CGFNS
INTERNATIONAL

Annual
Summary 2023

A YEAR IN REVIEW

About Us

CGFNS International® was established in 1977 to provide license verification, testing, and credentials evaluation for graduates of foreign nursing schools to determine eligibility for nursing practice in the United States. As an immigration-neutral nonprofit, the expanded scope of the organization has been to help foreign-educated nurses and other allied health professionals live and work in their country of choice by assessing and validating their academic and professional credentials.

Message from the President and CEO

In the past 12 months, we've made great strides in modernizing our operations, positioning CGFNS for sustainable growth, and expanding the impact of our global footprint – making 2023 one of the most transformative years in the history of the organization. We continue to press forward toward the goal of being a gateway to a world-class healthcare workforce through streamlined credentials verification and evaluation services, certification programs, and an expanding portfolio of skills assessment capabilities.

To that end, we have invested heavily in infrastructure transformation to streamline and digitize the application and review process for nurses and other health professionals seeking to migrate. As a result, **the backlog in our credentials evaluation reports was reduced by nearly 40 percent,** even with a record post-pandemic demand for our services. **We also cut by half the time it takes to issue a credentials verification report and we now deliver VisaScreen® certificates digitally,** which supports our goal of enabling faster, more secure career mobility for our applicants.

Peter Preziosi, PhD, RN, CAE
PRESIDENT & CEO

In addition, we have:

o **Rebuilt our senior leadership team to drive design thinking and change management deeper into the business.**

o **Instituted project management platforms and processes to support better collaboration and business analytics.**

o **Deployed automation proficiencies to dramatically reshape the speed and accuracy of core CGFNS operations.**

This vigilant operational efficiency and a commitment to improved service delivery has resulted in not only reduced backlogs and measurable customer satisfaction but also in revenue exceeding our 2023 projections. With a strong bottom line, we are reinvesting in health workforce capacity development and infrastructure to address the needs of a global health workforce that ensures improved population health management and patient safety.

Looking ahead, with nursing shortages likely to persist until the end of this decade, we know that it is critical for CGFNS to innovate in profound ways and to serve the global health workforce as new demands and care delivery models emerge. As we continue to make technology investments, we expect even greater performance as we further modernize our infrastructure. For example, **in 2024, we are launching a fully online and secure platform for schools and regulators to instantly transmit credentials to CGFNS, as well as an AI-enabled communications platform to enhance customer experience.**

Accordingly, we are rapidly progressing toward the rollout of a digital application through which nurses can have their records and credentials stored and be able to instantly access them throughout their career journey, whether they choose to stay home or go abroad. This will be a first step toward expanded online offerings with our partners, as we listen and respond to what nurses and other global health professionals say they need for skills portability, professional development, and career advancement.

Moving CGFNS into the future and ensuring we deliver the most credible, trustworthy services means we must continue to operate with impeccable integrity and deliver evidence-based services that are developed by the industry's best thought leaders. That's why **CGFNS is launching the Global Health Workforce Development Institute in 2024 to serve as a center for excellence when it comes to the evolution of health workforce roles and the development of credentialing and certification programs and policies.** Research initiatives will identify the trends and economic policy implications of nursing and health professional mobility and provide industry leadership on global workforce development in the healthcare sector. It will expand on the knowledge and data that is in our 2023 Nurse Migration Report, released in December, which can be used by health workforce experts to shape not only the evolving dialogue around these issues but also the policies and regulations that emerge from them.

I am enormously proud of what our team has accomplished in 2023, and I am excited about where our achievements will lead in 2024. In addition to expressing my appreciation for their efforts, I also want to thank our Board of Trustees, which comprises visionary and hands-on leaders who are inspiring us to live up to our very highest aspirations for CGFNS International.

Peter Preziosi
President & CEO

An Evolving Mission

MISSION:

To be a gateway to a world-class workforce delivering transformative healthcare.

STRATEGY:

CGFNS delivers resources and professional services that align to these four organizational goals. Our programs are built to support:

- **Career mobilization** – Streamlined assessment, evaluation, and certification programs that support career management and portability.
- **Professional development** – Resources, training, and services to support lifelong career development for healthcare professionals worldwide.
- **Care model evolution** – Research, thought leadership, and resource offerings to support evolving roles for healthcare professionals in advancing models of care.
- **Operational efficiency** – Prioritized programs and resources that drive infrastructure transformation, data automation, and omnichannel customer experience.

2023 at a Glance

Resolving Operational Challenges: **Achievements for the Year**

Added 5.5% Operations Staff

Streamlined Workflows

Number of **New Applications** Received:

2023 – 105,744
2022 –   91,002

↑ **16.2%** increase

Number of **Reports** Issued:

2023 – 118,243
2022 –   61,174

↑ **93.3%** increase

Application Backlog:

o Jan 1: 56,855
o December 31: 35,557

↓ **37.5%** decrease

Turnaround time for credentials reports cut by more than half

Jan 1 – **39 weeks**

↓ July – **25 weeks**
36% reduction
From January

↓ December 31 – **19 weeks**
51% reduction
From January

2023 at a Glance

Moving into the Future

FIRST QUARTER

- **Peter Preziosi, PhD, RN, CAE, takes up his position as the fifth CEO in the organization's 47-year history.** Dr. Preziosi previously served as Chief Innovation and Business Development Officer of CGFNS and most recently led quality and learning standards at the World Health Organization's WHO Academy.

- **Management begins a company-wide reorganization effort** aimed at quickly improving the quality of CGFNS products, improving the turnaround time for credentials reports, and sharply reducing the now-growing backlog of applications.

- **CGFNS International reaffirms its commitment to combatting fraud in nurse credentialing** in the wake of federal charges related to large-scale schemes to sell fake nursing diplomas at some U.S. nursing schools.

- **CGFNS International establishes the Global Advisory Board on Pathways to Mobility for Health Workers –** comprised of 11 accomplished leaders in health worker credentialing, e-learning systems and digital credentialing technologies–to help the organization support the needs of a growing cadre of migrating health professionals.

- **The CGFNS Alliance for Ethical International Recruitment Practices updates and strengthens its ethical recruitment code,** which establishes best practice standards for fair and transparent recruitment of foreign-educated health professionals into the U.S.

- **CGFNS.org records an annual tally of 1 million new website users for the first time.**

- **Despite a continued surge in January applications–37% over expectation–the number of reports issued is up 7%** and the backlog for U.S. reports has stabilized thanks to productivity increases.

- **Process improvements** enable many applicants to upload their identity documents into the CGFNS systems.

- **Telephone hours for live customer care are expanded** from 3 to 7 hours a day.

SECOND QUARTER

- **On International Nurses Day, CGFNS launches CGFNS+, a free set of resources to help past applicants elevate their careers**, such as continuing education courses, mental health and well-being resources, and networking opportunities.

- **In a meeting with officials from the U.S. Citizenship and Immigration Services (USCIS), CGFNS executives demonstrate the new VisaScreen® digital certificate** in preparation for a year-end launch of the program at embassies worldwide and border entry facilities.
- **Increased staffing, process improvements, and streamlining requirements** are starting to show reductions in application-to-issuance turnaround times for credentials reports.

THIRD QUARTER

- **CGFNS International releases its Economics of Nurse Migration report, based on a survey** of more than 1,500 foreign-educated nurses who have used the organization's credentials verification services, estimating that immigrant nurses spend more than $46 billion annually in the U.S. economy while providing hundreds of millions more in financial support to family members back home.
- **Global Advisory Board on Pathways to Mobility for Health Workers issues its final report** to the Board of Trustees, recommending a series of improvements in technology, approaches, and strategy.
- **The rate of help line calls that are picked up by a customer care agent within 60 seconds is now at nearly 90%,** up from 5% in January.

FOURTH QUARTER

- **CGFNS International publishes its second annual Nurse Migration Report, revealing that in 2023 it issued its highest-ever number of occupational visa certifications** to nurses and other skilled health workers seeking to migrate to the U.S.
- **The Alliance for Ethical International Recruitment Practices conducts a survey of 3,300 migrating health workers,** with the results showing they are far more likely to be satisfied with their experience if they had used a recruiter certified as ethical by the Alliance.
- **CGFNS International announces a partnership with the DAISY Foundation to create a new DAISY Award to honor nurses** who have made an extraordinary impact on the lives of nurse migrants through their compassion, empathy, and ethical international recruitment practices.
- **VisaScreen certificates are now fully digital** – with online applications, issuances, and confirmations at embassies and border crossings.

Looking to 2024
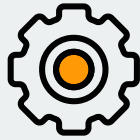
Advancing the Digital Transformation

■ **Credential Transfer Portal** – Ready for launch in January 2024. Secure platform to simplify the transmission of transcripts, licenses, and certifications by schools and licensing authorities to CGFNS.

■ **GP*Vault* ™**

  O Online storage of credentials for students and health professionals to ease their career mobility.

  O Pilot program established for students at 30 nursing schools in the Philippines and Indonesia for launch in January 2024.

■ **Omnichannel solution** – Ready for launch in early 2024. State-of-the-art telecommunications platform to improve customer experience.

Program Evolution and Policy Development

■ **Global Health Workforce Development Institute** – Ready for launch in early 2024. A think tank to identify trends, expand knowledge and data, and guide policymakers on addressing workforce development challenges in the healthcare sector.

■ **Fraud Detection and Mitigation**–Detailed analysis, policy review, and process clarification is underway to educate CGFNS partners and stakeholders about our fraud posture and rigorous data security protocols.

The CGFNS International Board of Trustees