

# EyeLights eNews



May 2025

## In This Issue

*"To promote global eye health and prevent blindness through training program accreditation, education, and the certification of Allied Ophthalmic Personnel."*

- [President's Message](#)
- [Grand Rounds Case Study #1](#)
- [Tech Corner](#) Careers InSight
- [Certification](#) Core Certification (COA, COT, COMT) Updates
- [Education](#) New Courses, Color Vision Refinement Module, EyeCare CE, Upcoming Regionals and Webinars, ACE 2025
- [Foundation](#) 2025 Virginia Boyce Humanitarian Award, Scholarships Available, In Memory of Michelle Grunz
- [IJCAHPO Updates](#) OMIC Updates

## President's Message

IJCAHPO Certificants, Greetings!

In my last President's Message, I announced that 2025 would be an exciting membership and certification year! Many of the relevant announcements are in this newsletter, but here are two very important news features that you will want to check out!

### **2024 Salary and Compensation Benefits Study**

— IJCAHPO just released the study results for Members and Certificants. **Over 4,660 technicians responded – a 14% response rate.** Complimentary copies are being sent to the survey respondents and IMiles subscription



**Michael Stewart, MD**

IJCAHPO President;  
Professor and Chairman Emeritus  
of Ophthalmology,  
Mayo Clinic College of Medicine,  
Jacksonville, Florida;  
Professor of Ophthalmology Research  
Knights Templar Eye Foundation, Inc.

holders for their Special Annual Report.

**Grand Rounds – Bochner Eye Institute — Raymond Stein, MD**, of Bochner Eye Institute, is generously providing interesting cases for IJCAHPO's certificants and members! Dr. Stein, who was recently elected to the JCAHPO Education and Research Foundation, justly deserves our appreciation for his support of and volunteer commitment to technician education!

Cases provided by Dr. Stein are based on research conducted by him and his associates. This first Grand Rounds case examines how personality traits influence the success of an eye care professional.

These cases will be posted on a regular basis on IJCAHPO's **EYEXchange Connect**, so sign up to participate in IJCAHPO's discussion board. Here is the link for easy access: <https://eyexchange.jcahpo.org/home>

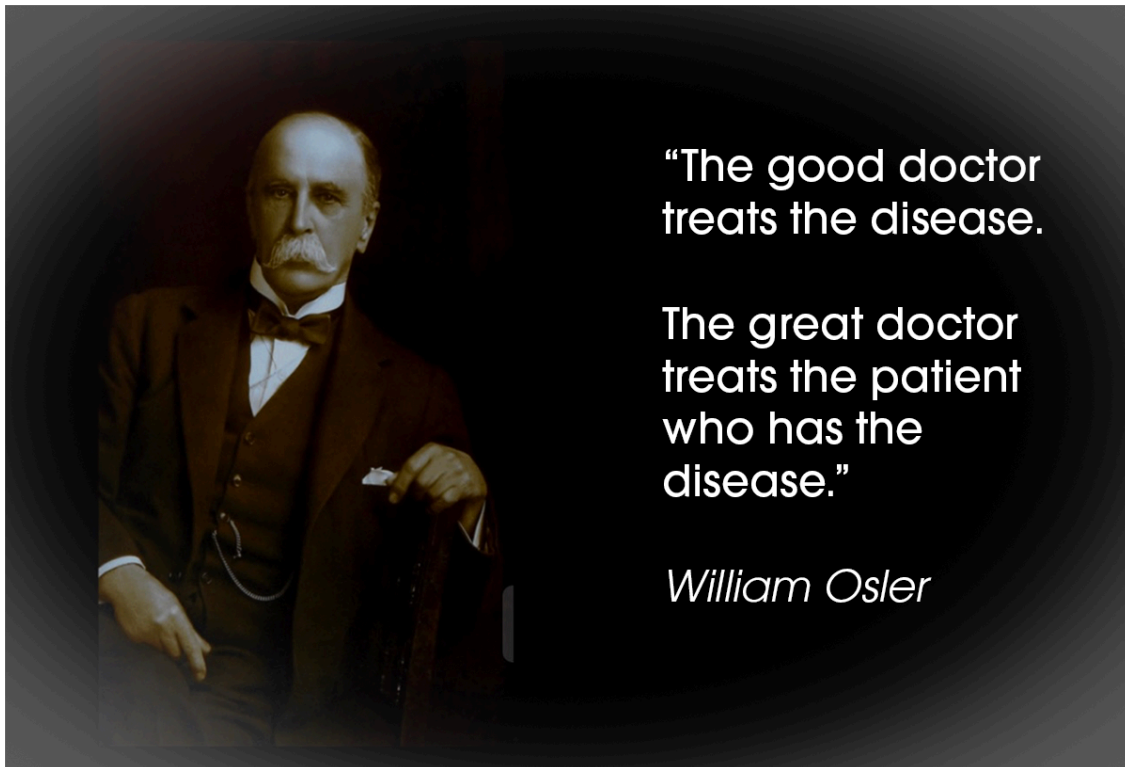
Mark your calendar for October 17–19, 2025, to join us at **ACE—the Premier Event in Eye Care Education—in Orlando!**

Broadcast to your patients to let them know that:  
**YOU'RE SEEING THE BEST—IJCAHPO CERTIFIED!**

Sincerely,

**Michael Stewart, MD, IJCAHPO President**

## Grand Rounds Case Study #1



#### Case Comparison:

**Ophthalmologist A** graduated near the top of his medical class and excelled in ophthalmology training, achieving the highest examination scores and demonstrating exceptional surgical skills. However, he struggled with interpersonal interactions, often finding it difficult to connect with co-residents and staff. Ten years into clinical practice, he faced ongoing challenges in obtaining referrals for both medical and surgical cases and experienced frequent staff turnover. He often kept patients waiting for long periods without acknowledgment or apology and had a history of treating both patients and staff with a lack of respect.

**Ophthalmologist B** also performed well in medical school and was a highly competent ophthalmology resident, both in terms of knowledge and surgical skills. He was well liked by his colleagues and staff during training. A decade into practice, he had built a thriving clinical and surgical practice, receiving abundant referrals and maintaining a dedicated staff who had been with him since he opened his office. He consistently supported and spoke positively about his peers and referring doctors.

**“A doctor without  
hope is a hopeless  
doctor.”**

*Maxwell Bochner*



### **Key Takeaways - Traits of a Successful Clinician:**

A good combination of clinical expertise, interpersonal skills, and professional integrity defines a thriving eye-care professional.

### **Interpersonal and Communication Skills**

- **Patients Value Compassion Over Credentials.** Clinical knowledge is essential, but patients care most about how they are treated.
- **Listening is Key.** Understanding patients' concerns, lifestyles, and unique needs fosters trust and better outcomes.
- **Clear Communication** – Explain ocular conditions and treatments in understandable terms.
- **Respect and Kindness are Essential.** A successful clinician remembers that their career exists because of their patients.
- **Ability to Work Under Pressure** – Maintain composure while making sound decisions in high-stress situations.
- **Treat Staff with Professionalism and Appreciation.** A well-supported team contributes to a smooth and efficient practice.

**Collaboration and Teamwork** – Foster positive relationships with specialists and referring doctors.

“In the pursuit of success,  
never lose sight of the value  
of integrity and kindness.”

*Anonymous*

### **Clinical Competence**

- **Strong Diagnostic Skills** – Accurately assess symptoms, interpret tests, and diagnose conditions.
- **Problem-Solving Ability** – Adapt to complex cases with critical thinking.
- **Technical Proficiency** – Master surgical and medical techniques relevant to the specialty.
- **Commitment to Continuous Learning** – Stay current with eye care advancements, guidelines, and innovations.

### **Professionalism and Ethical Conduct**

- **Order Tests and Perform Procedures in the Patient's Best Interest.** Decisions should prioritize patient care rather than personal or financial gain.
- **Integrity and Honesty** – Uphold ethical standards, confidentiality, and patient trust.
- **Strong Work Ethic** – Commit to providing high-quality care with dedication.
- **Patience and Resilience** – Handle difficult cases, challenging patients, and long treatment processes with perseverance.

### **Organization and Leadership Skills**

- **Time Management** – Balance appointments, documentation, and patient care efficiently.
- **Leadership and Decision-Making** – Guide a team and make informed clinical decisions.

### **Summary:**

A successful doctor is not just clinically competent but also compassionate, respectful, and a strong leader. Excellence as an eye-care professional goes beyond knowledge - it is defined by how one treats patients, staff, and colleagues.

### **HIGH PERFORMANCE VISION™**

**Who have we helped with laser vision correction? Here are just a few.**



Whether your performance is on the track, the world stage, a concert hall or just on the street, High Performance Vision™ can help you perform at your highest level.

## BOCHNER EYE • INSTITUTE

40 Prince Arthur Avenue  
Toronto, ON M5R 1A9, Canada



Preferred Laser And Eye Centre  
For The Toronto Maple Leafs



Official Laser And Eye Centre  
Of The Toronto Blue Jays

™ "Toronto Maple Leafs" and associated word marks and logos are trademarks of Maple Leaf Sports & Entertainment Partnership and are used under license.  
™ "TORONTO BLUE JAYS" and all related marks and designs are trademarks and/or copyright of Rogers Blue Jays Baseball Partnership. Used under license.

### Have you been missing important IJCAHPO updates?

You may have accidentally unsubscribed from our mailing list, and we don't want you to miss out on valuable information.

#### Here's Why This Matters:

When you opt out of one of our emails by clicking the unsubscribe link in the footer, you are removed from receiving **all future communications** from IJCAHPO—not just the specific email you intended to stop. This means you could miss out on critical updates, including:

- **Certification Reminders & More!**
- **CE credits through IMiles courses, webinars, and training.**
- **Professional Development Opportunities**
- **Exclusive Member Offers**
- **Latest News & Industry Trends**

#### Re-Subscribe and Stay Informed:

To start receiving emails again, [click here](#) and re-subscribe to the updates and events that matter most to you. It's quick and easy, and you'll regain access to all the news and resources that support your professional growth and certification.

#### Need Help?

If you need assistance with the re-subscription process or have any questions, our Help Desk is here for you. Just give us a call at **800-284-3937**, and we'll be happy to



assist you.

Thank you for being a valued member of the IJCAHPO community!

## Tech Corner



- **Careers InSight Program**

### Careers InSight Program

In 2024, the U.S. Department of Labor (DOL) and the Minnesota Department of Labor and Industry officially recognized IJCAHPO's **Careers InSight Program** as a national and state Registered Apprenticeship Program.

Four ophthalmology clinics in Minnesota participated by employing and training 11 apprentices in the On-The-Job Training Program. The clinics were the Minnesota Eye Consultants, Retina Consultants of Minnesota, the St. Cloud Eye Clinic, and the University of Minnesota. Each clinic had an appointed trainer who worked with the apprentice in the year-long program and agreed to a series of processes and competencies that must be achieved by the apprentice.

The first apprentice to graduate from the program works in the Minnesota Eye Consultants practice. Hannah successfully completed the training and mastered certification to become a Certified Ophthalmic Assistant (COA). She wrote about the program, "Thank you, I am grateful for the opportunity." By achieving her COA certification, she received a salary increase.

## Certification



- **Core Certification (COA, COT, COMT) Updates**

### Core Certification (COA, COT, COMT) Updates

Updated certification examinations linked to a new Job Task Analysis (JTA) study will take effect August 1, 2025. The examinations have updated domain percentages with two minor changes in the content areas. Diagnostic Ultrasound was separated from Biometry, and Ophthalmic Imaging and Photography and Videography have been combined into a single content area.

The COA examination remains at 200 items. The COT and COMT examinations differ with new videos and problem-based scenarios included and the examinations will be reduced to 135 items. In addition, the number of test items and length of these two examination levels will be changing. Watch our June 2025 announcement for more details.

# Education



- **New CE Courses**
- **Color Vision Refinements Module**
- **IMiles Subscription**
- **Clinic CE Subscription**
- **EYEXchange Updates and Schedule**
- **ACE 2025**

## New CE Courses and Opportunities for the Entire Eye Care Team at Low Costs

Are you looking for new course topics or additional CE courses to meet your recertification goals at a reasonable price? We have just the right options for you! Check out IJCAHPO's newest online courses, now available on the EyeCareCE website at a low member price of \$15.00 each. These 4 courses are about 60 minutes long with IJCAHPO's newly designed quiz. The topics are:

- **History Taking and Work Ups Like a True Detective**
- **Current Concepts in Glaucoma**
- **Oculoplastics Sub-Specialty Session**
- **Playing Your Best Hand with Dry Eye Patients**

## Color Vision—Refinements Module

Check out one of IJCAHPO's newest Refinement Modules in print or online. This Refinement was made possible by a generous grant from Delta Gamma's Service for Sight. This Module is for all Allied Ophthalmic Personnel (AOP) and provides a profound comprehension of color vision that is indispensable. As the initial point of contact for patients within an eye clinic, a meticulous history taking process can offer a subtle yet critical hint regarding the existence of color deficiencies, prompting the necessary assessment of a patient's color vision. This Module may be purchased on IJCAHPO's website.

## IMiles Subscription

An **IMiles subscription** may be the best option if you need just a few affordable CE courses. With this individual subscription, you get 6 courses for \$49 (about \$8.00 each). Plus, you will receive a special report that is designed to bring you trends on AOP and our profession.

## Clinic CE Subscription

The **Clinic CE Subscription** provides you and your entire clinical staff CE courses and credits at a very low price per person. Only \$549 for the clinic gives the entire eye care team access to more than 250 online courses for your lifelong learning and certification! Leading ophthalmologists and certified technicians conduct courses in 22 content categories using videos, text-based learning materials, interactive courses, skill-based simulations, certificates of completion, and CE Credits. Talk to your Practice Manager or



Ophthalmologist about a 1-year subscription at a **Special Price of \$549** – price is for a clinic's entire staff per clinic location.

## **EYEXchange Updates and Schedule—CE Regional Meetings and CE Course Offerings**

Add these to your Calendar TODAY so you won't miss these learning opportunities. To access the online links and information, go to <https://www.jcahpo.org/education/>.

### **2025 Regional Event Schedule**

June 7, 2025—Orlando, FL

September 6, 2025—Albuquerque, NM

September 13, 2025—Myrtle Beach, SC

### **Exam Prep Courses**

June 6, 2025—Live COA Certification Examination Prep Session Orlando, FL

June 21, 2025—Live COA and COT Certification Examination Prep Session Nashville, TN

*Can't make it to a national or regional meeting? IJCAHPO hosts online continuing education.*

### **Virtual Symposiums**

June 13–23, 2025—Summer AOP Symposium

September 5–15, 2025—Fall AOP Symposium

December 5–15, 2025—Practice Management AOP Symposium

### **Webinars**

June 3, 2025—Beyond Basics: Assessment and Analysis of B-Scan—Carmelina Trimboli, COA, CDOS

July 1–22, 2025—July Webinar Series

- July 1, 2025—"Eyelid Malpositions" by Charles Slonim, MD, FACS
- July 8, 2025—"Less Common Causes of Retinal Neovascularization" by Deepak Sambhara, MD
- July 15, 2025—"VINDICATES: A Neuro-Ophthalmology Update on Vision Loss" by John Chen, MD, PhD
- July 22, 2025—"Infectious Keratitis: Update on Diagnosis and Management" by Joann Kang, MD

Visit [store.jcahpo.org](https://store.jcahpo.org) for details.



## ACE 2025 in Orlando

Join us at our Annual Continuing Education Program (ACE) in Orlando. We will be in the Sunshine State for IJCAHPO's 53<sup>rd</sup> ACE program on October 17–19, 2025. The ACE program will include over 100 on-site and over 50 virtual online courses. If you are interested in teaching, or recommending faculty or topics, please send them to Craig Simms, MEd, COMT, ROUB, CDOS, at [csimms@jcahpo.org](mailto:csimms@jcahpo.org).

## JCAHPO Foundation



- **2025 Virginia S. Boyce Humanitarian Award Nominations Open**
- **Scholarships Available**
- **In Memory of Michelle Grunz, IJCAHPO Staff Member**

## 2025 Virginia Boyce Humanitarian Award Nominations Open

The Virginia S. Boyce Humanitarian Award was established to honor those AOP who exemplify leadership and an unwavering commitment to volunteerism and public service. This award recognizes individuals who are some of AOP's finest educators, mentors, dependable and steadfast volunteers, and friends, be they ophthalmic assistants, ophthalmic technicians, or ophthalmic medical technologists. If you know someone who exemplifies the criteria, please encourage them to be nominated. More information is on IJCAHPO's website under the Foundation Awards: ***Nominations accepted January 1 to May 31.***

## Scholarships Available

The JCAHPO Education and Research Foundation supports technicians in their career path with scholarships and grants for education and certification. There are grants available for continuing education programs and their registration fees. In addition, there are multiple scholarships available to assist technicians with their certification application fees. Please go to the [Foundation page](#) on IJCAHPO's website and then locate scholarships and grants to review the multiple opportunities there are!

## In Memory of Michelle Grunz, IJCAHPO Staff Member

**Michelle Grunz** served as the Administrative Coordinator and was a valued member of the IJCAHPO team for nearly 10 years. Michelle was the go-to person for EyeCareCE subscriptions and Help Desk support, importantly known for her exceptional dedication to our certificants and commitment to high-quality customer service. She always put the needs of our customers first and approached every task with willingness to help. Her positive spirit, professionalism, and loyalty made a long-lasting impact on our organization. She will be deeply missed by her colleagues and the entire IJCAHPO community.

## IJCAHPO Updates



### • OMIC Insured: Essential Risk Management for Your Practice

## OMIC Insured: Essential Risk Management for Your Practice

Providing a positive patient experience and delivering high-quality care requires effective risk management. OMIC offers a range of Risk Management Resources to help you navigate common challenges and mitigate liability risks. Following is a list of the most common topics insureds want assistance with:

### TRENDING RISK MANAGEMENT TOPICS

- Noncompliant Patients
- Termination of Care
- Navigating Challenging Patients
- Refunds
- Patient Notification & Continuity of Care When Leaving a Practice
- Anesthesia Liability
- Consent Forms & Re-Consenting Requirements
- Follow-Up Policy for Tests & Closing the Loop on Referrals
- Informed Consent Process
- Pre-Op Assessments
- Responding to Unanticipated Outcomes or Complications
- Proper Documentation Practices
- Telephone Screening & After-Hours Calls
- Co-management with Optometrists Guidance
- Disclosure of Adverse Events
- Communication Requiring Interpreters
- Ambulatory Surgery Centers Guidance
- Time-Out Process for Procedures

[Access these resources](#) on OMIC's website by searching the relevant topics.

*We want to make EyeLights a valuable resource for you. We appreciate your feedback on what you want to know more about and how to make the next one more beneficial to you and the profession. Please email us at [jcahpo@jcahpo.org](mailto:jcahpo@jcahpo.org).*



**International Joint Commission on Allied Health Personnel in Ophthalmology**

2025 Woodlane Drive · St. Paul, Minnesota 55125-2998

Phone: 651-731-2944 · Toll Free: 800-284-3937 · Fax: 651-731-0410 · [www.jcahpo.org](http://www.jcahpo.org)

Copyright © 2025 IJCAHPO. All rights reserved.

Want to change how you receive these emails?

You can update your preferences or unsubscribe from this list.