

Executive Director Report: Licensing – How is it so complex?



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Our goal is to achieve same day license renewals and drastically shortened times to approve initial licensing applications while satisfying the need for public protection. What are some of the barriers to this lofty but common sense goal? Here is a look at the issues and how we are working to resolve them:

Issue	Resolution
<p>The System:</p> <p>The current licensing system was procured in 2008 and is no longer maintained by the vendor, so we cannot upgrade its capabilities or add on new customer-friendly features. It's old. It's clunky. It's not user friendly. It's what we have.</p>	<p>While we will be getting a new system (in 3-4 years), we need to do something now to reduce licensing times. We have begun scrutinizing all of our processes to see where and how we can streamline and see if we can at least add some customer-friendly services that are not part of the old system in the interim.</p>
<p>The Renewal Application:</p> <p>We added eight questions to the renewal application November 2018 to gather some information from the licensee population. These questions added complexity to the application for both the licensee and the Commission staff who review them.</p>	<p>We are re-examining the need for these questions and how we can move forward with a more streamlined renewal process.</p>
<p>Requirements for Initial Licensing:</p> <p>We currently require initial license applicants to provide work history, five years' worth of hospital privilege information, a photo and much, much more. These requirements add complexity, lead times and confusion to the application process.</p>	<p>We are examining everything we ask the applicant to provide for their initial license to see if we can streamline the process, eliminate some of those requirements or procure the information in way that does not require the applicant to provide it.</p>

We know that some stakeholders expressed frustration with our licensing times – we are frustrated too. We want to license physicians and physician assistants as quickly as possible with the least amount of steps, paperwork, staff time and frustration for you. We also take seriously our need to appropriately scrutinize applications with an eye for public protection. This is a work in progress and we are committed to making a real difference for you.

Online Delegation Agreements Are Now Available.
Completing the new online form for delegation agreements will allow PA's same-day provisional approval to practice. Access the free online form [here](#).