

***IDAHO STATE BOARD OF MEDICINE
1892-2011***

STRATEGIC PLAN



Fiscal Years 2012-2015

SUBMITTED JULY 1, 2011

Mission Statement

FAIR AND IMPARTIAL APPLICATION AND ENFORCEMENT OF THE PRACTICE ACTS.

The State Board of Medicine established in 1892, is a self-governing agency operated with dedicated funds from licensees of the agency. It operates with six boards, one advisory committee and forty one board/committee members. The Board serves as the primary vehicle in the state for licensure and regulation of physicians, doctors of osteopathy, physician assistants, dietitians, respiratory therapists, and athletic trainers. The Board provides for limited permits for polysomnographers as it applies to the practice of respiratory therapy. The Board registers medical interns, externs, residents, physician assistant trainees, and polysomnography trainees in approved training programs. The Board of Medicine regulates supervising physicians who supervise physician assistants, residents, interns and externs, cosmetic procedures and directing physicians who supervise athletic trainers. The Board has primary responsibility for the coordination and implementation of malpractice pre-litigation hearings.

2011

119 years of service to the citizens of the state

Outcome Based Vision Statement

The Idaho Board of Medicine is dedicated to promoting excellence, transparency and efficiency in licensing and regulation. This is accomplished through effective, cost efficient licensing processes that insure public protection while minimizing redundant requirements for the licensee, providing transparent access to information on licensees of the Board to all customers/constituents and insuring professionalism in all aspects of operation.

Operating Philosophy

The Board of Medicine is committed to protection of the public. This is accomplished through licensure by insuring adequate education and training for the delivery of healthcare service to the public within an appropriate scope of practice commensurate with the education and training level of the licensee and responsible and balanced regulation of those who hold a license. The Board is dedicated to continuous quality improvement with inherent training, knowledge and management commitment to provide the highest quality most cost-effective service

Key External Factors

Economic

The negative turn in the economy has the potential to influence the recruitment and retention of health care professionals in the state

Federal and state initiatives, insurance carriers, and technological advances could impact the health care delivery system and professional regulation especially within the arena of the practice of medicine over state lines, health care reform, and access to health care information.

The increasing cost and concerns with the quality of medical care will remain on the consumer hot topic list and continue the demand on all state medical regulatory systems.

Political

There will continue to be an increased need for political awareness of issues related to health care professionals and regulatory agencies especially relating to education and training of allied health fields and the appropriate scope of practice for each level of health care provider based on their education and training.

Recent national disasters bring attention to the need for a mobile health care workforce and the need to assure continued competency and skill of the providers of health care

Increased accountability for social and health programs expenditures will remain high on the consumer interest list.

Technological Trends

New technological advances will increase the access to information. Public access demand will increase the agency technology workload and costs.

Technological advances will require a knowledgeable staff and dedicated funds to maintain viability in the future.

Technological advances will require new security processes to protect privileged information.

Environmental Trends

Increasing cost of natural resources could impact the agency financial plans.

There will be a need to focus on opportunities to save and protect existing natural resources

Social

An aging population will increase placing a demand for both numbers and specialty trained physicians and health care providers.

Heightened awareness of pandemic illness and disaster preparedness will require a new level of awareness of the state health care delivery system and the capability to mobilize this system in an emergency

Physician shortages in certain specialties can impact the health care nationally

Personnel Resources

Staffing resources will continue to be limited, including experienced nurses, and retention of qualified personnel will remain a priority

Succession planning must be a part of the agency's plan to insure continuity.

GOALS

- Promote customer service through improved communication with stakeholders
- Promote responsible government through efficient use of technology and responsible utilization of resources
- Promote professionalism by identifying and addressing the training needs of the staff and Board members
- Promote continuity through succession planning and leadership development for key positions

FUNCTIONAL AREA- LICENSING AND DISCIPLINE

GOALS AND OBJECTIVES	OUTCOME	PERFORMANCE MEASURES
GOAL		
Promote customer service through improved communication with stakeholders		BENCHMARK Customers and Board members are able to access needed information on website or through secure access, feedback confirms access
OBJECTIVE		
Meet public and licensee need for information and documents.	Public and licensees use web site for pertinent information, application material, and license verification and variety of on-line services	Information available and web site used as primary source of information.
Leverage technology to improve communication and reduce cost	Key stakeholders/employers are able to access information for credentialing or hiring of licensees	Medical facilities are able to access needed information for their credentialing of licensees
	Cost savings are realized in reduced paperwork, enhanced communication and resources for meetings and off site investigations enhanced	Board members and staff have access to meeting material, off site investigations are enhanced and telecommuting opportunities are expanded
STRATEGIES		
Develop stable secure web site access for board meetings, applications, off site investigations and on-going telecommuting needs	Web site secure access established and used for board agenda, meeting materials, investigations, application status, and telecommuting	Secure access used for 70% of meeting materials, investigations, applications.
Develop a secure access for physician information to expedite credentialing, eliminate duplication, and enhance communication	Secure access established, hospitals trained on use, rule and legislative changes evaluated, process established.	Hospitals using secure access information in credentialing and credential review for hospital privileges 50% of hospitals use on line access
Simplify application process and status reports to applicants	Integrated application and applicant feedback system in place	80% of all applications and feedback to applicant done via web interface
Continue to encourage feedback on the web site from users	Feedback received on regular basis	Public/licensee concerns with access addressed, changes ongoing to meet public needs.
Training and feedback provided on customer service	Training provided to all staff on all levels of customer service	Customer and staff satisfaction increased through efficient and professional customer service

FUNCTIONAL AREA- LICENSING AND DISCIPLINE

GOALS AND OBJECTIVES	OUTCOME	PERFORMANCE MEASURE
<p>GOAL Promote responsible government through efficient use of technology and responsible utilization of resources</p>		<p>BENCHMARK 70% of all allied health licensing functions are accomplished through an on line application similar to the existing physician application</p>
<p>OBJECTIVE</p>		
Enhance licensing functions and reduce redundancies in licensure process	Streamlined online applications and services available to all licensees	Applications are free of redundant requirements
Federal and state information required for licensure is accomplished through secure electronic transfer of information	Information required from federal and state resources for licensure is obtained through a secure electronic transfer of information	Electronic transfer of information reduces cost and time in obtaining application material.
Some regular meetings of allied health are moved to a videoconferencing format	Cost saving is realized in reduced travel costs and reduced time for members away from patient care	Travel, time and costs are reduced without comprising function
<p>STRATEGIES</p>		
Review application process for all licensees and identify redundancies	Applications and related laws and requirements reviewed in on-going process	Applications are reviewed and streamlined while maintaining public safety requirements
Explore best practices for on-line application process for allied health applicants	Best practices for allied health applications are implemented	On line applications are available for allied health professions
Identify secure electronic transfer of information from federal sources and national certifying agencies for all allied health professions	Supporting application material information is obtained via secure electronic transfer. Discipline and other adverse information received more quickly	Cost and efficiency of licensing process is enhanced without comprising security of information, associated investigations are completed in more timely manner
Reduce face to face meetings to one per year for allied health boards IAW with law	Video/Audio conferencing used for some meetings	Cost and travel reduced, increased board satisfaction with less time away from primary work setting

FUNCTIONAL AREA: PRELITIGATION

GOALS AND OBJECTIVES	OUTCOME	PERFORMANCE MEASURE
GOAL Promote responsible government through efficient use of technology and responsible utilization of resources		BENCHMARK: Electronic tracking of 100% hearing requests, hearings and outcomes captured and cost savings opportunities identified
OBJECTIVES Streamline the administration of the pre-litigation process	Cost saving realized through reduced paperwork, mailing and copying costs	Court procedures reviewed and technology used to reduce costs
Increase use of technology in this functional area to reduce costs	Technology use reduces costs and increases convenience for hearing panels and users of the pre-litigation hearing process	Time and cost savings for all involved parties
Identify funding options for hearings to mitigate costs	Cost of hearings to Board equalized among users	Hospitals that use the process share in the cost of the program
SRATEGIES		
Review courts use of technology	Methods used to reduce cost adopted from state court system	Cost savings realized through adoption of court best practices in using technology
Identify paperless tasks for process	Paperless tasks used resulting in cost and time savings	Electronic media used for 25% of process where applicable, administrative tasks decreased
Identify resources for the pre-litigation process	Fees for process distributed among users	Adequate funding of process in place

FUNCTIONAL AREA: ALL

GOALS AND OBJECTIVES	OUTCOME	PERFORMANCE MEASURE
<p>GOAL Promote professionalism by identifying and addressing the training needs of the staff and Board members Promote continuity through succession planning and leadership development for key positions</p>		<p>BENCHMARK 100% of staff trained in functional area, members orientated to process and procedure and funding adequate to meet training needs</p>
<p>OBJECTIVE</p>		
<p>Staff trained in all functional areas and able to support Board functions in contingency situation</p>	<p>Increased staff satisfaction and competency in office operations</p>	<p>Key board functions remain viable in contingency situations</p>
<p>Develop a secure on-line orientation for new board members of licensing boards</p>	<p>Working with the Federation of State Medical Boards, and other national programs Board orientation program in place</p>	<p>Members able to function in minimal time</p>
<p>Provide leadership training and development for key staff positions and implement succession planning</p>	<p>Succession planning in place for all key staff positions</p>	<p>Loss of key personnel does not adversely affect function of Board</p>
<p>STRATEGIES</p>		
<p>Staff/members to identify training needs</p>	<p>Training needs identified</p>	<p>Individual training program outlined</p>
<p>Identify resources to meet the training needs of the staff/members</p>	<p>National and local resources identified</p>	<p>Resource list for various training needs identified and utilized</p>
<p>Identify training and orientation needs required by new staff/members</p>	<p>Training and orientation plan used</p>	<p>New staff/members function in minimal time</p>
<p>Plan for technology changes that impact training needs</p>	<p>Training included in acquisition of new equipment and technology</p>	<p>Staff/members able to utilize new equipment and technology in minimal time</p>
<p>Identify and plan for funds to meet training needs</p>	<p>Funding available for training</p>	<p>Adequate funds to meet training needs</p>
<p>Re-evaluate training/orientation plans at least annually</p>	<p>Plans re-evaluated and updated annually</p>	<p>Most current orientation and training material utilized</p>
<p>All staff cross trained in multiple functional positions</p>	<p>Training on-going to insure continuity of Board function</p>	<p>Staff able to perform all functions of the Board</p>
<p>Salaries and benefits reviewed periodically to insure attraction of qualified personnel for key positions</p>	<p>Salaries reviewed and adjusted as needed to remain competitive in attracting qualified applicants.</p>	<p>Salaries adequate to attract qualified successor</p>