Digital Transformation in Credentials Evaluation Services

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Agenda

• Globalization, global migration, health professions mobility
• Digital transformation in credentials evaluation
• Digital transformation and the credentialing continuum
• Challenges, opportunities, and strategies
CGFNS International, Inc.

• Established in 1977, CGFNS is a multi-national, multi-professional credentials evaluation organization serving over 3 million healthcare professionals from over 200 countries and territories

• Services all U.S. states, all Canadian provinces (except Quebec), and New Zealand

• Serves at the intersection of regulation, policy, and migration

• **Mission**: to serve the global community through programs and services that verify and promote the knowledge-based practice competency of healthcare professionals

• **Vision**: to be the premier source of credentials evaluation and professional development services that provide strategic value and direction to healthcare professionals worldwide
Global Network

CGFNS International has developed unique partnerships with a diverse group of national and global educational, regulatory, and professional institutions.
Passport to the Future

*Education* and training that can be *qualified* and *quantified* is the *currency* for mobility of healthcare professionals and the standards upon which healthcare institutions employ and sustain their workforce.
Global Migration Landscape

- 1 in every 7 persons in the world is a migrant (1 billion people)
- 258 million international migrants globally (3.4% of world’s population)
  - 150.3 million migrant workers in 2015
  - 25.4 million UNHCR-registered refugees in 2017
  - 4.8 million international students in 2016
- Women make up 48% of all international migrants
- Migration is a fact of life
Global Nursing Landscape & Shortage

• 20.7 million nurses and midwives worldwide
• 9 million nurses and midwives needed globally
  • Causes: increased health coverage, ageing populations, declining mortality
  • Shortage in Africa and Eastern Mediterranean regions will worsen
• 60% increase in number of FEHPs in OECD countries since 2010
• New trends in nurse migration apart from south-north
  • Increased intraregional, south-south, north-north, and north-south movement

Source: (WHO, 2017)
Global Migration is the Reality

“As long as you look at migration as a problem, as something to solve, you’re not going to get anywhere. You have to look at it as a human reality that’s as old as humankind. It’s mankind’s oldest poverty reduction strategy. As citizens, we have to find a way to manage it.”

Ambassador William L. Swing, Former Director General
International Organization for Migration (IOM)
Digital Transformation in Credentials Evaluation

• Automation, artificial intelligence, virtual reality, robotics
• Technological advancements can enhance health professions mobility
• Adaptation, transformation, and collaboration are necessary
• Many countries accelerating their digital growth to become globally competitive
The above matrix details the digital development of 60 countries.
Source: (The Fletcher School at Tufts University; Mastercard, 2017)
Digital transformation and the credentialing continuum

- Collaboration across multiple stakeholders with a goal of producing a career continuum superhighway is required
- Pre-professional mobility, continuing education and professional development, and digital credentials repositories
- This transformation requires interoperable standards, policies, and other synergies
Digital Transformation—Challenges

• Lack of understanding among stakeholders on how best to adapt to digital transformation
• Often slow adoption and resistance to technological change
• Technology, regulation, and credentialing sectors must converge
Digital Transformation—Opportunities

• Embracing digital transformation in credentials evaluation could better serve customer base
• Cross-sectoral collaboration and integration could positively impact global workforce migration
• Micro-Credentialing: Variability & Credibility
Strategies for the future

• Create a Global Compact for Digitalization
• Technologies should not drive the solution—the solution should inform the technology
• Shift to national curriculum and quality frameworks
• All stakeholders (academia, regulators, governments, policy makers) must converge and collaborate for greater public good
Our Globally Connected World

“The next decade could prove to be an extraordinary era for business and society—a period in which companies and governments work together to produce an environment capable of supporting wealth creation and social cohesion around the world. The world is connected as it never has been before, and the power of collaboration is beginning to emerge.”

Akhil Gupta, CEO
Bharti Airtel Limited, India
THANK YOU

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