

MULTI-YEAR AGENCY STRATEGIC PLAN (FY 2014-2018)

ARIZONA MEDICAL BOARD

And

ARIZONA REGULATORY BOARD OF PHYSICIAN ASSISTANTS

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A.R.S. §32-1401 *et.seq.* and A.R.S. §32-2501 *et.seq.*

Mission:

The mission of the agency is to protect public safety through the judicious licensing, regulation, and education of physicians and physician assistants.

Vision:

Protection of the Public through Regulatory Excellence

Agency Description:

The Agency staff supports two Boards – the Arizona Medical Board, which licenses and regulates allopathic physicians, and the Arizona Regulatory Board of Physician Assistants, which licenses and regulates physician assistants. The Agency processes applications for licenses, handles public complaints against licensees, and disseminates information pertaining to licensees and the regulatory process. The two Boards determine and administer disciplinary action in the event of proven violations of their respective practice acts. Together, the Boards regulate over 24,000 licensees.

Agency Core Values:

- Public Protection
- Integrity and Teamwork
- Competent, Courteous and Professional Service
- Responsible Fiscal Management

Strategic Issues:

Issue #1: Consolidation of essential agency functions focused on public protection through the examination of regulatory issues, ongoing education of staff and Board members, active dissemination of public information, and public outreach.

The Arizona Medical Board and the Arizona Regulatory Board of Physician Assistants continually strive to proactively explore areas influencing healthcare delivery and public safety. The boards will focus on essential agency functions and concentrate on those matters that directly affect the health and well-being of Arizona's citizens. The boards will continue their advances toward providing clear direction through policy and statutory initiatives, participating in ongoing educational opportunities in regulation, and staying on the forefront of providing public information that affects healthcare decision making.

Goal 1: To increase activities devoted to addressing public safety, healthcare and regulatory issues of importance to licensees, stakeholders, and the general public through collaboration with others, policy making, and information dissemination

Objective 1.1: Increase time spent addressing public safety, healthcare or regulatory issues through subcommittee discussion and adoption of relevant substantive policy statements and rules.

Objective 1.2: Increase the availability of educational and regulatory information to licensees, stakeholders, and the general public

Strategic Plan Measurement	FY 13 Goal	FY 13 Actual	FY 14 Goal	FY 15 Goal	FY 16 Goal	FY 17 Goal	FY 18 Goal
Number of substantive policy statements, guidelines, rules, or rule revisions adopted	2	1	2	2	2	2	2
Number of staff members who attended one or more Board-funded trainings, seminars, or conferences	20	36	20	20	20	20	20
Number of public awareness activities, and number of press releases, health advisories, and other notifications published on the Board website or transmitted to licensees via e-mail blasts	25	11	25	25	25	25	25

Issue #2: Stabilization of database infrastructure to support e-licensing, regulatory, and information dissemination processes, as well as increased capacity for performance measurement, through improved information technology and other process improvements

The Board has had a successful electronic licensing renewal (e-licensing) for over five years. The agency continues to stabilize the system to ensure on-line security as applicants and licensees share confidential information with the boards during the licensing and renewal process and as financial transactions take place.

The agency successfully implemented the medical doctor verification through the VeriDoc web site. This process assists physicians by enabling them to request verifications for more than one state and have the verification sent directly to other state boards. The infrastructure will continue to evolve as other electronic functions are made available to licensees and the public as well. The database also tracks staff progress during the investigative and post adjudication processes allowing for statistical data analysis and identification of process improvement.

Goal 2: To improve efficiency of licensing, regulatory, and information dissemination processes.

Objective 2.1: To improve upon prior year performance levels in license processing.

Objective 2.2: To improve upon prior year performance levels in complaint investigation and case resolution.

Objective 2.3: To improve upon prior year performance levels in responding to public information requests.

Strategic Plan Measurement	FY 13 Goal	FY 13 Actual	FY 14 Goal	FY 15 Goal	FY 16 Goal	FY 17 Goal	FY 18 Goal
Average time to approve an MD license from receipt of application	30	13	30	30	30	30	30
Average time to approve a PA license from receipt of application	17	14	17	17	17	17	17
Average number of days to process an initial medical doctor application upon receipt of completed application (locked budget measure)	2	8	7	7	7	7	7
Average score of agency-wide customer service satisfaction surveys (scale of 1-8)(locked budget measure)	7.5	7.8	7.5	7.5	7.5	7.5	7.5
Average number of days to complete a MD investigation (locked budget measure)	140	126	140	140	140	140	140
Average number of days to complete a PA investigation (locked budget measure)	130	127	130	130	130	130	130
Average number of days to resolve a MD case (locked budget measure)	180	150	180	180	180	180	180
Average number of days to resolve a PA case (locked budget measure)	180	141	180	180	180	180	180
Number of MD cases referred to formal hearing (locked budget measure)	20	15	20	20	20	20	20