - accrediting bodies
 - federal and state Medicare/Medicaid reimbursement authorities
 - other payors; and employers.

Rights/Restrictions with RESNA Credential

- Voluntary certification
- Not a license - can't practice outside of state requirements
- Use of designation ATP for successful candidates



What Credentialing means to the public

- Demonstrated knowledge of AT
- Professionalism, as governed by RESNA Standards of Practice and Code of Ethics
- Education and experience to meet eligibility standards
- Professional oversight by RESNA Professional Standards Board
- Best practices, consumer-oriented

Listing in the “Directory of Certified AT Professionals” available on RESNA Website



Marketing your ATP Certification

- PSB initiated press releases and announcements
- Articles in trade magazines, newsletters
- Creation of ATP marketing toolkit
 - Sample individual press release
 - Consumer and peer/colleague brochures
 - ATP logo
 - ATP pins



Consumer Brochure available at
www.RESNA.org

About RESNA

RESNA (Rehabilitation Engineering and Assistive Technology Society of North America) is a non-profit professional organization whose members serve people with disabilities seeking technology applications to maximize their ability to function in their environment. RESNA's membership consists of researchers, clinicians, suppliers, manufacturers, consumers and educators who work in nonprofit and for-profit companies. In addition to the ATP certification, RESNA also offers a Rehabilitation Engineering Technologist (RET) certification for engineering professionals.

All members are dedicated to promoting the exchange of ideas and information for the advancement of assistive technology.

For more information on the ATP certification, visit www.resna.org.



1700 N. Moore St.
Suite 1540
Arlington, VA
22209-1903
PHONE: 703/524-6686

All RESNA members are dedicated to promoting the exchange of ideas and information for the advancement of assistive technology.

® ATP is registered certification mark of the Rehabilitation Engineering & Assistive Technology Society of North America.



Get the Quality Assistive Technology Care You Deserve

Select a RESNA-Certified Assistive Technology Professional Today To Get The Right Equipment For Your Personal Needs



Before making a decision, ask these questions. What tasks do I need to accomplish that I cannot do right now? How do I know that the recommendation/referral I receive from my doctor is the best one? How will my device/equipment work at home? What adaptations do I need to make at my workplace or school? Are there professionals who are trained in this specialty area? Can I talk to them first before making a final decision? How do I begin?



This pamphlet was designed to answer these questions so that individuals with disabilities and their families understand the importance of asking for a RESNA-Certified Assistive Technology Professional (ATP) to help in the selection and implementation of equipment.

Consumer Brochure available at
www.RESNA.org

Know what types of assistive technology exist.

There are many different types of assistive technology devices and equipment designed to help assist individuals with disabilities. Some of these include manual and power wheelchairs, ergonomic computer keyboards, mice and trackballs, screen magnifiers, hearing aids, reading machines, communication devices, orthotics, portable ramps, prosthetics, Braille, etc.

Know who you are working with. Understand the role of an Assistive Technology Professional (ATP).

A trained assistive technology professional analyzes the needs of individuals with disabilities, assists in the selection of the appropriate device or equipment, and trains the consumer individual on how to properly use the specific device or equipment. Unfortunately, there are people who are in the business to sell medical equipment that may be less than ethical or knowledgeable and can offer incorrect advice.

Look for an Assistive Technology Professional who is certified.

RESNA's ATP Certification recognizes professionals who have reached an internationally accepted standard of knowledge in assistive technology. An ATP certified professional takes a holistic approach to every situation, assessing your situation and influences, and then determining what equipment will enable you to optimize your life at home, school, work and in the community. ATPs must follow a strict Standards of Practice and Code of Ethics, helping to assure quality service and consumer protection.

The certification process includes work education eligibility, the passing of a 200-item examination, and an on-going commitment to practice at the highest ethical standard in the field of assistive technology.

Know where to find an RESNA certified Assistive Technology Professional.

Visit www.resna.org and click on "Find a Certified AT Professional." For more information on assistive technology and Certified Assistive Technology Professionals, contact your state's Assistive Technology Act programs (www.atap.org.org) or the National Registry of Rehabilitation Technology Suppliers (www.NRRRTS.org). You may also contact your local center for independent living, vocational rehabilitation agency, school district, rehabilitation hospital, assistive technology supplier or manufacturer and ask to work with a RESNA certified AT Professional.

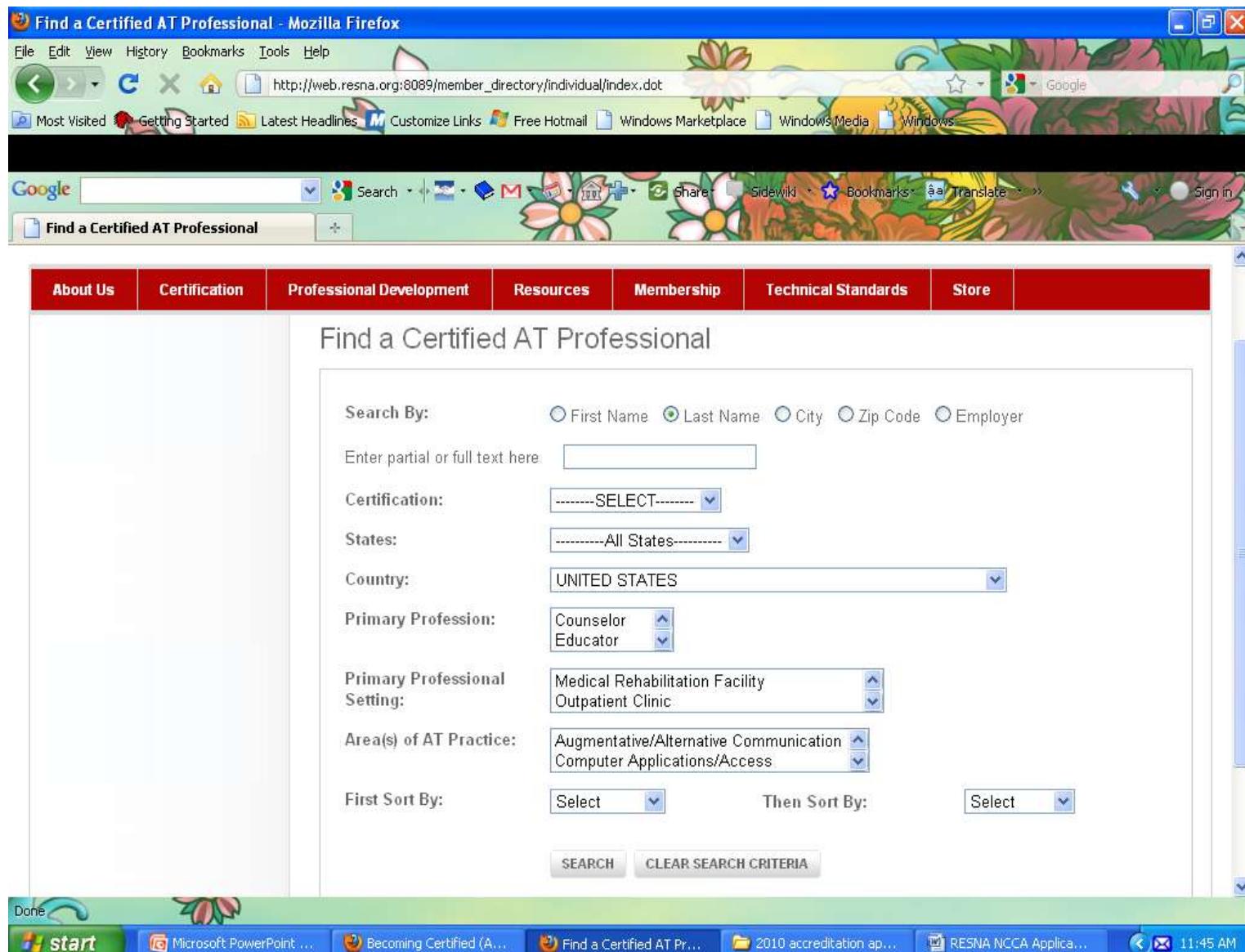
ATP Statistics

- 4200+ ATPs in the US
- Internationally certified - 55 in 8 countries
- How to increase value?
- How to increase # of ATPs

ATP Statistics

- How many ATPs
- How many have taken exam
- Areas of Practice
- Professional Settings
- Professional Backgrounds

Enhanced Search Tool



The screenshot shows a Mozilla Firefox browser window with a decorative floral theme. The address bar shows the URL http://web.resna.org:8089/member_directory/individual/index.dot. The page title is "Find a Certified AT Professional". The top navigation menu includes "About Us", "Certification", "Professional Development", "Resources", "Membership", "Technical Standards", and "Store". The main content area is titled "Find a Certified AT Professional" and contains a search form. The search form includes fields for "Search By" (radio buttons for First Name, Last Name, City, Zip Code, Employer, with "Last Name" selected), a search input field, "Certification" (a dropdown menu showing "-----SELECT-----"), "States" (a dropdown menu showing "-----All States-----"), "Country" (a dropdown menu showing "UNITED STATES"), "Primary Profession" (a dropdown menu showing "Counselor" and "Educator", with "Counselor" selected), "Primary Professional Setting" (a dropdown menu showing "Medical Rehabilitation Facility" and "Outpatient Clinic", with "Medical Rehabilitation Facility" selected), "Area(s) of AT Practice" (a dropdown menu showing "Augmentative/Alternative Communication" and "Computer Applications/Access", with "Augmentative/Alternative Communication" selected), and "First Sort By" and "Then Sort By" dropdown menus. At the bottom are "SEARCH" and "CLEAR SEARCH CRITERIA" buttons. The bottom of the screen shows the Windows taskbar with icons for Microsoft PowerPoint, Becoming Certified, Find a Certified AT Professional, 2010 accreditation ap..., RESNA NCCA Applica..., and the date/time 11:45 AM. A logo for "ATP RESNA CERTIFIED" is visible in the bottom right corner.

● ● ● | Where do we go from here?

- Accreditation of the Certification Programs
 - ATP
 - RET
 - SMS
- Future Certification(s)?
- Certificate Program(s)?



● ● ● | Who oversees the process?

- RESNA Board of Directors
- Professional Standards Board – PSB
- Complaints Review Committee
- Test development (psychometric) consultants
- RESNA staff

Accreditation

- Institute for Credentialing Excellence - ICE (formerly NOCA)
- ICE's accrediting body is the National Commission for Certifying Agencies (NCCA)
- NCCA evaluates certification organization for compliance with their standards
- NCCA's *Standards* exceed the requirements set forth by the American Psychological Association and the U.S. Equal Employment Opportunity Commission.





What does it take to develop a new certification?

- Phase I:

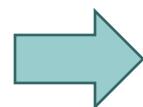
- Task and knowledge identification
- Population to survey, demographics needed
- Creation of job/practice analysis survey
- Implementation, validation (criticality of tasks, depth of knowledge)
- Exam blueprint



What does it take to develop a new certification?

- Phase I:

- Stakeholder research -identify need, capacity
- Task and knowledge identification
- Population to survey, demographics needed
- Creation of job/practice analysis survey
- Implementation, validation (criticality of tasks, depth of knowledge), weighting of content areas



Exam blueprint

What does it take to develop a new certification?

- Phase II:
 - Item writing
 - Committee of Content Experts
 - Raw items, review, iterative process
 - References to validate answers
 - Match to specs/blueprint
 - Level of difficulty, weighting of content areas





What does it take to develop a new certification?

- Phase III:

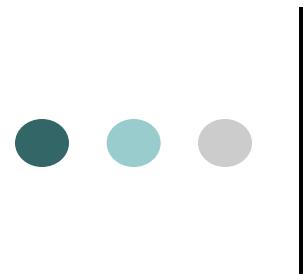
- Creation of assessment instrument (exam)
- Administration (quality assurance, implementation through computer-based testing centers)
- Gathering of data for intensive psychometric analysis

What does it take to develop a new certification?

- Phase IV:

- Determination of passing score
 - Panel of content experts
 - Statistics on each item and performance by demographic
 - Validation of key, in depth analysis of item (stem, distractors)
 - Remove item from scoring, allow double key?

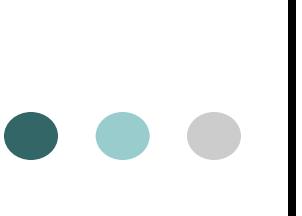




What does it take to develop a new certification?

- Hundreds of staff and consultant hours over 18 months, and...
- **Thousands of unpaid volunteer time!**
 - Job validation committee
 - Item writing committee
 - Cut score panel
- 16 to 20 months
- Cost: Roughly \$150,000



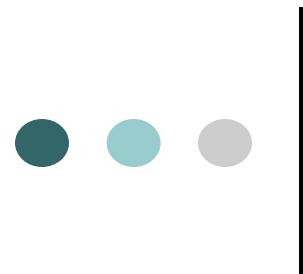


Development Timeline

Task	Timeline
Knowledge and skills creation/update, job analysis survey creation, identification of stakeholders	3 – 4 months
Survey distribution, statistical analysis of results	2 – 3 months
Validation of data to create exam blueprint, weighting of content areas	1 month
Item writing – raw with references	3 months
Iterative review process by groups to finalize items, rewrite, remove	3 – 4 months
Creation of exam to match blueprint specs	1 month
Implementation via computer-based testing	2 months

Cut Score Study

- Data from first group of test takers for new assessment instrument (70-100 people)
- Detailed psychometric analysis showing performance, discrimination, mean scores, effectiveness ratings
- Expert panel to review each item, answers, performance to set final passing score



The Seating & Mobility Specialist (SMS) Exam

150 multiple choice questions (and 15 pre-test items not scored)

Specific knowledge:

- Performance of Seating & Mobility Assessment
- Funding Resources, Coverage & Payment
- Implementation of Intervention
- Outcome Assessment & Follow-Up
- Professional Behavior

Foundation Knowledge

- Basic and advanced seating principles,
- Manual and power wheelchairs
- Power seating systems
- Electronics and programming
- Alternate mobility and positioning, research and evidence-based practice

About the Exam – Computer-Based Testing

- Administered through computer-based testing centers. Over 700 in North America, and over 1000 around the world through Prometric, Inc.
- After the application is approved, the test is available when/where the applicant wants to take it.
- Preliminary score report is given immediately upon completion of exam

Eligibility Requirements

- ATP in good standing
- 1000 hours
- 2 professional service categories
 - Continuing education
 - Advocacy
 - Mentoring and formal supervision
 - Case study, research studies
 - Leadership
 - Presentation or teaching
 - Publications

What are the fees?

- Basic exam fee -- \$250.00
- Retake fee -- \$120.00 (within one year)
- Re-certification – will be tied to ATP certification term periods without additional CEU requirement, but a portion of the continuing education will have to be related to seating and mobility

Why take the SMS

- No requirement
- To distinguish yourself apart from other ATPs
- Set a high standard for practice
- Support industry

How to prepare for the SMS

- Book learning will not substitute for experience!
- Case studies, videos, photographs
- References listed on website

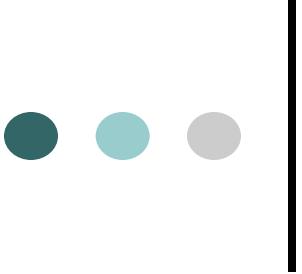
Does the ATP still have a place?

- Recognized by funding sources, employers
- RESNA has worked to market and brand ATP with logos, brochures, media toolkit
- Need for exam demonstrating core fundamental knowledge of AT
- Many disciplines take the same exam
- Appropriate as a standalone for many work settings (e.g. schools, worksite)



Certification vs. Certificate Program

Certification	Certificate
Results from an assessment process that recognizes an individual's knowledge, skills and competency in a particular specialty	Results from an educational process
Typically requires professional experience	For newcomers and experienced professionals
Awarded by a third-party, standard-setting organization, typically non-profit	Awarded by educational programs or institutions often for-profit
Indicates mastery/competency as measured against a defensible set of standards, usually by application or exam	Indicates completion of a course or series of courses with a specific focus (different than a degree granting program). Culmination may include practicum or exam.

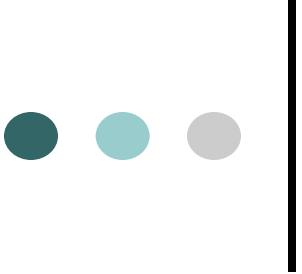


Certificate Program – cont'd

Certification	Certificate
Standards set through a defensible, industry-wide process (job analysis/role delineation) that results in an outline of required knowledge and skills	Course content determined by the specific provider or institution, not standardized
Typically results in credentials to be listed after one's name (LNCC, ONC, CCRN)	Usually listed on a resume detailing education
Has on-going requirements in order to maintain; holder must demonstrate he/she continues to meet requirements	Demonstrates knowledge of course content at the end of a set period in time

Why have a Certificate Program?

- Teach/train
- Build Capacity
- Create pathway for entry into a profession
- Earn continuing education credit



HOW TO REACH US

For more information, you may contact:

RESNA

1700 North Moore Street

Suite 1540

Arlington, VA 22209-1903

Phone #: (703) 524-6686 ext 314

Fax#: (703)524-6630

TTY #: (703)524-6639

RESNA Website: www.resna.org

