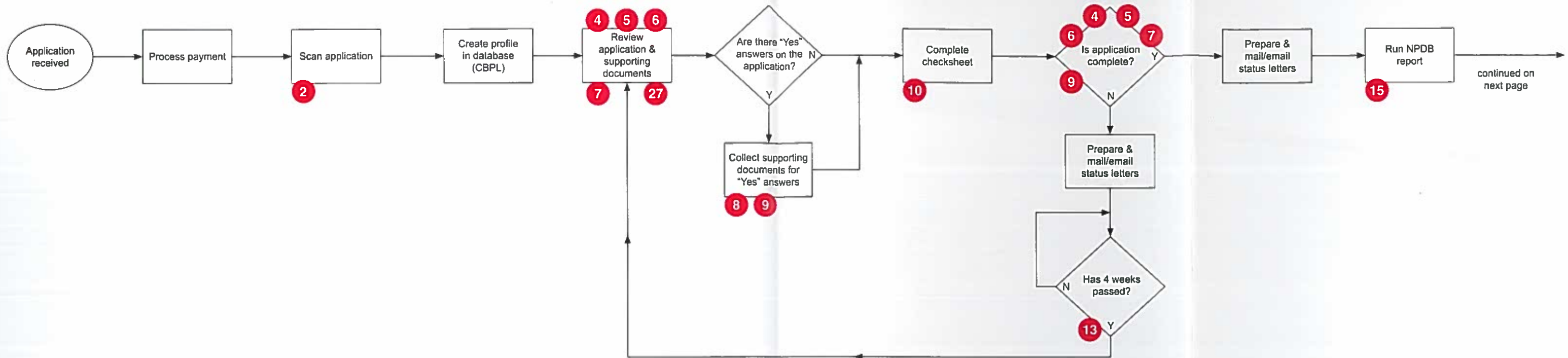


## Medical Licensure Process

Process Advantage® 3

1 3 11 12 14 16 21 24 26

### Current Process



### Rubs

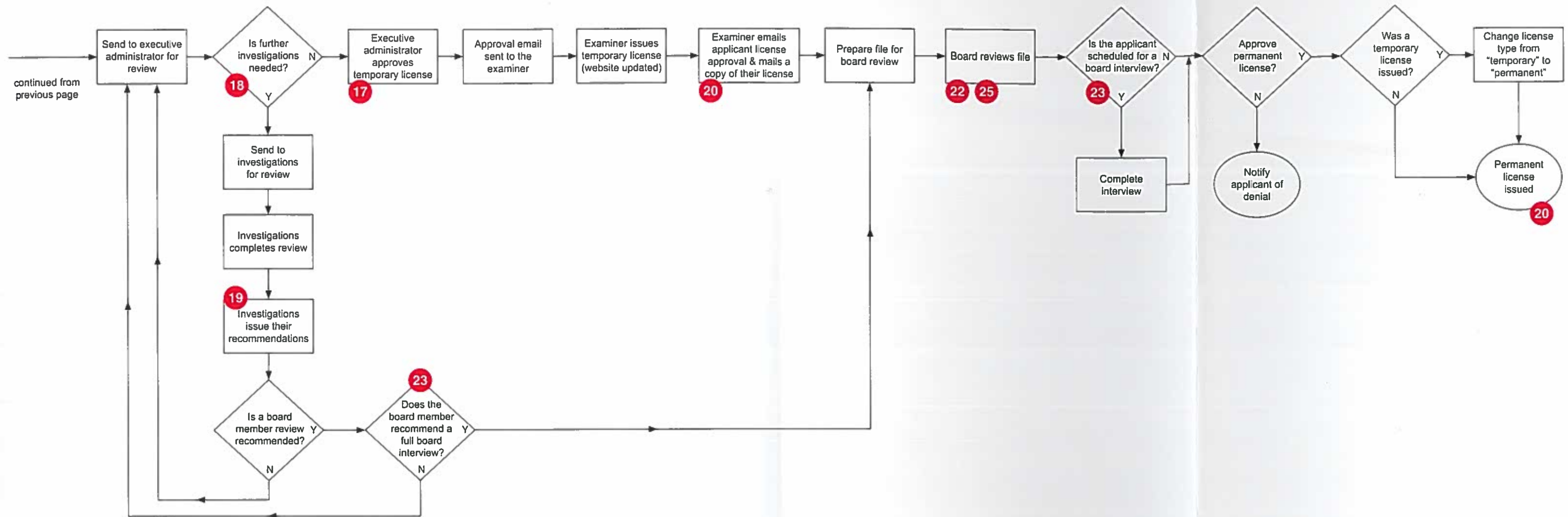
- 2 - Inconsistent scanning & stamping of documents. We need office assistants to be credible in scanning, especially on stamping important docs (i.e. notarized pages) & processing documents with fee's.
- 4 - Divisions policy of processing new applications within 10 business days. sometimes the timeline is not manageable because of other factors such as renewals, sending status updates, & the high volumes of phone calls & emails.
- 5 - Photo is added & required. The notary page with the picture on it is mostly submitted incorrectly, & we need to request a new one to be mailed again - which takes more wait time.
- 6 - The "duration at address" on page 1 of application is not even required, in reg's but is often missed & overlooked, it needs to be corrected.
- 7 - We require that the applicants send certified true copies of their diploma & certificates but a lot of applicants do not follow. Do we need certified true copies, when we already require verifications?
- 8 - Misinformation of marking "yes" or "no" on applications. They don't fully read or understand the questions.
- 9 - Not providing enough documentations to support discrepancies which adds to more wait time.
- 10 - Outdated check sheets.
- 13 - 99% of the applications processed are incomplete, & with the amount of new applications we receive, we can only give them an update once a month. If we have more staff, we can provide status updates more often.

- 15 - The OA is only allowed to run the NPDB once a week. But with the volume of applications needed to be reviewed, we need to run NPBD reports at least twice a week.
- 17 - Every single application needs to be approved by the EA, & considering the amount of apps we forward, waiting for approval can be time consuming.
- 18 - Applications sent to the investigations are not reported consistently to the examiner.
- 19 - Not enough communication between investigator & applicants. Examiners get a lot of inquiries, but do not have enough information to provide.
- 20 - Incorrect addresses - applicants complain that they did not receive a copy of their license because they do not update their address with the examiners.
- 22 - The board needs to review every single file even those who do not have discrepancies. It's time consuming & expensive.
- 23 - Requiring full board interviews constitutes a delay, with no obvious benefits. Those applications that go to interviews get approved anyways.
- 25 - Staff is not allowed to goto board meetings, & no board meetings are held in Juneau, when majority of the staff are in Juneau.
- 27 - Waiting on other states, agencies, facilities, institutions, to send in the needed verification via US Mail.

## Medical Licensure Continued

Process Advantage® 4

1 3 11 12 14 16 21 24 26



### Global Rubs

- 1 - We cannot receive electronic documents; for every type of document, for every application
- 3 - Applicants do not follow instructions & do not fill out applications properly. Not all documents are received. Examiners need to ask for more docs.
- 11 - Lack of training for staff; not enough knowledge on statuses & regulations, incorrectly processing, filling out check sheets. Lack of time to train due to volume. One RLS for just Med Staff like nursing?
- 12 - Having to send initial status updates via mail, when we could correspond via email all throughout the application process.
- 14 - Understaffed! With the amount of workload & application we receive, we need to have more man power to be able to maximize our processing. SB74 comes into effect.

- 16 - Staff are not all in the same office - it will be beneficial if all staff members are together, including the EA, to be more consistent & better at communicating with each other & for training on the future.
- 21 - No electronic means for the board to review applications. We print out all files that need to be reviewed & FedEx boxes, which is more time consuming & expensive.
- 24 - Statute & regulations changes needed.
- 26 - High volume of phone calls, emails, walk-ins.

### Current Process Performance

#### Processing Time:

1. From time of application to issuance of permit
  - 2 - 4 months
2. Time of application to status letter/email
  - Within 10 business days
3. Time from status letter to completion of application
  - 2 - 4 months
4. Time of completion of application to issuance of permit
  - 15 - 20 days