



LMS Case Study



Web-Based Certification System for Medical Board

American Board of Emergency Medicine

1

The American Board of Emergency Medicine, a medical specialty certification board, certifies emergency physicians and manages a formal Maintenance of Certification (MoC) process for emergency physicians who meet its educational, professional standing, and examination standards.

Business Need

Increasingly, the American Board of Emergency Medicine (ABEM) had begun using technology and the Internet to streamline processes associated with its Emergency Medical Continuing Certification (EMCC) program.

The current certification management system required manual application and registration processes, where candidates had to contact ABEM staff who would then manually perform administrative tasks for the candidate.

ABEM had decided a web-based system would enhance and accommodate streamlined business practices related to the EMCC program, while maintaining a common application architecture and central database of information.

Solution

LatitudeLearning launched EMCC Online, an ABEM branded version of the Latitude Learning LMS. EMCC Online helped streamline the following certification processes:

- Candidate/Diplomate information management, including organization and maintenance of data in paper and electronic form and response to requests for information
- Candidate/Diplomate activities related to the application and registration of residents and candidates for in-training, certification, recertification and subspecialty exams

Latitude Learning provided core LMS functionality to manage examinations and certification. Candidates could now run reports, view individual certification status, and register for examinations. It also allowed ABEM administrators to manage examination facilities, resources, and schedules.

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Latitude Learning features that met the certification needs of ABEM and its geographically dispersed clients included:

- Flexible certification configuration could be easily adapted to changing business rules and constraints of the EMCC processes
- Exam date, session, and location would be automatically scheduled for candidates according to their geographic location, wait list and recertification status, and other EMCC business rules
- Certification paths enabled ABEM staff, candidates, and diplomates to view progress toward certification.

The LatitudeLearning implementation of EMCC Online provided hundreds of users with immediate web-based access to their certification data. Candidates could begin the certification process anywhere, at anytime.

Results

ABEM audiences accepted EMCC Online, which delivered the following benefits:

- Candidate access to the system streamlined processes and decreased the number of administration requests by candidates
- Reduced administrative effort and cost to develop and accommodate EMCC best practices
- Candidates could quickly assess their certification progress
- LatitudeLearning flexibility and system scalability allowed ABEM to more efficiently manage a large number of geographically dispersed candidates

Latitude Learning's LMS streamlined administrative processes so ABEM could more efficiently manage its continuing certification program through EMCC Online.

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