

MEDIA KIT



BOARD OF CERTIFICATION/ACCREDITATION

OUR SERVICES

Accreditation

BOC provides accreditation for a variety of providers, including O&P practitioners, all suppliers of durable medical equipment (DME), and other facility/practice specialties.

Additionally, BOC provides multiple accreditation options specific to pharmacies: DMEPOS, Retail and Compounding (non-sterile).



Certification

BOC provides the following 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, prosthetists and pedorthists in perpetuity.

OUR MILESTONES



1990

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

2009

Claudia Zacharias, MBA, CAE is named President and CEO of BOC.

2016

BOC's Board of Directors approve a plan to sunset the acceptance of new applications for its orthotist, prosthetist, and pedorthist certifications. As of July 31, 2016, new applications for these three programs are no longer accepted. BOC will continue to support its certified orthotists, prosthetists and pedorthists in perpetuity.

2019

BOC receives ninth consecutive Stevie® Award for Customer Service.

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

2013

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

BOC launches Pharmacy Accreditation.

2017

BOC launches Compounding Accreditation to meet the needs of their credentialed pharmacy customers.



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 2019, BOC has been awarded nine 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, Claudia Zacharias, MBA, CAE

Claudia Zacharias, MBA, CAE, joined the Board of Certification/Accreditation (BOC) as President & CEO in August 2009. Her first priority was to establish clear pathways for BOC's continual growth and success, and to develop relationships with key contacts in the DME and O&P fields. Claudia brings more than 20 years of non-profit management experience to the position, most recently at the American Nurses Credentialing Center (ANCC), the world's largest and most prestigious board-credentialing organization for the field of nursing.

During her four years with ANCC, Claudia led the development of a \$25 million annual operating budget and rolling three-year capital budget. She also developed business plans, led a "re-branding" initiative, and oversaw the marketing and customer service departments. Before accepting the ANCC position, Claudia served as vice president of operations for Leadership Maryland, a highly respected non-profit that delivers statewide two-day educational programs to senior executives from diverse fields. Her background also includes six years as director of membership and communications with the U.S. Naval Institute.

In 2008, Claudia earned the American Society of Association Executives' highest designation, Certified Association Executive (CAE), which is awarded to individuals who have achieved significant results in the association industry. She earned her bachelor's degree from Hood College and her MBA from Mt. St. Mary's University.

CREDENTIALING



Credentialing Director, Matthew Gruskin, MBA, BOCO, BOCPD

Matthew Gruskin, MBA, BOCO, BOCPD 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, Gruskin 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 Miller, BOCO, LO, CDME, ensures excellent customer service and high-quality work processes for BOC's certification and accreditation departments and leads the direction, strategy, policies, and daily operations of BOC's credentialing programs. She also works closely with the Program Integrity group at the Centers for Medicare/Medicaid Services (CMS), communicating frequently with CMS leaders regarding accreditation standards.

As a certified BOC Orthotist, Wendy brings a practitioner perspective to this role.

She is an acknowledged expert in the field of DMEPOS accreditation, and is a sought-after speaker at events, such as the annual conferences for Essentially Women, Medtrade, AOPA, and PFA.

Wendy has more than 20 years of experience in the DME and O&P fields. Prior to joining the BOC staff, she served on the BOC Board of Directors for six years, where she played key roles in the development of the orthotic fitter (COF) and mastectomy fitter (CMF) certifications. Wendy spent 16 years in the DMEPOS field and has been a BOC Orthotist since 1994.

LEGISLATIVE & REGULATORY ISSUES



Regulatory & Legislative Analyst, Zack Chait

Zack Chait is BOC's point of contact on all regulatory and state licensure issues. He is also responsible for the scheduling of site surveys and for ensuring the appropriate documentation is completed for all facilities who have submitted accreditation applications. Zack helps customers understand regulatory, licensure and BOC standards.

BOARD CHAIR



Board Chair, L. Bradley "Brad" Watson, BOCO, BOCP, LPO

Bradley "Brad" Watson, BOCO, BOCP, LPO is BOC's current Board Chair and the president of Clarksville Limb + Brace + Rehab in Clarksville, Tennessee. With more than 28 years of experience in the O&P profession, Brad is an expert in his field.

Brad is part of three generations of O&P practitioners and can speak to the importance of patient relationships and building a family-owned, community-based practice.

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

OUR CONTACT INFORMATION

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

Judi Knott, MA, MBA Chief Marketing Officer

Judi leads the strategic planning and execution of BOC's marketing and corporate communications programs. Her marketing efforts focus on raising brand awareness and highlighting BOC's competitive advantages to ensure the organization remains top of mind as the blue-ribbon standard for certification and accreditation. She also oversees BOC's award-winning Business Development team.

Board of Certification/Accreditation | 10461 Mill Run Circle, Ste 1250, Owings Mills, MD 21117
410.581.6222, ext. 414 | judi.knott@bocusa.org

Patrick Seidl Fallston Group

Patrick Seidl serves as BOC's media relations liaison. In the event Judi Knott cannot be reached, all media inquiries should be directed to Mr. Seidl.

Fallston Group | 3500 Boston Street, Ste 413, Baltimore, MD 21224
410.420.2001 | patrick.seidl@fallstongroup.com



@BOCIntl
www.bocusa.org
877.776.2200 | 410.581.6228