

# **MEDIA KIT**



**BOARD OF CERTIFICATION/ACCREDITATION**

# OUR SERVICES

## Accreditation

BOC provides accreditation for a variety of providers, including O&P practitioners, DMEPOS providers, and suppliers of durable medical equipment (DME)/home medical equipment (HME), which includes: pharmacies, retail establishments, chiropractors and other facility/practice specialties.

## Certification

BOC provides the following professional certifications for new candidates:

- [Orthotic Fitter](#) - BOC Orthotic Fitters (COF) are qualified to provide and/or supervise the assessment, treatment plan development and implementation, follow-up, and practice management of people using prescribed prefabricated orthotics.
- [Mastectomy Fitter](#) - BOC Mastectomy Fitters (CMF) are qualified to provide and/or supervise the assessment, treatment plan development and implementation, follow-up and practice management of people using external breast prostheses and other post-mastectomy services.
- [DME Specialist](#) (CDME™) - BOC Certified DME Specialists (CDME) are qualified to help with basic repairs, troubleshooting and home inspections for DME products such as oxygen, transfer systems, enteral supplies and wound care.

BOC continues to support its certified orthotists, prosthetics and pedorthists in perpetuity.



# OUR MILESTONES

## 1984

The Board of Certification/Accreditation is founded by a pharmacist, Dr. Donald O. Fedder, as an independent, not-for-profit agency dedicated to meeting the demands for quality patient care by offering highly valued credentials for professionals and suppliers of comprehensive orthotic and prosthetic (O&P) care and durable medical equipment (DME) services.

## 2000-2001

BOC created the Certified Orthotic Fitter (COF) and Certified Mastectomy Fitter (CMF) credentials.

## 2016

BOC's Board of Directors approved a plan to sunset the acceptance of new applications for its orthotist, prosthetist, and pedorthist certifications. BOC continues to support its certified orthotists, prosthetists and pedorthists in perpetuity.

## 2019

BOC launched the new and improved website designed to offer more streamlined content and easier navigation for customers.

## 2022

BOC won a Gold W3 Award for Website Redesign for improved user experience through mobile-first design and user-friendly navigation.

## 1990

BOC introduced another credential, facility accreditation, to help facilities independently prove their competency in patient care and sound business practices.

## 2013

BOC experts created the Certified DME Specialist™ certification to recognize the unique competencies needed in the DME field.

BOC launched Pharmacy Accreditation.

## 2018

BOC celebrated the five-year anniversary of the Certified Durable Medical Equipment (CDME) Specialist™ certification.

## 2020

BOC added remote testing with a live proctor as a test-taking option for certification candidates. This allows candidates to take exams using their own device from the location of their choice.

BOC received 10<sup>th</sup> consecutive Stevie® Award for Sales & Customer Service and was a Silver Winner of a Golden Bridge Award® in the "Company Rethinking of the Year" category.

## 2023

BOC celebrates the ten-year anniversary of the Certified Durable Medical Equipment (CDME) Specialist™ certification.

BOC wins 11<sup>th</sup> Stevie® Award for Sales & Customer Service.

# OUR AWARDS

BOC's customer service is nationally recognized. "Innovation" is one of the company's core values, and BOC actively seeks out new ideas, products and processes to assure customers have the latest tools to maintain a competitive edge and ensure patient safety. As of 2023, BOC has been awarded 11 consecutive Stevie Awards. The Stevie Awards for Sales & Customer Service are the world's top sales, contact center and customer service awards.

# OUR EXPERTS

BOC experts are available for interview regarding the following topics:

## **ORGANIZATIONAL LEADERSHIP**



### ***President & CEO, Judi Knott, MA, MBA, CAE***

Judi was selected by the Board of Directors as President & CEO effective January 1, 2023. She joined the Board of Certification/Accreditation (BOC) as Chief Strategy & Marketing Officer in 2017 and established effective strategies to grow the business successfully during her tenure in that role. She developed relationships with key contacts in the Durable Medical Equipment (DME) and Orthotics and Prosthetics (O&P) fields, while also continuing the legacy of excellent customer service that distinguishes BOC.

Judi leads the implementation of the Board of Directors' vision and strategy and is fully committed to seeing BOC continue to grow and prosper. Raising brand awareness and highlighting BOC's service capabilities is a major focus for this seasoned executive who works to ensure the organization remains the blue-ribbon standard for certification and accreditation. Judi holds both an M.A. and an MBA from the University of Baltimore.

## **BOARD CHAIR**

### ***Board Chair, Wayne R. Rosen, BOCP, BOCO, LPO, FAAOP***



Wayne R. Rosen, BOCP, BOCO, LPO, FAAOP, is a prosthetist and orthotist at W.R. Rosen, Inc., a multi-site orthotic and prosthetic practice in South Florida. With more than 36 years of experience in the O&P profession, Wayne is an expert in his field.

Wayne is widely regarded as an accomplished presenter and educator, and contributes regularly to publications specializing in pedorthic, orthotic and prosthetic content.

In addition to serving as Board Chair on BOC's Board of Directors, he is certified through the American Board for Certification; he is accredited and certified through BOC; he is a member of the Pedorthic Foot Care Association, a Fellow of the American Academy of Orthotists and Prosthetists, the O&P Alliance on behalf of BOC and the Florida Association of Orthotists and Prosthetists.

***BOC will gladly facilitate Board of Directors access to a variety of other experts upon request.***

## **CREDENTIALING**



### ***Chief Operating Officer, Matthew Gruskin, MBA, BOCO, BOCPD, CDME***

Matt is responsible for leading the direction, strategy, policies, and day-to-day operations of BOC's accreditation and certification programs. With nearly a decade of experience in the O&P field, most recently serving as Director of Orthotic Operations for a chain of more than 20 O&P clinics, Matt is focused on growth of the credentialing programs and ensuring the delivery of excellent customer service.

He holds an MBA in healthcare from Florida International University, a graduate degree in O&P from University of Hartford, and post graduate certification from the International School of Pedorthics.



### ***Special Assistant to CEO, Wendy Miller, BOCO, LO, CDME***

Wendy is responsible for managing a variety of projects that support the direction, strategy, policies, and daily operations of the Company's credentialing programs.

As a certified and licensed orthotist, Wendy brings a practitioner's perspective to her role as she serves as a BOC "brand ambassador" and partners with the CEO to ensure smooth-running governance-related activities. Wendy served on the BOC Board of Directors for six years before joining the BOC staff in 2007.

She played key roles in the development of the Orthotic Fitter (COF) and Mastectomy Fitter (CMF), and, most recently, the Certified Durable Medical Equipment Specialist, (CDME) certifications.

## **LEGISLATIVE & REGULATORY ISSUES**



### ***VP Strategy, Growth and Regulatory Affairs, Jane Webster, MBA***

Jane leads key strategic and business development initiatives for BOC's next phase of growth. Jane joined BOC in November 2022 as the Vice President Strategy, Growth and Regulatory Affairs. Most recently, Jane served as Managing Director for Upward Associates, a boutique healthcare management consulting practice. Prior to that, Jane worked for Erickson Living as the Vice President, Erickson Advantage Health Plan Operations and previously held senior management roles at two standard setting organizations, URAC and USP (United States Pharmacopeia).

Jane holds an MBA degree from Johns Hopkins University Carey Business School and a BSN degree from Albany State University of New York.

# OUR CONTACT INFORMATION

To schedule an interview with a BOC expert or for more information, please contact:

**TBC, BOC's Agency of Record**

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