

IDAHO STATE BOARD OF MEDICINE

STRATEGIC PLAN



Fiscal Years 2017-2020

SUBMITTED August 25, 2016

Mission

To protect and enhance the public's health, safety and welfare by establishing and maintaining standards of excellence used in regulating the practice of medicine and ensuring quality health care for the citizens of Idaho through licensure, discipline, and education.

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 five boards, one advisory committee and 31 board/committee members. The Board has primary responsibility 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.

Outcome Based Vision

The Idaho Board of Medicine will strive for licensing and regulatory excellence to be recognized as leader in these arenas.

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 Idaho 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 training, knowledge, management, and a commitment to provide the highest quality most cost-effective service. The main services provided by the Idaho Board of Medicine include:

- Licensing of qualified applicants;
- Enforcing the Medical Practice Act through the investigation of complaints against license holders, with the subsequent discipline of those found to be in violation of the Medical Practice Act or rules;
- Promoting the rehabilitation of impaired health care providers regulated by the Board; and
- Providing information to interested consumers.

Key External Factors

Shifting economic, political, social and professional climates that are beyond the Board's control may impact the accomplishment of long-range goals and objectives. These include:

- State legislation can alter or significantly impact the functions of the Board;
- Federal and state initiatives, insurance carriers, and technological advances could impact the health care delivery system and professional regulation, specifically with regards to the practice of medicine across state lines, health care reform, access to health care information, and telemedicine;
- Economic conditions within the state are dynamic and constantly evolving and have the potential to influence the recruitment and retention of health care professionals in Idaho;
- Technology is evolving faster than regulatory agencies can realistically keep up with in regards to rulemaking;
- Emergencies necessitate a mobile, competent health care workforce; and
- The delivery of health care via a remote delivery system will create additional regulatory requirements to insure that providers are accountable to the citizens of Idaho for the quality of care.

GOALS

Goal #1: Protect Public Safety by Effectively Regulating the Practice of Medicine

OBJECTIVES:

1. Maintain well-defined, structured licensure and enforcement processes as required by state law;
2. Successfully complete all state required reporting and audit requirements and ensure public information is readily accessible online and via electronic publications;
3. Pursue agency legislation and rule changes to operationalize identified opportunities:
 - a. Work closely with the Division of Management and the Governor’s Staff to ensure close alignment of agency legislation with executive priorities within established deadlines.
 - b. Work closely with the Division of Management to ensure all requisite forms are submitted within established deadlines.
4. Maintain an efficient, accurate, and responsive licensing system to ensure the minimum requirements are met for all health professionals under the purview of the Idaho State Board of Medicine;
5. Leverage technology to ensure efficient agency operations;
6. Provide excellent customer service; and
7. Identify opportunities for improvement:
 - a. Collect comparative data and information from other states, including their experiences and outcomes;
 - b. Monitor federal law changes relevant to the practice of medicine;
 - c. Identify innovative concepts that may be replicated in Idaho; and
 - d. Cultivate ideas and feedback from relevant stakeholders, including licensees, staff, Board members, and the public.

Performance Measure	Benchmark
Complete all reporting and auditing requirements	100% on schedule
Review and evaluate policies and procedures to ensure they are meeting business needs and are in compliance with state policies.	Annually
Review and analyze all relevant extra-agency legislative proposals	Complete within three (3) days of introduction by print hearing
Staffing in each functional area is adequate and balanced for the workload	100% of the staff are trained and flexible to meet demand in all functional areas
Integrate the Interstate Licensure Compact licensing processes with those of the Board of Medicine	Initial process, as determined by the Interstate Medical Licensure Compact Commission (IMLCC), is incorporated and functional by the deadline set by IMLCC

Goal #2: Provide Coordinated Outreach and Education to the Public and Licensees and Board

OBJECTIVES:

1. Provide information on the Medical Practice Act and the role of the Idaho Board of Medicine;
2. Leverage technology to ensure broad access to educational information;
3. Provide excellent customer service; and
4. Identify opportunities for improvement.

Performance Measure	Benchmark
Maintain agency’s ongoing public awareness through public presentations; outreach to medical societies, schools and professional associations; update agency website and publications, and appropriate social media	<i>Ongoing:</i> Presentations and meetings tracked <ul style="list-style-type: none"> ▪ Educate licensees about the Medical Practice Act, Board processes, mission, vision, etc. via website and member association presentations ▪ Produce four (4) newsletters a year ▪ Deliver information to credentialing committees and hospital personnel regarding the relationship between peer review activities and complaint review and disciplinary processes and procedures (minimum of one Grand Round per year)
Improve access and transparency of agency role and functions	Access to online information on BOM website and educational campaigns – fully functional by 7/2019

Create Agency FAQs to educate licensees, board, stakeholders and the public on Agency processes, germane topics, developing issues, etc.	By 7/2017; update annually or more frequently as needed
Implement presentations at Board Meetings on new laws, developing issues in the profession, processes, positions of the Board, etc.	Semi-Annually

Goal #3: Improve Access to Quality Care Through Efficiently Managing Licensure & Renewal of Licensure

OBJECTIVES:

1. Improve processing time for initial licensure and re-licensure through increased accessibility/technology and sharing of source documents;
2. Allow applicant online access to check the status of application;
3. Provide excellent customer service; and
4. Identify opportunities for improvement.

Performance Measure	Benchmark
Increase online initial or renewal applications of physicians and physician assistants	100% of all Physician and Physician Assistant licensing functions on-line by 7/2018
Delegation of Service Forms completed online	100% by 7/2018
Online application processes for Allied Health Professionals	70% of all Allied Health licensing functions on-line by 2018
Key stakeholders and Employers are able to access on-line information for credentialing or hiring of licensees	Fully accessible on-line availability by 7/2020
Customer satisfaction survey of licensing process	Starting in 7/2018, on a staggered schedule, develop and conduct customer satisfaction physicians, doctors of osteopathy, physician assistants, dietitians, respiratory therapists, and athletic trainers - Complete by 7/2020

Goal #4: Conduct Appropriate Investigation of Complaints Against Applicants/ Licensees

OBJECTIVES:

1. Continue to work collaboratively with other state and federal agencies, healthcare entities, other state licensing boards, etc., in identifying licensees who may be in violation of the Medical Practice Act in order to ensure public safety;
2. Improve communication with the public in order to increase awareness regarding the Board's jurisdiction over complaints against licensees;
3. Continue to streamline investigative assignments and improve processing time of cases under investigation to assure timely actions and public protection;
4. Sanction practitioners who are incompetent, unprofessional, unethical, or are in violation of statutory or regulatory requirements;
5. Assure all actions are promptly and appropriately reported to the National Practitioner Data Bank (NPDB) and the Federation of State Medical Boards (FSMB) as required;
6. Provide excellent customer service; and
7. Identify opportunities for improvement.

Performance Measure	Benchmark
Conduct competent, fair, and timely investigations	<ul style="list-style-type: none"> • Correspond in writing to the complainant within 10 days, when possible, and provide written information regarding the complaint process • Correspond in writing to the provider within 10 days, when possible, explaining the nature of the complaint and provide written information regarding the complaint process

Continue to monitor timeliness and thoroughness of investigations	<ul style="list-style-type: none"> • Monitor the case to insure the provider has replied; correspond in writing to the complainant and the provider advising of the case's status at least every 45 – 60 days (until on-line access is implemented 7/2019) • 80% of disciplinary cases resolved within 12 months • 60% of disciplinary cases resolved within six (6) months
Inform licensees and applicants under investigation about the process	On-line access to status of investigation by 7/2019

GOAL #5: Promote the rehabilitation of impaired health care providers regulated by the Board

OBJECTIVES:

1. Continue to develop ways the Board can assist and support the recovery of impaired practitioners;
2. Continue to improve communication between the Physician Recovery Network and the Board regarding compliance status of all mandated participants;
3. Develop new strategies to identify and secure physicians and other health care professionals to serve on impaired physician advisory committees;
4. Use data and information to detect opioid misuse/abuse, monitor morbidity and mortality, and evaluate interventions;
5. Conduct fair and timely investigations, ensuring due process for respondents;
6. Provide excellent customer service; and
7. Identify opportunities for improvement.

Performance Measure	Benchmark
Respondents have on-line access to status of their case	On-line status functionality by 7/2019
Board members and staff continue to participate in educational conferences and work groups on the topic of narcotic and opioid prescribing	Annually
Maintain an ongoing list of qualified resources, services for assessment and follow-up	Update annually

Goal #6: Support a Culture of Excellence by Identifying and Addressing the Education and Training Needs of the Staff and Board Members

OBJECTIVES

1. Promote employee growth, enrichment and diversity to ensure that each staff member is equipped to serve the Idaho Board of Medicine;
2. Foster a safe and professional working environment;
3. Optimize technology tools to simplify and streamline agency functions;
4. Attract, train and retain quality staff and Board members;
5. Provide appropriate training to staff and Board Members as needed;
6. Review and evaluate policies and procedures on an ongoing basis;
7. Provide excellent customer service; and
8. Identify opportunities for improvement.

Performance Measure	Benchmark
Deliver agency wide training that includes diversity, safety, wellness, policies, confidentiality, information technology, changes to rules, statutes, and procedures and other training to meet evolving needs	Annually, and as needed