



Annual Summary 2024

A YEAR IN REVIEW

CGFNS
INTERNATIONAL



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. The organization has since expanded its reach and scope beyond the U.S. and to cover a dozen health professions, with a growing focus on developing the global healthcare workforce and empowering it to address emerging health care challenges around the world.

Under a new name, TruMerit™, the organization is modernizing its infrastructure connecting to issuing authorities worldwide to ensure faster, more reliable, valid documents safely and securely. It is also addressing portability of credentials and expanding into offerings for specialty certification to empower the health workforce, regardless of where they choose to work.

Message from the President and CEO

The year 2024 was one of transformation and customer commitment for CGFNS—of building our operational excellence, moving decisively in new directions, and doubling down on our commitment to lift up the global healthcare workforce.



Two years ago, when I was given the honor and privilege of leading this organization into a new era, it was clear that the challenges to global healthcare were intensifying. Not only does the spread of diseases remain an enduring threat, but climate change, growing conflict, and aging populations in many countries are compounding the inequities in healthcare access and quality that have long plagued societies everywhere.

At the same time, there is a great deal of hope for a future of better healthcare for all, beginning with the many ongoing advances in medical science and digital health that are transforming care delivery. But the essential key to real progress can be found in the people who deliver the care. That's why it is so important we take CGFNS into a new era of global impact, with faith in the proposition that healthcare workers in every country—empowered with the knowledge, tools, and inspiration to achieve excellence in their profession—can lead the way to resolving the healthcare challenges of today and tomorrow.

Our strong progress in 2024 reinforces that we are on the right path to supporting the career development needs of the global healthcare workforce.

To be sure, our priority has been to resolve the challenges that two years ago were threatening our core business and our future prospects for serving migrating health professionals, along with those who license and hire them. Over the course of the year, we continued to invest in our staff and in technology improvements while modernizing our platforms, systems, and customer service tools, all of which have taken us further down the road to operational excellence.

Meanwhile, we have made enormous strides toward building our capacity to generate research, thought leadership, and advocacy to drive worldwide investment in a future-ready global healthcare workforce. Our flagship accomplishment in this area has been the launch in 2024 of our Global Health Workforce Development Institute, which is already having impact, particularly through the work it is doing to advance specialty global certifications, including the first-ever truly global health credential for rehabilitation nurses.

These and other initiatives have significantly boosted our international profile. Our work in global certification has earned us a place in the World Health Organization's World Rehabilitation Alliance. We have also been assisting WHO in evolving and advancing a global code of conduct for ethical recruitment practices, and as a key contributor to its 2025 State of the World's Nursing report. With the International Council of Nurses, we are building a Global Nursing Workforce Centre to answer the need for a research clearinghouse on nursing workforce data and for research that can be translated into actionable policy recommendations that drive meaningful change. Along the way, we have invigorated our activities as a member of the Conference of NGOs in Consultative Relationship with the United Nations (CoNGO).

Reading about these accomplishments and others in the pages that follow, I am confident that you will conclude that our 48-year-old organization is on a new journey with a new vision. We are much more today than what the name CGFNS implies.

This will be further emphasized in 2025 as we roll out our new name: TruMerit™. This change heralds a comprehensive rebranding that reflects transformational change at every level of our organization—with our expanded global focus, our new products and services, our research and insights, our investments in next-generation technology, and our renewed commitment to operational excellence.

The message from 2024 is clear. We are transforming the organization. We are evolving our purpose. We are unifying our team. And we are aligning our goals with our partners and stakeholders.

It is an exciting time to be on this journey.

A handwritten signature in blue ink, appearing to read "Peter Preziosi".

Peter Preziosi, PhD, RN, CAE

A woman with long dark hair, wearing blue medical scrubs and a stethoscope, is speaking and gesturing with her hands. She is wearing several beaded bracelets on her right wrist and a ring on her left hand. The background is blurred, showing other people in a professional setting. A semi-transparent teal rectangle is overlaid on the image, containing the text.

Core business:
Progress throughout the year

2024 at a glance

Improving customer service and speeding turnaround for evaluation reports.



Average **wait time*** for institutions to send required documentation

↓ DOWN from 22 weeks in early 2023 to 13 weeks in 2024

*Much of which is beyond CGFNS control.

Average **credential evaluation** time:

↓ DOWN from 13 weeks to an average of 2 weeks

Turnaround time for **VisaScreen® digital certificates**

(once evaluation is complete):

✓ Instantaneous!

OVERALL average customer wait time from initial application to report delivery:

January 2023: 39 weeks

End of 2024: 15 weeks*

* But in many cases it is far below that!

The building blocks of faster service and an improved customer experience.

1. Technology upgrades to move more processes online

- Reduced use of postal mail
- Increased electronic conveyance of documents—now almost 50% of the total
- Reduced handling time, costs, and improved fraud detection through digital document collection

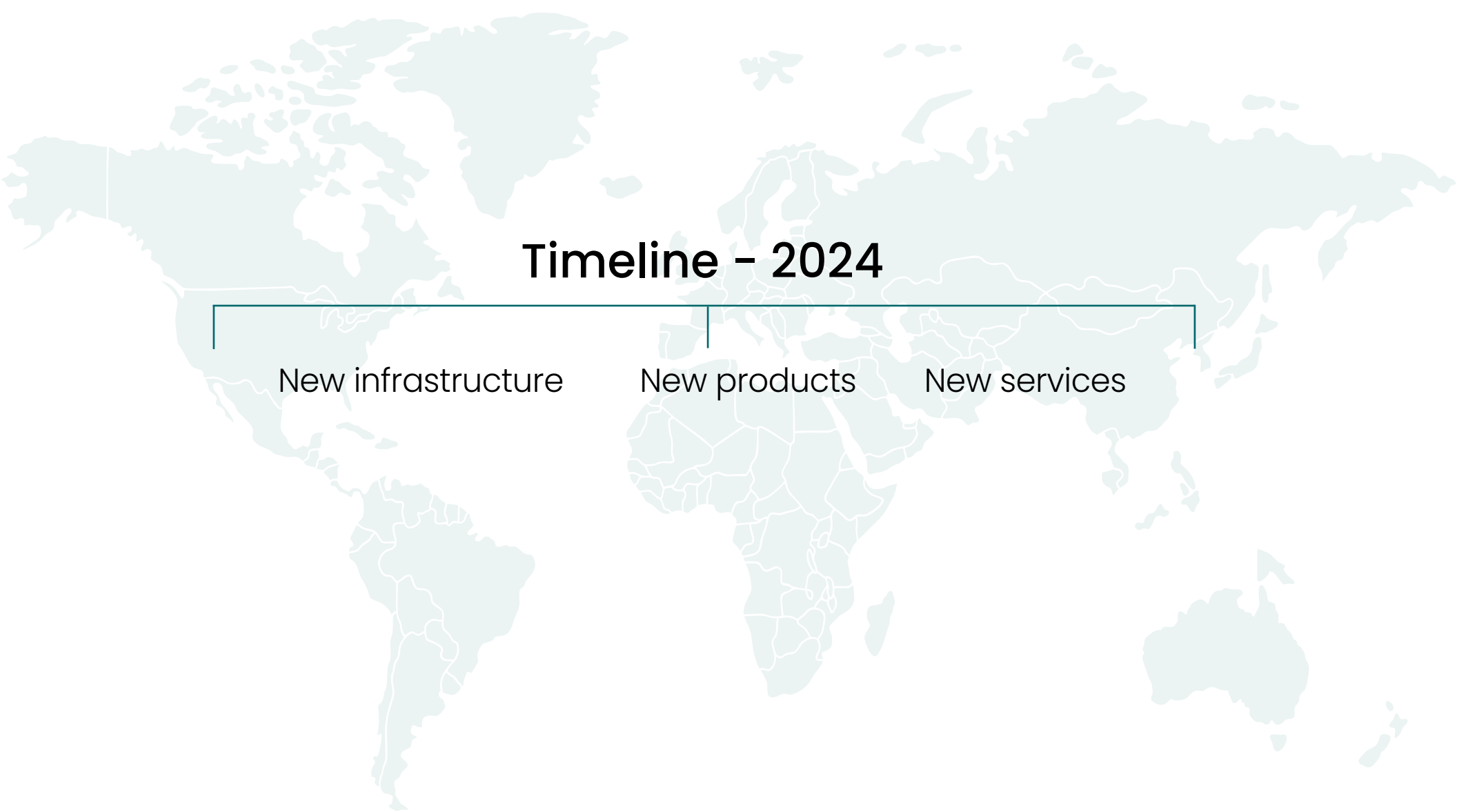
2. Implementing state-of-the-art telecommunications platform

Implementing solutions to address longstanding issues, such as slow response times for applicants who call or write us seeking help.

- New call center solution was implemented.
- Available phone hours were expanded.
- Customer care team was staffed up and energized to improve response times and quality of engagements.

The result in 2024....

- Call center now answers more than 90% of calls within 30 seconds.
- More than 90% of written inquiries receive a substantive response within 24 hours (with the average time under 10 hours).



Timeline - 2024



New infrastructure

New products

New services

First Quarter

Digital VisaScreen®

The year 2024 kicked off with the rollout of the new CGFNS digital VisaScreen® certificates. This enhancement, which has been approved by the United States Citizen and Immigration Services (USCIS), enables us to provide certificates faster to our applicants and to make changes quickly should they be needed. The digital VisaScreen® certificate contains a QR code and other information that enables U.S. embassy and immigration authorities to immediately verify it through a secure portal at CGFNS.org.

Credential Transfer Portal

Moving decisively toward secure, online, real-time verifications.

To support international mobility for health professionals worldwide, CGFNS announced the launch of its Credential Transfer Portal for educational institutions and licensing authorities to submit information to CGFNS electronically. The online portal enables educational organizations and regulatory bodies around the world to submit records and licensure verifications—safely, securely, and more conveniently than ever. The new portal eliminates the need for organizations to send paper verifications to CGFNS. By the end of the year, the portal had 446 issuing authorities in 57 countries.

By the end of 2024, CGFNS was receiving nearly half of all verification information through electronic means—reducing postal delivery and data entry costs to the business.

GPVault™ pilot launch

A free, online document management service for aspiring and established healthcare professionals.

GPVault launched a new online service from CGFNS that helps streamline and accelerate the document verification processes that nurses and other health professionals must undergo to advance their careers. These include applications for employment, licensure, further study, and authorization to live and work in other countries. Accessible via computer through a secure web portal, the service enables individuals to safely store their verified educational and professional records and have them ready to use to start their careers after graduation or further advance them later on. In 2024, GPVault was launched in a pilot phase in Indonesia and the Philippines.

Launch of the Global Health Workforce Development Institute

In February, CGFNS established its **Global Health Workforce Development Institute**. The new think tank will conduct original research and leverage knowledge developed by CGFNS over its half-century of providing credentialing services—as well as its vast experience with workforce mobility issues—to advance scientific knowledge about the evolution of health workforce roles and the development of credentialing and certification programs and policies. A long-term objective of the Institute will be to create rigorous global certification programs that streamline the assessment and recognition of practice competency. These will empower nurses and other health professionals around the world to achieve “work-readiness” regardless of where they choose to apply their knowledge and skills, while enabling them to showcase their competencies to employers, regulators, and educators worldwide.

The Institute will enable CGFNS to serve as a thought leader, to advance new and innovative certification systems, and to support models of care delivery that will accelerate health workforce growth and evolution worldwide.



As a female-dominated profession, [nursing] offers unique economic opportunities to women, and nurses are often seen as beacons of female empowerment within their communities. Through global migration, nurses leverage their skills and competencies and gain significant opportunities for themselves and their families.

— CGFNS Insight Brief prepared for the 68th session of the United Nations Commission on the Status of Women

Event: Taking the global stage at the UN

In March, CGFNS hosted a parallel event to the **68th session of the United Nations Commission on the Status of Women**, held at UN headquarters in New York. With the priority theme of the session centered on gender equality and the empowerment of all women and girls, the CGFNS discussion forum focused on health worker migration and the role that gender plays in global health workforce mobility and development, as well as the overall impact of migration on global healthcare in an era of persistent health worker shortages. With opening remarks from Dr. Peter Preziosi and the Rev. Liberato Bautista, President of the Conference of NGOs in Consultative Relationship with the UN (CoNGO), participants heard from a broad range of panelists, including leaders from the Philippine, Nigerian, and Indian nurse diaspora in the U.S. and the ICN's UN representative.

CGFNS Evening Reception—Global Health Workforce Development— A fireside chat about challenges, opportunities & innovation

Following the parallel event, CGFNS hosted an evening VIP reception at the Japan Society. The event, which drew 60 invited attendees, featured a panel of nurse leaders engaging in a lively discussion on a range of challenges and opportunities related to migration and ethical recruitment. Panelists, including Deb Zimmerman, President of the American Organization of Nurse Leadership (AONL), offered their perspectives on how to advance nursing practice globally through innovation, collaboration, and sharing of best practices.

Also at the reception, CGFNS International and The DAISY Foundation™ honored two nurses for their contributions to ethical international recruitment practices with the first-ever CGFNS DAISY Award for Outstanding International Nurse Recruiter. Sinead Carbery, President of International Staffing Solutions for AMN Healthcare, and Christy Craft, a quality improvement nurse manager at Health Carousel, were selected as honorees from more than 140 submitted nominations.

Second Quarter

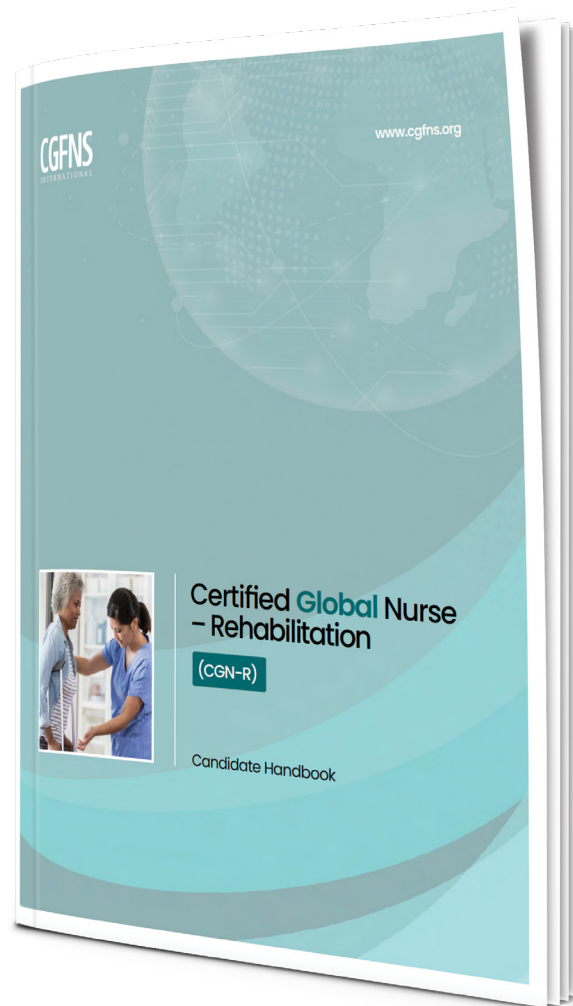
First-ever global credential for rehab nurses

CGFNS pushes the envelope on standards by launching the world's first truly global credential for registered nurses working in rehabilitation, habilitation, or restorative care. **The Certified Global Nurse – Rehabilitation (CGN-R)** credential is intended to advance and improve services for the more than two billion people worldwide who need this care. It has been developed specifically for eligible registered nurses worldwide who wish to have their applied experience and competencies in rehab care recognized and verified by passing a certification examination.

The exam was created in collaboration with a global taskforce of more than 60 rehabilitation nursing experts from 17 countries who contributed their knowledge and guidance to develop a global competency framework for rehabilitation nursing and to create a test blueprint for a competency-based exam.

In July, CGFNS International was inducted into the **World Rehabilitation Alliance (WRA)**. The WRA is the World Health Organization's global network of stakeholders whose mission is to advocate for the implementation of WHO's Rehabilitation 2030 initiative, which aims to improve rehabilitation management and investment, build a high-quality rehabilitation workforce and services, and enhance data collection on rehabilitation. One of the key calls to action of the WRA is for "developing a strong multidisciplinary rehabilitation workforce that is suitable for country context and promoting rehabilitation concepts across all health workforce education."

Additionally, CGFNS was appointed to the WHO task force guiding the development of the World Nursing Report 2025, the first since 2020, for which it will contribute its unique data and insights into the state of the global nursing workforce in the post-COVID era.



EVENT: Rehab conferences

Julia To Dutka, Chief of the CGFNS Global Health Workforce Development Institute, was on hand to promote the new CGN-R credential at two annual conferences: The American Medical Rehabilitation Providers Association (AMRPA), representing nearly 800 inpatient rehabilitation facilities, and the American Congress of Rehabilitation Medicine (ACRM), the fastest-growing professional association in physical medicine and rehabilitation, with more than 100,000+ members from more than 65 countries.

Third Quarter

Ramping up the effort to stop fraud

CGFNS has a long history of taking the utmost care with data. In 2024, working through the Global Health Workforce Institute and invigorated by new digital technologies, we increased our focus on credentials fraud detection and prevention. Critical to this effort has been the improved security elements offered by the new digital Credential Transfer Portal, to which only recognized and carefully vetted institutions and authorized users may submit verified credentials to CGFNS.

In June, the CGFNS website began highlighting the ways in which upgraded verification systems and processes were strengthening our capabilities to anticipate, discover, and shut down any attempt to present fraudulent information.

Event: CLEAR conference

In September, the CGFNS team was a visible presence at the Council on Licensure, Enforcement and Regulation's 44th Annual Educational Conference in Baltimore, Maryland. The CLEAR conference was attended by more than 500 members of the regulatory community from across North America, Europe, Australia, and New Zealand. CGFNS executives gave presentations on ethical international recruitment in healthcare and on the impact artificial intelligence is having on the industry. We also hosted an offsite evening reception and dinner for more than a dozen regulators from across the U.S. and from Europe.

Event: NAHCR

CGFNS exhibited at the annual conference of the National Association for Health Care Recruitment (NAHCR), which was held in July in Norfolk, Virginia. The event was an opportunity for our team to meet and network with recruiters and human resources executives from healthcare systems and to discuss how CGFNS can help them address their recruiting and staffing challenges.



A dazzling showcase for CGFNS, its vision, and for the global health workforce

In early September, “Care Anywhere: The Global Health Workforce Podcast” from CGFNS went live on major podcast streaming sites. Regularly scheduled episodes present discussions with thought leaders and innovators who are tackling health workforce development issues, as well as the voices of health workers around the world who face these challenges every day of their lives. Topics revolve around practice evolution, workforce shortages, and the growing global demand for healthcare talent.

Listeners and viewers can subscribe now through their favorite podcast streaming sites including Apple Podcast, Spotify, and YouTube, as well as via the CGFNS website.

During 2024, the CGFNS Alliance for International Ethical Recruitment Practices certified four new members, bringing its roster of Certified Ethical Recruiters to 19. The Alliance also built a new repository of tutorial resources to assist foreign-educated health workers who wish to migrate to another country, with tips and insights for understanding the recruitment process, how to navigate it, and the importance of selecting an ethical recruiter.

Fourth Quarter

A new focus on global healthcare workforce preparedness


CGFNS and the International Council of Nurses initiated a joint effort to develop a Global Nursing Workforce Centre (GNWC), which will be a clearinghouse for research from around the world focusing on the nursing workforce. The Centre will address the need for a central repository for research and data related to the global nursing workforce, as well as for a consistent global approach to addressing how research and trend analysis can further the impact of the nursing profession in developing policy and health workforce solutions.

Aruba's regulator is the newest CGFNS client

As CGFNS ramped up its business development activities worldwide, Aruba's public health authorities engaged us to assess and verify credentials of internationally educated healthcare professionals. In a collaboration with the Department of Public Health Aruba (DPHA), CGFNS will deploy its expertise in international credentials evaluation to verify and authenticate identity documents and academic and professional credentials through its new Credentials Verification Service for Aruba (CVS-Aruba).

Coming in 2025

- **A new name, new branding, and a new future for CGFNS.** In the fall of 2024, the Board of Trustees gave final approval to a renaming and rebranding of the organization as it embarks on a journey into a new era of global impact. The decision to change our name to **TruMerit** came at the end of a year-long process of exploration and consultation, searching for a new name and visual identity that conveys the expansion of our mission beyond migration to support international health workforce development while maintaining our focus on the validation of education, skills, and experience for health workers—no matter how or where they want to work in the world. The new branding will roll out in early 2025.
- Further modernization of our technology platforms to take place in late 2025, in which **we will launch a single, state-of-the-art applicant database** to replace multiple platforms now serving CGFNS customers. The new platform will be scalable, mobile friendly, multilingual, user friendly, and able to quickly and easily add new programs. This will enable the organization to add and further improve services to applicants and allow better and more productive communications with applicants and stakeholders.
- **Further reduction in evaluation report turnaround time**, as more education and licensing institutions sign up to use the CGFNS Credential Transfer Portal, thereby speeding up collection of required information—the one key function that CGFNS does not directly control.
- **Third annual Nurse Migration Report**, released in February, confirming that nurse migration to the U.S. remained at high levels but pointing to uncertainty amid emerging immigration policies of new administration in Washington.
- **Launch of the Global Nursing Workforce Centre in collaboration with the International Council of Nurses (ICN).** Residing in our Global Health Workforce Development Institute, the Centre will serve as a much-needed clearinghouse for research from around the world focusing on the nursing workforce.

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- **Global credentials will be expanded to non-nurse rehab workers.** Two new credentials—one for rehabilitation health workers without post-secondary education and the other an advanced credential for rehabilitation health workers with a diploma/degree in rehabilitation healthcare.
 - **Expansion of the GPVault™** pilot to other countries, as well as a new mobile app.
 - **Launch a new online “marketplace”** where our applicants can access career resources including job listings posted by recruiters and employers.

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