

# Welcome to the CODA Allied Dental Education Site Visitor Update

Thursday, March 31, 2022

*We will begin soon...*

***Recording of this meeting is prohibited***

# Site Visitor Update Objectives

- Review Site Visit Procedures and Protocol
- The SVER and Site Visit Report Writing
- Policy and Procedure Reminders and Updates
- Using Technology on a Site Visit
- What's New at CODA
- Allied Standards Revisions
- Site Visit Logistics and Reimbursement
- Online Resources

# First....A Reminder....

- Remember, annual paperwork and mandatory annual training are required to maintain active status.
  - Annual training quiz to be provided soon
- Terms begin following winter CODA meeting and completion of mandatory training.
- Only accept assignments when you can commit the required time (travel days) and time for review of the program's materials.
- Please reply to CODA staff emails in a timely fashion.

# Site Visit Procedures and Protocol

# Types of Site Visits

- Regular Site Visit – every seven years for all programs except oral and maxillofacial surgery, which is five years
- Special Focused Site Visit – used when CODA needs to review information that can only be obtained or documented on-site (can be focused or comprehensive)
- Application Site Visit – conducted when an application has been submitted for accreditation. May be a developing (pre-enrollment) or fully-operational (regular) program site visit
- Pregraduation Site Visit – conducted for programs that hold “initial accreditation” status prior to graduation of the first student/resident/fellow enrolled class

# Preparing for the Site Visit

- Thoroughly review the self-study well in advance
- Review the background information (e.g., CODA transmittal letters and data profile) provided to you by the Commission
- Carefully review the five-year compilation of Annual Survey data (Data Profile) as part of your background review.
- Review your designated standards and writing assignments based on your site visitor role
- Bring the current Standards and electronic SVER (available on CODA website)
- Bring a laptop for report writing

# Preparing for the site visit

Once CODA materials and self-study are received:

- Review agenda and off-campus sites to visit
- Review self-study for completeness, and PII and PHI **(alert CODA staff immediately if found)**
- Chair/CODA Staff will email the team to initiate pre-visit planning
- Request additional information through the Chair or CODA staff, if needed

# Preparing for the Site Visit

- A little more about Background Information...
  - Data Profile should be used to see trends in the program's prior five years
  - Background Letters will inform you about program changes and CODA actions since the last site visit (this helps you complete the Reporting Program Changes section of the SVER)
  - Last Site Visit Report will provide you with information on prior recommendations and suggestions (this helps you complete Prior Recommendations section of the SVER)



# Site Visit Schedules

- Review the schedule carefully to ensure that all individuals with whom you want to meet are identified
- Determine whether visitation to off-campus sites is warranted
  - Session on Educational Activity Sites
- Take note of time commitment and book travel accordingly

# Site Visit Schedules

- **1.75 day**, one program visits (most common); ends at **3:00pm** on second day
  - Book flights after **5:00pm**
- **2.5 day**, multiple program visit; ends at **10:00am** on third day
  - Book flights after **12:00pm**

# Visiting Sites Where Educational Activity Occurs

- Site visit team will identify the sites to be visited based upon educational experiences at the site (for example based upon length of training at the site, educational experience or evaluation/competencies achieved).
- Ask program to add visit to schedule for visit to site (physical or virtual visit or interviews)
- Extend length of visit when needed; notify CODA staff for assistance
- Accurately complete SVER

# Accepting Assignments

- Please be aware of the time commitment before accepting assignment
  - Number of days of visit, including travel days
  - Mandatory team meeting the evening before the visit
  - Site visits are not ended early to accommodate site visitor travel arrangements
- Please note the location of the site visit and its accessibility from the airport nearest you
- Please consider the Commission's conflict of interest policy carefully before accepting

# Utilizing the Self-Study in Your Review

- Identify questions
  - do you need more information?
  - discrepancies?
  - problem areas?
- Categorize questions
  - administration
  - clinical program, including off-site rotations
  - didactic program
  - evaluation
- Keep big picture in mind
- Don't assume a poorly written self-study reflects a weak program or vice versa

# Composition of the Visiting Committee

Committee may include the following members...

- Discipline-specific site visitor(s)
- Allied Dentist\*
- NADL Representative\*
- State board representative (if invited by program)
- Silent observer (if requested by CODA)
  - All observers must sign confidentiality agreements prior to obtaining site visit materials
- Review Committee member and/or Commissioner observer (if requested by CODA)
- CODA Staff (if on the visit)
- **Check final roster for site visit attendees**

# Responsibilities of the Site Visit Chair

- Serve as liaison between the team and program
- Review site visit schedule with team and program to ensure it complies with CODA template
- Request information before and during the visit on the site visit team's behalf
- Ensure accurate and timely completion of the SVER

# State Board Representative

- The state board member participates in an accreditation site visit in order to develop a better understanding of the accreditation site visit process and its role in ensuring the competence of graduates for the protection of the public.
- The state board member is expected to be in attendance for the entire site visit, including all scheduled conferences and during executive sessions of the visiting committee. While on site the state board member:
  - provides assistance in interpreting the state's dental practice act and/or provides background on other issues related to dental practice and licensure within the state
  - on allied dental education visits: assists the team in assessing the practice needs of employer-dentists in the community and in reviewing those aspects of the program which may involve the delegation of expanded functions.
  - The state board representative is a member\* of the site visit team and will be treated accordingly. They are not merely an observer.

\*If a vote is required for a recommendation, only the CODA members will vote



# State Board Representative

- State Board Members must sign the CODA Agreement of Confidentiality
- If you are requested to review a State Board Member's Report to the Board, contact CODA Staff immediately.

## The State Board Member May Share:

- Information about the Commission's accreditation standards, process and policies.

## The State Board Member May Not Share:

- The school's self-study;
- Previous site visit reports and correspondence provided to you as background information;
- Information revealed by faculty or students/residents during interviews and conferences;
- The verbal or written findings and recommendations of the visiting committee; and
- Any other information provided in confidence during the conduct of an accreditation visit.

# Silent Observer

- Observer receives all self-study materials and is allowed to observe all interviews and meetings, but does not attend the briefing at the end of each day
- The observer must remain silent during all sessions where university and/or program officials, faculty, staff or students are present at the site visit
- The observer is encouraged to ask questions of the visiting committee during executive session meetings only but does not participate in decision-making discussions
- As an observer of the site visit, it is expected that this individual will remain with the designated site visit team members at all times during the visit

# Composition of the Visiting Committee

## Single discipline program visit:

- Two discipline-specific site visitors (one serves as Chair) and other attendees as noted on roster
- 1.75 days in length ends at **3:00 PM** on the second day
- Can be extended if multiple sites to visit

# Composition of the Visiting Committee

- Multi-discipline site visit:
  - **2.5 days** in length, ends at **10:00 AM** on third day
  - CODA Staff or Site Visit Chair
  - One discipline-specific site visitor per discipline
  - Allied Dentist
  - NADL Representative\*
  - Other attendees as noted on roster
- If the program is scheduled as part of a comprehensive dental school visit, please refer to the schedule for comprehensive dental school visits

# Interviews

- Begin interviews by stating that the conversation will be kept **confidential**
- Remind all interviewees that **sessions must not be recorded**, although handwritten notes are encouraged
- Only the program personnel needed in the session should be included in interviews
- Be prepared, develop questions in advance, flag areas of the self-study for which you have questions
- Proceed with interviews in a systematic fashion
- Be mindful of the time and other schedule commitments (both yours and the program personnel's)

# On-site review/verification

- All information found in the self-study must also be verified on-site through interviews or review of documentation
- Inform the program early in the process of all materials to be reviewed on-site and maintain communication early in the process and throughout the site visit
- Request additional information, if needed
- Be sure to be mindful of the schedule and activities to be conducted so time doesn't get away from you

# On-site Review / Verification

- On-site materials may be provided in paper form during the in-person visit (or uploaded to the portal marked “on-site”)
- Confidential information that may contain PHI/PII must not be uploaded to the portal
- Do not leave the program with on-site information in your possession
- Do not ask for login credentials into the program’s electronic systems

# Site Visitor Reminders

- Assess the program according to established, current Accreditation Standards, not according to personal preferences or the way your program does things. The program must be compliant at all times.
- Be aware of bias and consider potential conflicts of interest before accepting any assignment
- Be sensitive to how your comments/questions, tone, and decorum may be perceived
  - Be mindful when discussing findings – don't divulge source of information gained through interviews



# Site Visitor Reminders

- Don't be overly critical, negative or judgmental.
- A joke or casual remark could be considered offensive to program personnel.
- Please use sensitivity and maintain professional decorum throughout the site visit.
- Don't bring your biases on the site visit.
- Don't use your cell phone, iPad or other devices (even for checking messages or texting) during sessions with the program or interviews.
- **Do not take any photographs.**
- Don't compare the program to your own or give an opinion on how the program is doing.

# Site Visitor Reminders

- Don't use outside information to determine if the program is in compliance; only use the information presented to you in the self-study or on site.
  - This includes accessing the program's website or "googling" information
- Don't accept social invitations or gifts from the hosts
  - Don't make plans to visit with a colleague after the site visit, even if unrelated to the site visit
- Don't leave the self-study at the institution if you have made notes in it. Suggestion: use "post it" notes that can be removed

# Site Visitor Reminders

- Only the individuals on the roster provided to you by CODA are permitted to participate (and have signed confidentiality agreements)
- If someone shows up unexpectedly, contact CODA staff immediately
- Do not sign any agreements provided to you *by the program or its off-campus sites* prior to the visit or on site
- Do not sign up for an institution's health record log-in/ID
- Do not promise to fix things, provide a favor, etc.

# The SVER and the Site Visit Report

# Developing the Site Visitor Evaluation Report

- Findings have been discussed with the entire team during executive sessions throughout the visit
- Program has been informed of “concerns” throughout the visit
- Site visit team has reached consensus in its findings
- Writing assignments have been identified and narrative is developed

# Site Visitor Evaluation Report (SVER)

- The Site Visitor Evaluation Report (SVER) is the “official” record of the site visit team’s evaluation of the site visit.
- It is crucial that all sections of the SVER are completely filled out and returned to the Commission staff.
- Adequate narrative must support the SVER
- Sent to Commission office via email in its entirety within 3-5 days.

# Site Visitor Evaluation Report (SVER)

Please remember.....

- Must use the electronic SVER when returning the SVER to CODA Staff.
  - Handwritten/scanned SVERs will not be accepted.
- Please make sure you are using the most current SVER, which is available through:
  - ADA Connect
  - CODA Website

# Site Visitor Evaluation Report (SVER)

- All sections/questions must be answered, including:
- Compliance with Commission Policies
  - Third Party Comments
  - Complaint Policy
  - Program Changes
  - Distance Education
  - Program Effectiveness



# Program Effectiveness

- Three (3) important Program Effectiveness questions are found immediately after the Distance Education section in the SVER.
- These will require narrative from you.

# Program Effectiveness

- Program Effectiveness Question #1
  - Document the tools programs are using to assess student achievement.
  - Provide an analysis of the program's performance with regard to student achievement
- Program Effectiveness Question #2
  - Document the outcomes, both positive and negative.
  - Document Program changes, made as a result of the outcomes assessment process.

# Program Effectiveness

- Program Effectiveness Question #3
  - Identify suggestions or recommendations cited in their report, which relate to program effectiveness.

# Site Visitor Evaluation Report (SVER)

- “Must” statements in “yes” and “no” format.
- If you mark NO, the program is not in compliance with this standard and you **must** write a recommendation.
  - *Programs **must** respond to recommendations.*
- If you mark YES, you have two options:
  - Make no comment
  - Write a suggestion

# The Written Report: Review of the Basics

- The Preliminary Draft Site Visit Report (PDSVR) contains information taken from your SVER
  - All team members will approve the PDSVR before it is sent to the program
- The “bridge” between the site visit and review by the Review Committee and Commission.
- The PDSVR, along with the program’s response (if there is one), and the self-study will be reviewed by the Review Committee who will make a recommendation to the Commission.
- The PDSVR must contain enough background and details in order for CODA to make decisions.

# Writing the Recommendation

- The narrative/recommendation cannot be prescriptive. Tell the institution what the deficiency is, not how to “fix” it.
- Provide as much detail as possible.
- Restate the standard, use the “stem.” “It is recommended.....” Include only those aspects of the standard that are not being met.
- Treat each NO as a separate issue and provide rationale for each.
- Cite multiple sources

# Writing the Recommendation

- Remember: the language for the recommendation is already written for you (the Standard); you cannot make up your own language

# Composing the Recommendation

## Example:

Entire Standard reads:

Qualified institutional support personnel **must** be assigned to the program to support both the instructional program and the clinical facilities providing a safe environment for the provision of instruction and patient care.



# Composing the Recommendation

Through review of the self-study document and on-site interviews,  
**(multiple sources cited)**

the visiting committee learned that the program has a clinical coordinator that oversees all aspects of the dental hygiene clinic. **(the issue, what is provided, how well it is provided)**

However, the visiting committee noted that the program director does not have support for the instructional program. **(how well it works, what is not being provided, why it's a problem)**

# Composing the Recommendation

## **Example narrative:**

Through review of the self-study and on-site interviews, the visiting committee learned that the program has a clinical coordinator that oversees all aspects of the dental hygiene clinic. However, the program director has no support for the instructional program.

# Composing the Recommendation

## **Example recommendation:**

It is recommended that qualified institutional support personnel be assigned to the program to support the instructional program. (DH Standard 3-11)

(note: support personnel related to the clinical facilities is not included in the recommendation)

# Writing a Suggestion

- Program is in compliance, but could be improved.
- Emphasis is on enhancing compliance
- Program is not obligated to respond.
- Written in the basic format of a recommendation:
  - Must relate to a Standard
  - Cite multiple sources, if applicable
  - Provide the “story.”
  - Begin with “It is suggested.....”

# Writing a Suggestion – Example

Through review of the self-study and on-site inspection of the facilities, the visiting committee noted the absence of a panoramic radiography unit. (multiple sources, description of findings)

While the lack of a panoramic radiography unit does not preclude the achievement of the program's goals and objectives, (confirms that the program meets the standard)

the use of one could strengthen the clinical component of the program, particularly in the area of patient assessment and diagnosis. (how the experience could be enhanced)

Therefore, it is suggested that the program explore ways through which students can gain experience in the use of a panoramic radiography unit to enhance patient assessment. (the non-prescriptive suggestion)

# The Suggestion

Through review of the self-study and inspection of the facilities, the visiting committee noted the absence of a panoramic radiography unit. While the lack of a panoramic radiography unit does not preclude the achievement of the program's goals and objectives, the use of one could strengthen the clinical component of the program, particularly in the area of patient assessment and diagnosis. Therefore, it is suggested that the program consider ways through which students can gain experience in the use of a panoramic radiography unit to enhance patient assessment.

# Reminders on Writing Recommendations and Suggestions

- Recommendations and/or suggestions are not written to provide a “favor”
- Every recommendation and suggestion must be accompanied by a rationale
  - Move from general to specific in the writing of the rationale.
  - Consider the following:
    - What specifically is the issue?
    - What does the program currently provide? How well is it provided? How well does it work?
    - To what extent are students gaining the required training and experience?
    - What training and experiences are the students not gaining?

# Reminders on Report Writing

- Remember: no written commendations or written “strengths”
- Note recommendations that have been previously cited at the last site visit.
- Be sure to comment only on those areas tied to recommendations or suggestions
  - However, do include comments that document a specific situation that could be useful for future site visits.



# Acceptable/Unacceptable Verification Data

- Site visit is a “Moment in Time”
- Unimplemented plans (not accepted)
- Implemented plans without data (not accepted)
- Data that was not included in the self-study (accepted)
- Additional documentation can be presented until the site visit committee’s prescribed deadline prior to the “Final Conference” (accepted)

# Tips for Report Writing

- Keep your audience in mind (don't use acronyms).
- Be simple and direct.
- The report should be a straightforward and detailed explanation of your findings.
- Vague comments are confusing-stick to the facts.
- Programs are only evaluated on “must” statements, not intent statements, or “may,” “should,” or “shall” statements.

# Final Conference

- The team will present its findings at the final/exit conferences in a verbal report
  - Verbal report may include recommendations and/or suggestions
- What is said verbally at the exit (recommendations and/or suggestions) must be included in the SVER, which will be reflected in the preliminary draft site visit report.
  - If a recommendation and/or suggestion was not made at the exit, it can't be included in the SVER or PDSVR after the fact
  - Do not share the SVER with the program; it is not an official record

# Final Conference

What to include:

- Read the program's compliance (or noncompliance) with Commission policies (Program Changes, Third Party Comments, Complaints, Distance Education)
- Read the program effectiveness section to ensure accuracy.
- All recommendations and suggestions.

# Final Conference

- All Site Visitors **MUST** attend
- Site Visitors cannot depart conference early for plane departure
  - Make reservations accordingly (flights after 5pm or 12pm for multi-discipline site visits)
- Program/Institution makes decision as to who attends other than program director, CAO and the CEO or designee
- Inform program to contact CODA staff following visit; **not** the site visit team
- *Please be sure to leave promptly at the conclusion of the visit*

# Return of Site Visit Material

- The completed **Site Visitor Evaluation Report (SVER)** including any written narratives should be returned to appropriate CODA manager **by e-mail** for all program visits **within 3 to 5 days after the visit.**
- Return SVER to staff **on-site** on all dental school based and multi-discipline visits.

# Site Visitor Reminders-After the Visit

- Appropriately and securely delete/destroy all site visit materials **following approval of the draft report**
- Promptly respond to CODA staff requests for clarification; each member of the team must approve the written draft report even if there are no recommendations or suggestions
- If program contacts you, do not reply. Forward to CODA staff
- Note when the report is due to staff and be aware of your obligation to the Commission regarding the report after you have completed the site visit

# After the Team Approves the Site Visit Report:

- Forwarded to the institution. Directed to prepare a response, if applicable
- Review Committee considers the site visit report, along with the program's response
- Makes a recommendation to the Commission regarding accreditation status
- Suggestions cannot become recommendations
- Recommendations can become suggestions or be removed if Commission deems appropriate
- CODA makes final accreditation decision



- **Post-Site Visit Survey**
  - Confidentially distributed
  - Request feedback on logistics
  - Request feedback on process
  - Request feedback on co-visitor(s)
  - Results reviewed to assess areas where training and process can be strengthened

# Policy and Procedure Reminders

# Program Change Policy

- When reviewing program background and on-site material, you will note whether the program has complied with CODA's policy on reporting program changes
- Some changes must be reported at least 30 days prior to anticipated implementation (such as Program Director changes that comply with all program director qualification requirements) and are reviewed at the next site visit
- Reporting on the Annual Survey does not preclude the requirement to report directly to CODA
- Contact CODA staff for guidance and review program change policy for more information.

# Examples of Program Changes that Need Prior Commission Approval-Reminder

- Establishment of Off-Campus Sites not owned by the sponsoring institution used to meet accreditation standards or program requirements (See Guidelines on Reporting and Approval of Sites Where Educational Activity Occurs);
- Changes to Off-Campus Sites that impact the use of the site (e.g. minor site to major site, or termination of enrollment at or discontinued use of major site);
- Transfer of sponsorship from one institution to another;
- Changes in institutional accreditor or pending or final adverse actions. (See Policy on Regard For Decisions of States and Other Accrediting Agencies);
- Moving a program from one geographic site to another, including but not limited to geographic moves within the same institution;
- Program director qualifications not in compliance with the standards. In lieu of a CV, a copy of the new or acting program director's completed BioSketch must be provided to Commission staff. Contact Commission Staff for the BioSketch template.

# Examples of Program Changes that Need Prior Commission Approval-Reminder (continued)

- Substantial increase in program enrollment as determined by preliminary review by the discipline-specific Review Committee Chair.
  - Requests for *retroactive permanent* increases in enrollment will not be considered.
  - Requests for *retroactive temporary* increases in enrollment may be considered due to special circumstances on a case-by-case basis. Programs are reminded that resources must be maintained even when the full complement of students/residents is not enrolled in the program. (see Policy on Enrollment Increases In Advanced Dental Education Programs and Predoctoral programs see Guidelines for Requesting an Increase in Enrollment in a Predoctoral Dental Education Program);
- Change in the nature of the program's financial support that could affect the ability of the program to meet the standards;
- Curriculum changes that could affect the ability of the program to meet the standards;
- Reduction in faculty or support staff time commitment that could affect the ability of the program to meet the standards;
- Change in the required length of the program;
- Reduction of program dental facilities that could affect the ability of the program to meet the standards;

# Examples of Program Changes that Need Prior Commission Approval-Reminder (continued)

- Addition of advanced standing opportunity, part-time track or multi-degree track, or other track offerings;
- Expansion of a developing dental hygiene or assisting program which will only be considered after the program has demonstrated success by graduating the first class, measured outcomes of the academic program, and received approval without reporting requirements; and/or
- Implementation of changes in the use of distance education that could affect the ability of the program to meet the standards (see reporting requirements found in the Policy on Distance Education).

# Complaint Policy

- **Part 1:** Demonstrate that students are notified, at least annually, of the opportunity and the procedures to file complaints with the Commission
- **Part 2:** Maintain a record of student/resident complaints
- Provide evidence of notification and records to the visiting committee; visiting committee looks for themes related to Standards

# Anonymous Complaints

- Unsigned comment/complaint submitted to CODA
  - Complaint with sufficient evidence of probable cause of noncompliance with standard(s) or policy(ies) will be handled like a formal written complaint.
  - Complaint without sufficient evidence of probable cause of noncompliance with standard(s) or policy(ies) will be added to program's file for review at next accreditation site visit.
- The program will have an opportunity to respond; response will be considered during the site visit evaluation
- Site visit team will be informed of the anonymous comment/complaint at the time of the site visit
- Section on SVER to complete relative to anonymous complaints



# Distance Education

- Related to Off-Campus Sites but separate & distinct policy
- Technology-driven
- Expectation is that programs using this modality must comply with accreditation standards; must have a student identity verification process, and must alert students to possible associated charges
- Programs are reviewed at time of site visit for compliance with Distance Education policy
- Site Visitor Evaluation Report (SVER) includes questions on Distance Education in the Compliance with Commission Policies section

# Distance Education Policy

- Distance education means education that uses one or more of the technologies listed below to deliver instruction to students who are separated from the instructor and to support regular and substantive interaction between the students and the instructor, either synchronously or asynchronously. The technologies may include:
  - the internet;
  - one-way and two-way transmissions through open broadcast, closed circuit, cable, microwave, broadband lines, fiber optics, satellite, or wireless communications devices;
  - audio conferencing; and/or
  - video cassettes, DVDs, and CD-ROMs, if the cassettes, DVDs, or CD-ROMs are used in a course in conjunction with any of the technologies listed above.

# Distance Education Policy, Continued

- Programs that offer distance education must have processes in place through which the program establishes that the student who registers in a distance education course or program is the same student who participates in and completes the course or program and receives the academic credit.
  - Programs must verify the identity of a student who participates in class or coursework by using, at the option of the program, methods such as a secure login and pass code; proctored examinations; and/or new or other technologies and practices that are effective in verifying student identity
  - The program must make clear in writing that processes are used that protect student privacy and programs must notify students of any projected additional student charges associated with the verification of student identity at the time of registration or enrollment

# Third Party Comments

- Programs must solicit comment through appropriate notification of communities of interest and the public such as faculty, students, program administrators, dental-related organizations, patients, and consumers.
- Programs must solicit third-party comments at least ninety (90) days prior to their site visit. The notice should indicate the deadline of sixty (60) days for receipt of third-party comments in the Commission office.

# Third Party Comments, continued

- Identification of the individual making comment will be removed prior to referral to the site visitors and program
- Third Party Comment and program's response provided to team 15 days prior to site visit
- Site Visitor Evaluation Report (SVER) includes questions on Third Party Comments in the Compliance with Commission Policies section

# Consulting

- Active site visitors may independently consult with educational programs accredited by CODA or applying for accreditation
  - All consulting roles must be disclosed to the Commission
  - Site visitors must file a declaration form signed by themselves and the institution/program with whom they consulted
  - Contact the Commission office for the declaration form

# Conflict of Interest (Reminder)

- The site visitor is obligated to report any conflict of interest – real or perceived
- If you think you have a conflict of interest, contact Commission Staff
- See the entire Conflict of Interest Policy, found in Evaluation and Operational Policies and Procedures manual

# Conflict examples include a site visitor who...

- is a graduate of a program at the institution;
- has served on the program's visiting committee within the last seven (7) years;
- has served as an independent consultant, employee or appointee of the institution;
- has a family member who is employed or affiliated with the institution;
- has a close professional or personal relationship with the institution/program or key personnel in the institution/program which would, from the standpoint of a reasonable person, create the appearance of a conflict;
- manifests a partiality that prevents objective consideration of a program for accreditation;
- is a former employee of the institution or program;
- previously applied for a position at the institution within the last five (5) years;
- is affiliated with an institution/program in the same state as the program's primary location;
- is a resident of the state; and/or
- is in the process of considering, interviewing and/or hiring key personnel at the institution.



# Confidentiality

- A **FOUNDATION** of the Commission's process of program evaluation
- Covers:
  - All site visit materials received prior to the visit
  - All written information obtained on site
  - All patient protected health information
  - All meetings and discussions related to the program's accreditation
- Has **NO** expiration date - - It lasts forever

# Confidentiality, continued

- All materials generated and received in the accreditation process are confidential.
- All sessions within the site visit are confidential.
- No audio or video recording or photographs are permitted (by the program or site visitors).
- Oral comments made by site visitors during the visit are not to be construed as official site visit findings unless documented within the site visit report and may not be publicized.
- Publication of site visit team members' names and/or contact information is prohibited.

# Updates on Policies and Procedures

# 2021-2022 Policy and Procedure Revisions

- Evaluation and Operational Policies and Procedures (EOPP)
  - Redline copy of changes are available at the link below

<https://coda.ada.org/en/policies-and-guidelines/policy-and-procedure-manual>

- EOPP is the Program Director's resource to CODA Policy and Procedures

# Policy and Procedure Revisions (Winter 2020)

- Policy on Public Statements (excerpt):

**Public Statements:** The current Commission Chair, Vice-chair, and Director have the sole authority to speak on behalf of the Commission. No current or former Commission volunteer, including members of the Board of Commissioners, the Review Committees, the Appeal Board, and Consultants/Site Visitors may issue a public statement, or serve on an external committee as a spokesperson in the name of the Commission.

# Policy and Procedure Revisions (Summer 2020)

- Confidentiality Policy
  - Noting that the **CEO, CAO/Dean/Academic Dean, and Program Director** are the only points of contact with whom CODA staff will communicate.
- Progress Reports
  - Identification of new deficiencies during the reporting time period will not result in a modification of the specified deadline for compliance with prior deficiencies.

# Policy and Procedure Revisions (Summer 2021)

- Program Changes

- Changes to institutional accreditor or pending adverse actions must be reported
- Distance Education\* policy was revised and use must be reported (temporary or permanent use)
- Interruption of Education\* (Reminder: flexibility ended with Class of 2021)

\*Guidelines for Reporting are available

- Due Process for Special Appearances

- Process for submission of documentation to CODA prior to appearance

# Policy and Procedure Revisions (Winter 2022)

- Mission Statement Updated (*with CODA's 2022-2026 Strategic Plan*)
- CODA Structure
  - Public member may serve on more than one Review Committee
- Clarification of Application Process and Criteria for Granting Accreditation
  - Timeline for process of application review



# Policy and Procedure Revisions (Winter 2022)

- Revision to Third Party Comment Policy
  - Clarifying submission process
- Site Visitors
  - Appointments effective upon CODA action and following attendance at mandatory training workshop
- Changes in program leadership (CEO, CAO, Director) must be reported

# Policy and Procedure Revisions (Winter 2022)

- **Non-enrollment of First Year Students/Residents/Fellows**
  - A program must maintain resources for full complement even when enrollment is reduced or in non-enrollment
  - Program must maintain compliance with all Standards during period of non-enrollment
- **Interruption of Education**
  - An interruption that requires a modification of the program, the curriculum, or takes faculty, administrators or students away from the program...

# Policy and Procedure Revisions (Winter 2022)

- **Due Dates for Submission of Program Reports\*** to CODA
    - All reports to CODA (e.g. program change, enrollment increase, educational activity sites, etc.) must be submitted by **May 1 or November 1** if going to be reviewed at a CODA meeting.
    - Reports that may not require CODA formal review must be submitted **30 days prior to the change.**
    - Unexpected changes must be submitted **no later than 30 days following the change.**
- \*Contact CODA staff for guidance.

# Guidelines for Reporting to CODA

<https://coda.ada.org/en/policies-and-guidelines/program-changes>

**Guidelines must be used for reports to CODA; where specialized guidelines exist, they must be used and all components addressed.**

Reporting Program Change	Interruption of Education
Use of Distance Education	Use of Sites Where Educational Activity Occurs
Enrollment Increases	Preparation of Reports (response to site visit and progress reports)
Transfer of Sponsorship	Teach-Out
Biosketch Template (including allied-specific template)	Administrator Verification Page

# Reminder About Privacy and Data Security...

- The program's documentation for CODA (self-study, application, or reports to CODA, for example) **must NOT contain any sensitive personally identifiable information (“Sensitive Information” or “PII”)** as outlined in “Privacy and Data Security Requirements for Institutions”. Similarly, such documentation **must not contain any identifiable patient information (“PHI”)**; therefore, no “patient identifiers” may be included. This applies whether or not the program is required to comply with HIPAA.
- Before sending documents to CODA, **appropriately redact all PII and all PHI**, including all patient identifiers such that the PII/PHI and patient identifiers cannot be read or otherwise reconstructed.
  - Covering data with ink is not an appropriate means of removing data from a hard copy document and may sometimes be viewable when such documents are scanned to an electronic format.

# Reminder About Privacy and Data Security...

- When a self-study is received at the CODA office, it is reviewed page by page for PHI and/or PII
- If PHI and/or PII is found, or if it is inappropriately or inadequately redacted:
  - The institution's CEO, CAO, and HIPAA compliance officer, along with the program director, is notified of the CODA violation
  - The program is asked to send another electronic version of the self-study, minus the PHI or PII, to the visiting committee and the Commission office
  - **Program will be assessed administrative fee of \$4,000**

# Reminder About Privacy and Data Security...

- Site Visitors must ensure the security of CODA and program materials
- Use an encrypted computer to access CODA documents
- Ensure secure destruction following review of the draft site visit report
- Notify CODA if any issues arise with your devices (suspected attempt to breach)

# Using Technology on a Site Visit



# Current Use of Technology

- Resource for programs preparing for a site visit.
  - Site Visit Orientation Web Site <https://coda.ada.org/en/site-visits/prep-for-allied-dental-site-visit>
- Method by which site visit materials are distributed to programs and site visitors.
  - Via E-mail, E-Accreditation Portal, and ADA Connect
- Method by which site visit team and CODA staff communicate.
  - Via E-mail
- Please make sure CODA has most current contact information and academic affiliation, including e-mail

# CODA Website

- <https://coda.ada.org/en>
- Standards, Self-Study, Citings, and SVER
- Policy and Procedures
- CODA Communicator
  - Information on Hearings/Call for Comments on proposed new & revised accreditation standards.
  - Recently adopted accreditation standards and policy.
  - Dates of Commission meetings.
  - Upcoming site visits.

# E-Mail from CODA to Site Visitor: Prior to Site Visit

- Site visit forms and logistical information is E-Mailed
  - Previous site visit report and background information\*
  - Program history (Data Profile)\*
  - Online flight and hotel booking procedures

\* Destroy after site visit

# Site Visitor Material Available on ADA Connect

- Site visit forms and logistical information available on [ADA Connect](#). These are not sent via email.
  - Standards and SVER (on CODA website)
  - Fox Travel Protocol
  - EOPP
  - Site Visitor site visit manual, including HIPAA/PII reminders
  - And others

# E-Communication from Institution to Site Visitor

- Programs asked to upload electronic copy of self-study to CODA E-Accreditation Portal. Program will notify site visit team when upload is complete.
- *E-mail delivery is not acceptable, neither are third party vendors such as Drop Box, Google Docs, etc.*
- Site visitor must maintain materials securely per CODA's Privacy and Data Security policy.
- Check “spam” filters if missing communication from CODA or program.

# E-Accreditation Portal

- Site Visitor Manual for Alternative Site Visit Methods
- Site Visitor Manual for CODA E-Portal Access

<https://www.ada.org/en/coda/policies-and-guidelines/training-resources/ongoing-site-visitor-training>

## CODA E-Portal

<https://codaportal.ada.org/>

# What's New at CODA?

# 2021 & 2022 CODA Actions of Interest (Winter)

## CODA Program Fees:

<https://coda.ada.org/en/accreditation/fees>

- Annual fees and application fees:
  - 2022, 0% fee increase
  - 2023, 2% fee increase
- Annual administrative fund fee:
  - 2021, \$100 (waived)
  - 2022 & 2023, \$25 per program
- During the year a program is due for a regular accreditation site visit, the annual fee will be doubled.

Note – 2022 fees were distributed March 17 and are due by April 17.



# 2021 CODA Actions of Interest (Winter)

- CODA directed appointment of a joint Commission on Dental Accreditation (CODA) and Commission on Dental Accreditation of Canada (CDAC) Ad Hoc Committee to examine, at the CDAC's request, **potential inclusion of Oral Medicine in the *Reciprocity Agreement*** between the Commission on Dental Accreditation and the Commission on Dental Accreditation of Canada.

# 2021 CODA Actions of Interest (Summer)

- CODA adopted its 2022-2026 Strategic Plan  
<https://coda.ada.org/en/accreditation/about-us/mission-vision-values>
- CODA directed a review of its Communication Plan in 2022-2023
- CODA revised its procedures for Hearings on Standards (hearings will end in 30 minutes if agenda is complete and no further comments received)

# 2021 CODA Actions of Interest (Summer)

- CODA established a multidisciplinary **Ad Hoc Committee** composed of current and former Pediatric Dentistry Review Committee members as well as representation from the Dental Anesthesiology Review Committee and the Oral and Maxillofacial Surgery Review Committee **to study the use of sedation in patient management, including the potential need for revision of the Accreditation Standards for Advanced Dental Education Programs in Pediatric Dentistry.**
- CODA directed the Predoctoral Dental Education Review Committee to continue its work to review the **Validity and Reliability Study** to determine whether revision to the Accreditation Standards is warranted.

# 2022 CODA Actions of Interest (Winter)

- Deadlines for submitting reports (e.g. program change, enrollment increase, etc.) to CODA revised to a **new deadline of May 1 and November 1**, with immediate implementation
- Ad Hoc Committee on Volunteerism to survey past and current site visitors and current Review Committee members to determine barriers to service, perceptions and attitudes toward volunteering, and links of volunteerism to service, promotion and tenure

# 2022 CODA Actions of Interest (Winter)

- **Two (2) New Ad Hoc Committees:**
  - Ad Hoc Committee to consider the request that the Commission establish a process of accreditation for Advanced Dental Education Programs in Geriatric Dentistry
  - Ad Hoc Committee to consider the changing landscape of healthcare delivery centers that may sponsor advanced dental education programs and the increased interest in creation and potential accreditation of combined advanced dental education programs in two (2) discipline areas

# 2022 Alternative Site Visit Methods (Ad Hoc)

- In-person (and hybrid) visits are the preferred method
- Adopted the proposed revisions to the Policy on Temporary Use of Alternative Site Visit Methods to include protocols for in-person follow-up site visits following virtual site visits
- Staff directed to initiate the follow-up on-site visit planning, and to develop and disseminate to programs and CODA site visitors a template **Site Visit Schedule** and template **Site Visitor Evaluation Report** specific to the on-site visit process following a virtual site visit

# Revision to CODA Policy on Temporary Use of Alternative Site Visit Methods (Addition)

## The following protocol will be applied to the in-person site visit following a virtual site visit:

- Virtual Regular Site Visit – A program that conducted its regular (5 or 7 year cycle) site visit virtually will have an on-site visit within a reasonable amount of time.
- Virtual Special Focused Site Visit – Since this type of site visit involves a special situation and does not alter the date of the program’s regular site visit, there will be no requirement to conduct the in-person site visit unless the Commission deems necessary.
- Virtual New Program (Application) Site Visit:
  - Developing Program – A developing program’s pre-enrollment site visit will be followed by a pre-graduation site visit. Additionally, programs that are four years in length are required to have a mid-initial accreditation site visit. Given the next site visit to a developing program will occur at the pre-graduation or mid-initial accreditation stage, there will be no requirement to conduct the in-person new program site visit unless the Commission deems necessary.
  - Fully Operational Program – A fully operational program will engage in a regular site visit and, if granted accreditation, will be placed on a regular site visit cycle (5 or 7 year cycle). Given the new program site visit conducted virtually and timeline for the next visit could be 5 to 7 years, this type of program will have an on-site visit within a reasonable amount of time.

# Revision to CODA Policy on Temporary Use of Alternative Site Visit Methods (Addition)

- To ensure continuity of the review, one (1) site visitor who attended the virtual site visit to a single discipline should conduct the on-site follow-up visit. If two (2) or more programs were virtually visited at an institution, the team could consist of two (2) site visitors, total, representing at least two (2) disciplines. The final team composition for the on-site follow-up will be dictated by the Commission and may also include a virtual Commission staff.
- The in-person follow-up visit will focus on the areas of the site visit that may have been difficult to accomplish virtually. A template schedule will be developed to include the following components for all follow-up in-person site visits: 1) introduction to the visit; 2) tour of facilities (including educational activity sites, as needed); 3) clinical observations; 4) program records review related to items that could not be fully reviewed virtually (confidential document reviews, patient record reviews, etc.); and 5) review of the program's progress on areas of noncompliance cited during the virtual site visit. Related to areas of noncompliance cited during the virtual site visit, it will be the Commission, through review of the program's ongoing progress reports and the findings of the on-site visit, which will determine the program's compliance. Additionally, while not the focus of the in-person follow-up visit, if compliance concerns arise regarding additional Standards beyond those cited during the virtual site visit, the site visitor(s) will review the program's compliance in these areas.
- A template Site Visit Schedule and template Site Visitor Evaluation Report specific to the on-site visit process following a virtual site visit will be provided through the Commission office.



# Alternative Site Visit Methods (Ad Hoc)

- Program

- Program Agreement and Manual

- <https://coda.ada.org/en/site-visits/site-visit-process-and-schedule>

- Site Visitor

- Manual and E-Portal Access

- <https://coda.ada.org/en/policies-and-guidelines/training-resources/ongoing-site-visitor-training>

# 2022 Alternative Site Visit Methods (Ad Hoc)

## Future Work of the Ad Hoc Committee:

- Staff directed to gather data to facilitate the Ad Hoc Committee on Alternative Site Visit Method's study of alternative site visit methods to identify whether any changes in processes or procedures for the conduct of site visits using alternative methods could be implemented long-term

# CODA E-Portal and Site Visit Process

- Live as of February 2021
- Program Access:
  - One (1) login for program director only
  - Submission of Self-Study
  - Submission of large reports that cannot be sent to CODA by email (first contact CODA office)
  - Submission of Application (for program seeking accreditation)

## Online Portal Access:

<https://coda.ada.org/en/policies-and-guidelines/electronic-submission-guidelines>

# Policy on Electronic Submission of Accreditation Materials

- All institutions will provide the Commission with an electronic copy of all accreditation documents/reports and related materials. The program's documentation for CODA must not contain any patient protected health information (PHI) or personally identifiable information (PII).
- **CODA will no longer accept paper reports from programs; all documents must be submitted electronically, only, via CODA's email or electronic portal.**

# Electronic Submission of Self-Study

- Do not place the self-study in any portal link other than the one labeled “Self-Study”. If this portal is closed, contact CODA staff to open it.
- Document uploads (self-study, exhibits, appendices and curriculum) must be reduced to the fewest number of documents possible (document size up to 100MB may be uploaded)
- Ensure documents are bookmarked and page numbered for easy navigation by the reader
- Clearly name documents for easy identification and include submission date in the name (for example – Self Study Narrative 10.4.21)
- On-site documents loaded to the portal should be named as follows: “On Site\_Description\_Date”
- Do not click “Complete Application” so that the portal remains open for you through the site visit
- Please ensure all documents comply with CODA Privacy and Data Security Requirements for Institutions

# CODA Electronic Accreditation Portal

- **Site Visitor Access:**
  - Login and password credential provided to access site visit or application review assignments and related program materials
- All materials confidential; do not share login or passwords

# **New and Proposed Accreditation Standards**

# Revised Standards

<https://coda.ada.org/en/current-accreditation-standards/revised-accreditation-standards>

- January 1, 2020 implementation
  - Predoctoral Dental (Standard 2-17 and Standard 6)
  - AEGD, Dental Anesthesiology, DPH, GPR, OMS, Oral Medicine, Orofacial Pain, PROS (“Should” Definition)



# Revised Standards

- **July 1, 2020 implementation**
  - Oral and Maxillofacial Surgery Residency
  - Dental Public Health
  - **Dental Assisting**
  - Dental Hygiene
  - Predoctoral Dental Education (2-24d caries management, and 2-25 patients with special needs)

# Revised Standards

- **January 1, 2021 implementation**
  - Periodontics
  
- **Winter 2021 CODA meeting, immediate**
  - **Dental Assisting**
  - Oral and Maxillofacial Surgery
  - Clinical Fellowship Training Programs in Oral and Maxillofacial Surgery

# Revised Standards

- **July 1, 2021 implementation**
  - Pediatric Dentistry (comprehensive revision)
- **Summer 2021 CODA meeting, immediate**
  - Predoctoral (“Should” Definition)
  - Dental Therapy (“Should” Definition)
  - Oral and Maxillofacial Pathology (comprehensive revision)

# Revised Standards

- **January 1, 2022 implementation**
  - Oral and Maxillofacial Surgery
  - **Dental Laboratory Technology**
- **Winter 2022 CODA meeting, immediate**
  - Clinical Fellowship Training Programs in Oral and Maxillofacial Surgery, deletion of “proficiency”
  - Pediatric Dentistry, Definition of Terms and intent statement within Standard 4-7

# Revised Standards

- **July 1, 2022 implementation**
  - Predoctoral Dental Education (2-24k temporomandibular disorders)
  - **Dental Hygiene**
  - Endodontics
  - Orthodontics and Dentofacial Orthopedics
- **January 1, 2023 implementation**
  - Clinical Fellowship Training Programs in Craniofacial and Special Care Orthodontics
  - Periodontics

# Proposed Standards: Comments Due

## **Comment Due June 1, 2022:**

- AEGD, Standard 1-1
- GPR, Standard 1-1
- Dental Anesthesiology, Standard 1-1
- Oral Medicine, Standard 1-1
- Orofacial Pain, Standard 1-1

## **Comment Due December 1, 2022:**

- Dental Public Health, Standard 2-4
- Dental Anesthesiology, Standards 2-2 and 2-6

# Proposed Standards: Comment Portal

Written comments will be received through the CODA electronic comment portal only.

Each Standards revision has its own unique comment portal.

<https://coda.ada.org/en/accreditation/accreditation-news/open-hearings-comments-due>

# Why Stay Informed on Standards Revisions?

- **It is the program's obligation to stay up-to-date on the Standards for compliance.**
- A program's compliance is evaluated with accreditation standards ("must" statements) that have been **adopted and implemented at the time of the site visit.**
- Programs may need to modify the self-study if standards have been implemented during the self-study development process.



# How to Stay Informed on Standards Revisions

- CODA helps you stay current by **emailing you notifications** [e.g., “CODA Communicator,” “CODA Alert,” emails to a specific set(s) of program directors, communities of interest]
- CODA conducts **workshops** and posts materials to its website
- Please access the **CODA website** periodically

# 2019-22 Validity and Reliability Studies of the Standards

## Spring 2019

- Dental Hygiene
- Dental Laboratory Technology
- Endodontics
- Oral and Maxillofacial Radiology
- Oral Medicine

## Fall 2019

- Periodontics
- Oral and Maxillofacial Surgery (Residency and Fellowships)
- Orthodontics and Dentofacial Orthopedics (Residency and Fellowships)

## Spring 2021 (delayed from 2020)

- Predoctoral Dental Education
- Oral and Maxillofacial Pathology

## Spring 2021

- Dental Anesthesiology

## Spring 2022

- **Prosthodontics**
- **Orofacial Pain**
- **AEGD**
- **GPR**
- **Dental Public Health**

# If in Doubt on Current Standards or Policies:

- Check the CODA website

<https://coda.ada.org/en/current-accreditation-standards>

- Contact CODA staff

<https://coda.ada.org/en/accreditation/coda-membership/coda-staff>

# Site Visit Logistics and Reimbursement

# Fox World Travel 24/7 Reservations

Follow the link to Fox World Travel:

[ada@foxworldtravel.com](mailto:ada@foxworldtravel.com)

- Fox agents are available 7:00am-7:30pm central time to assist with business needs
  - CODA/ADA Local Number: 312-361-0144
  - CODA/ADA Toll Free Number: 844-319-2892
- To make online travel reservations and hotel reservations go to: [www.concursolutions.com](http://www.concursolutions.com)

# Concur Travel Profile

- Set up a travel profile, if you've not done so already.
- Add Airline and Mileage numbers, seat preferences, etc.
- **Hotels are to be paid with your personal credit card.**  
When setting up your travel profile in Concur, please add your personal credit card information and check the hotel reservation box. This ensures that final hotel bills are paid by your credit card. You will submit a zero-balance receipt for reimbursement.

# Fox Travel After Hours

- Travel with the Fox World Travel after-hours emergency number and CODA staff number
  - CODA/ADA Local Number: 312-361-0411
  - CODA/ADA Toll Free Number: 844-319-2892
  - After-Hours CODE: A10MN
- Refer to Travel Policy for clarification on reimbursements
- After hours phone number is only for cancellations and flight delays

# Site Visitor Expense Reimbursements

- Expense reports must be submitted electronically through Concur, no exceptions
- CODA on-demand webinar on how to submit concur expense reports
  - Visit ADA Connect | Site Visitor Materials | 3-Concur Reimbursements | Concur Webinar Download to View



# Online Resources

# “Site Visit Orientation” Website

<https://coda.ada.org/en/site-visits/prep-for-allied-dental-site-visit>

- Provides narrative information on site visit process
- Site visit related documents are downloadable

# Site Visit information: What's Included?

- **The Site Visit Process**
  - Prep for Allied Dental Site Visit
- **Left navigation to...**
  - Before Your Allied Site Visit
  - During Your Allied Site Visit
  - After Your Allied Site Visit
  - Allied Site Visit Documents
  - Upcoming Allied Site Visits

# Site Visit information: What's Included?

- **Information about the site visit**
  - Before the visit
  - During the visit
  - After the visit
- **Documents**
  - Standards
  - Self-study guide
  - Site Visitor Evaluation report (SVER)
  - Frequency of citings
  - Materials to be available onsite

# Commission Policies and Procedures

- **Policies and Procedures**
  - Evaluation and Operational Policies and Procedures Manual (EOPP), including
    - Complaint Policy
    - Policy and Guidelines for reporting a program change, off-campus sites, enrollment, distance education, etc.

<https://coda.ada.org/en/policies-and-guidelines>

# Accreditation Updates

<https://coda.ada.org/en/accreditation/accreditation-news>

Provides updates to policies, procedures and documents resulting from CODA Meetings

- Meeting dates
- Reports of Major Actions
- Minutes of past meetings
- Hearing information
- Site Visit Schedules (U.S. and International)

# Other CODA Communications

- CODA Communicator E-Newsletter
  - Distributed twice per year, following each Commission meeting
- Commission Alerts Emails
  - Hearings
  - Review Committee Openings
  - Nominations for Site Visitors

# Call for Nominations: Review Committees

- CODA seeks nominations for various positions on review committees.
- Nomination Deadline is June 1, 2022
- List of Positions, Nomination Criteria, and Nomination Form found at <https://coda.ada.org/en/accreditation/accreditation-news/call-for-nominations>



# CODA Site Visitors

- Remember, annual paperwork and mandatory annual training are required to maintain active status.
  - Annual training quiz to be provided soon
- Please reply to CODA staff emails in a timely fashion.
- Site Visitor Nomination Form found at <https://coda.ada.org/en/accreditation/accreditation-news/call-for-nominations>

# To contact CODA staff

Staff contacts are found on CODA's website:

<https://coda.ada.org/en/accreditation/coda-membership/coda-staff>

Please contact staff by email and phone.

CODA conducts business electronically. Therefore, we ask that you not send mail to the Commission office.

**Commission on Dental Accreditation**

211 E. Chicago Ave., Chicago IL 60611

**QUESTIONS?**

**Thank You!**