



WASHINGTON
**Medical
Commission**

Licensing. Accountability. Leadership.



Performance Report

Fiscal Year 2023



Summary

The Washington Medical Commission's (WMC) performance measures (PM) demonstrate to the health care community and the general public what we are doing to achieve WMC's goals in nine separate measures. This report should be used to illustrate where we have been and where we are now in regards to these performance measures, and to be transparent about areas of potential improvements. Highlighted in this annual report are noteworthy milestones the WMC has achieved over the last year toward a single, overarching goal; Protect the public by ensuring quality healthcare is provided by physicians and physician assistants.

This Fiscal Year (FY) 2023 performance measures demonstrates variation across the departments with regards to workloads, improvements, and obstacles.

Performance measure data, when available, will be compared to the previous fiscal year(s). Demographic information will be provided when available and appropriate.

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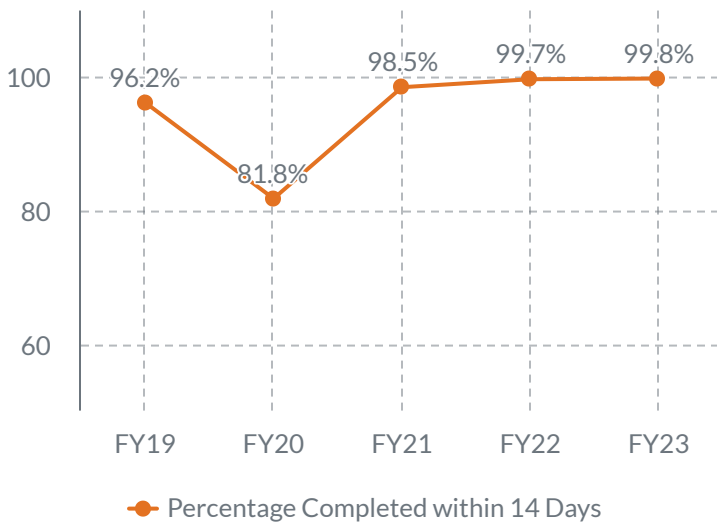


Licensing

Performance measure **1.1** tracks health care credentials issued within 14 days of receiving all documents. The target for this measure is to have at least 77 percent issued within 14 days.

In FY23 99.8 percent of the 4,297 applications processed had their respective credentials issued within 14 days of receiving the complete application.

Percentage of Licenses Processed Within 14 Days FY Comparison



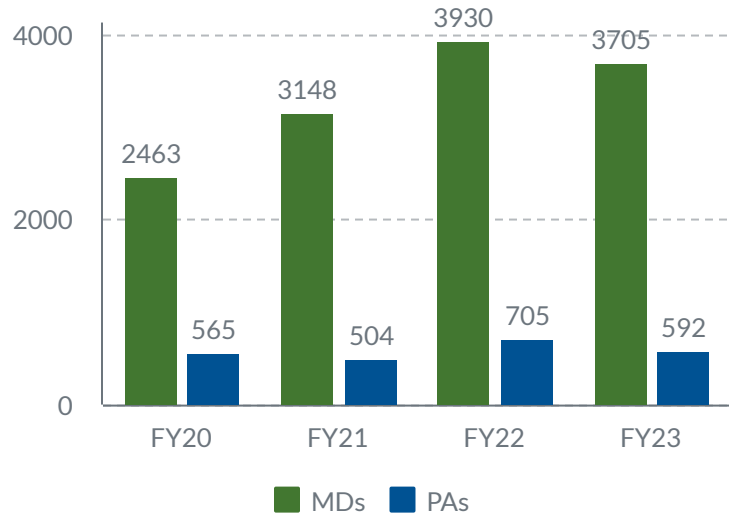
FY23 1.1 PM

99%



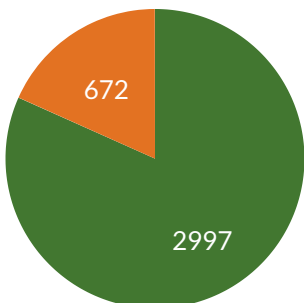
Target Met

Number of Licenses Issued

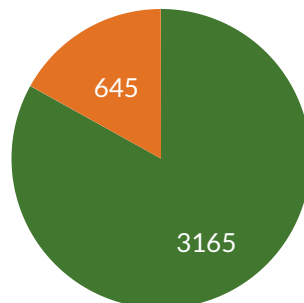


Applications Received

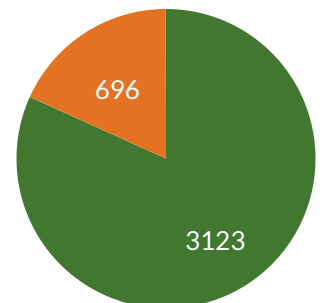
FY21



FY22



FY23



MD (81.68%) PA (18.32%)

MD (83.07%) PA (16.93%)

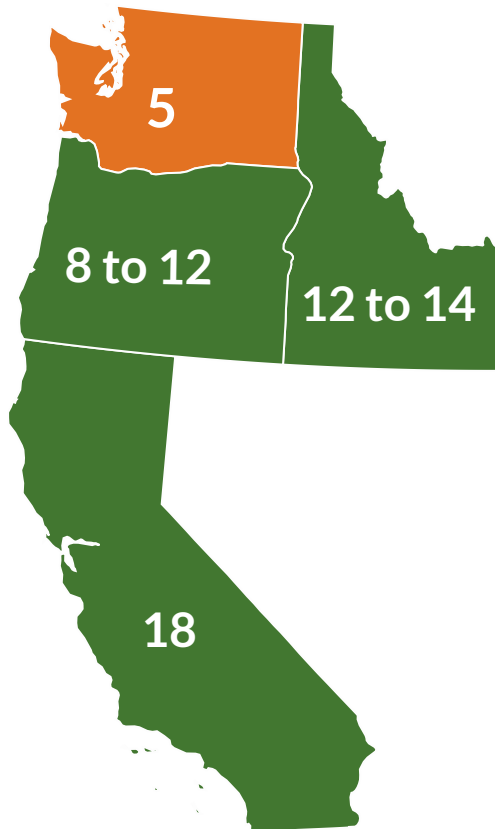
MD (81.78%) PA (18.22%)

**Data does not include IMLC Applications received

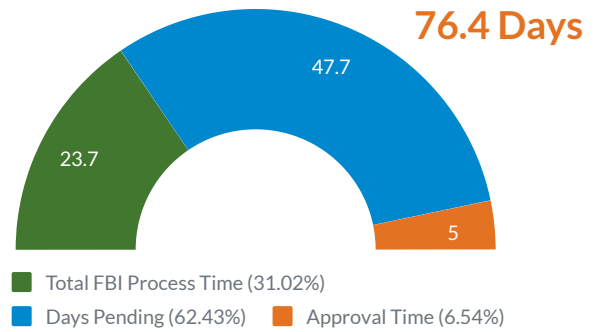


Average Licensing Time Information

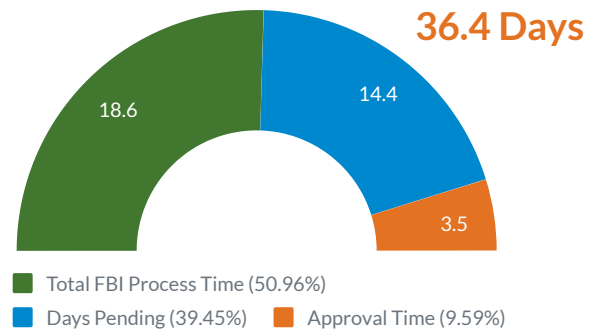
Weeks to Issue a Credential WA vs. Neighboring States



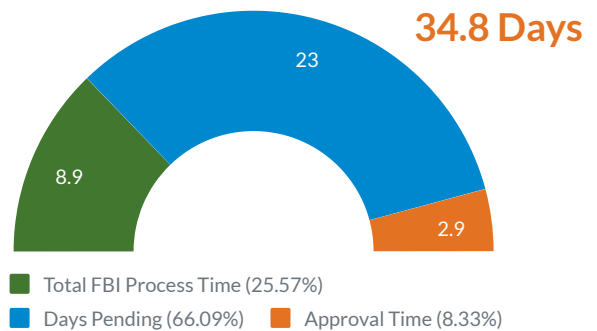
FY21 Average Licensing Time



FY22 Average Licensing Time



FY23 Average Licensing Time



Important Numbers



While the time it took WMC to issue a license only slightly decreased (4.4%) from FY22 to FY23, the time is significantly less (65%) than the neighboring states in the Pacific Northwest and is 37% less than the national average (8 weeks) per the American Medical Association.

**Days pending includes time WMC Licensing Specialists spend reviewing and verifying application documents and time for DOH to enter FBI Background Check results into the licensing database.



Intake & Assessment

The Intake and assessment step tracks the number of days it takes to make a determination as to whether or not a report (complaint) will be authorized for an investigation.

Performance measure **2.1** indicates the percentage of cases in which the intake and assessment step is completed within 21 days. The target percentage for cases processed within 21 days is 77 percent.

In FY23 99 percent of the complaints received completed this step within 21 days, the same as the previous two fiscal years.

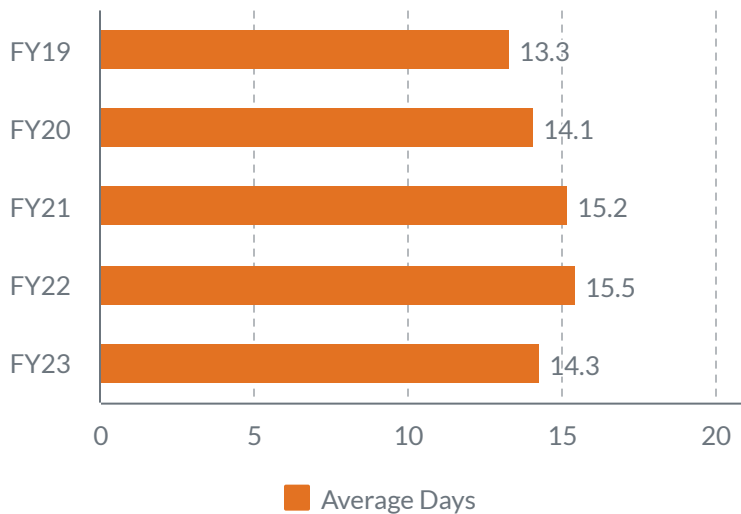
FY23 2.1 PM

99%

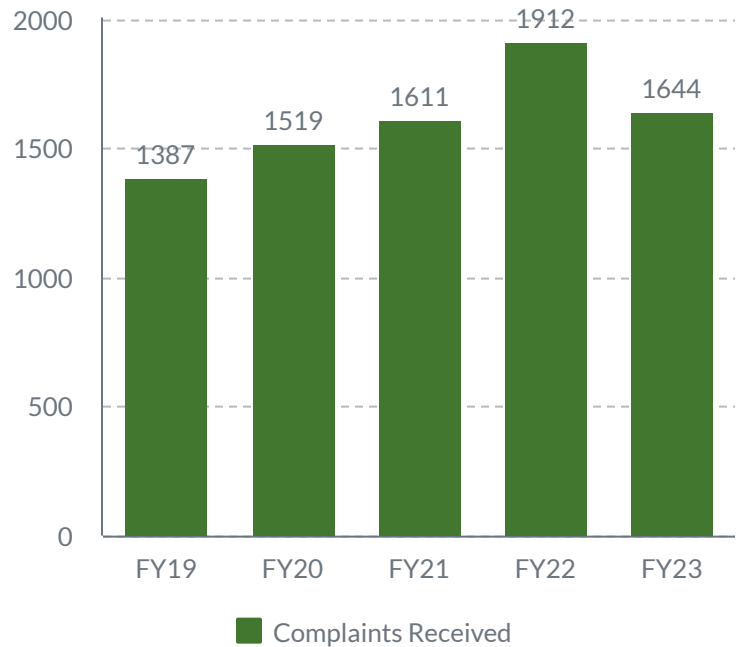


Target Met

Average Number of Days to Complete Intake & Assessment Step



Number of Complaints Received



Important Numbers



25% of complaints presented to the Case Management Team (CMT) were **authorized** for investigation in FY23.

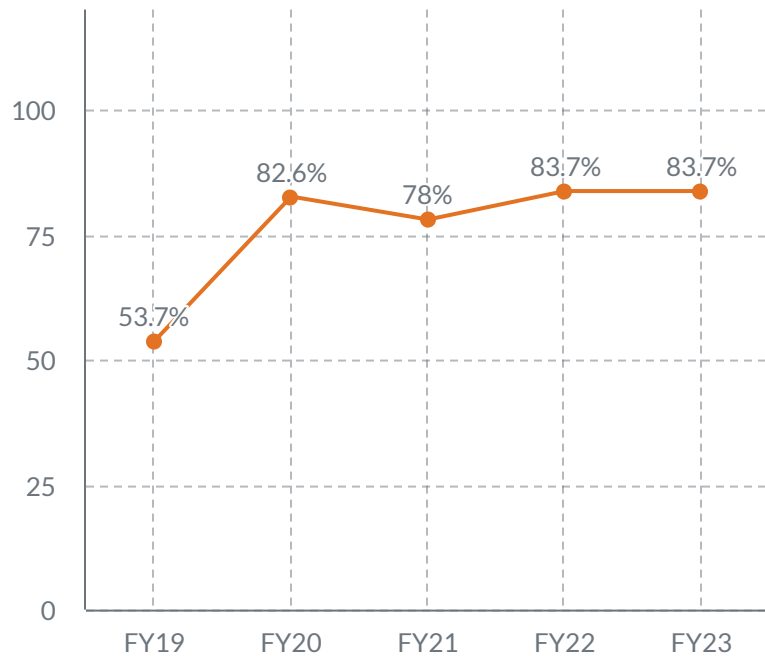


Investigations

Performance measure **2.2** states that 77 percent of our investigations need to be completed within 170 days.

In FY23 84 percent of the 606 investigations that were closed were completed within 170 days.

Percent of Investigations Completed Within 170 Days



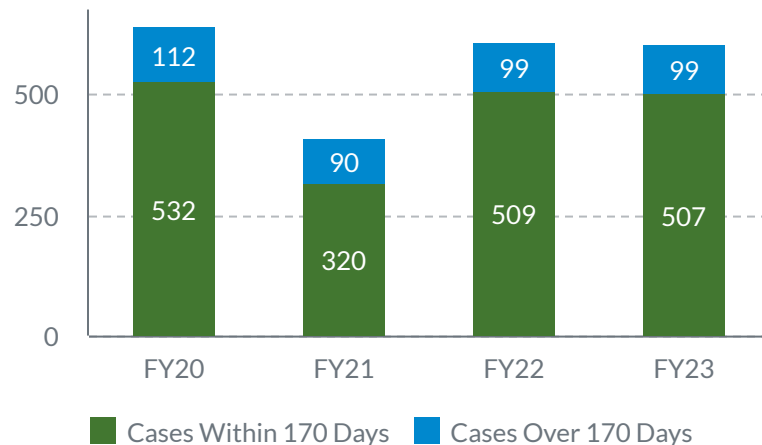
FY23 2.2 PM

84%



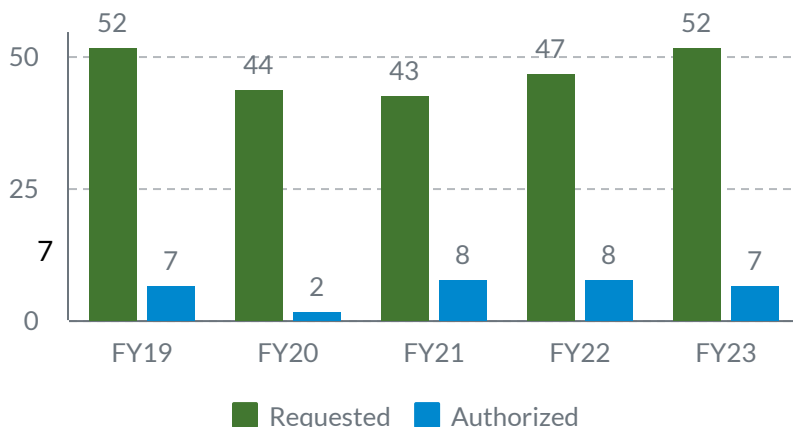
Target Met

Completed Investigations Case Count



Complaint Reconsiderations Requested

Requested v. Authorized



If a complaint is closed without being investigated, the complainant has 30 days to file a request for the WMC to reconsider their decision (if there is new information that was not included in the original complaint).

In FY23, 13.5 percent of the requested reconsiderations were authorized for an investigation.



Investigations

FY23 2.4 PM

6%

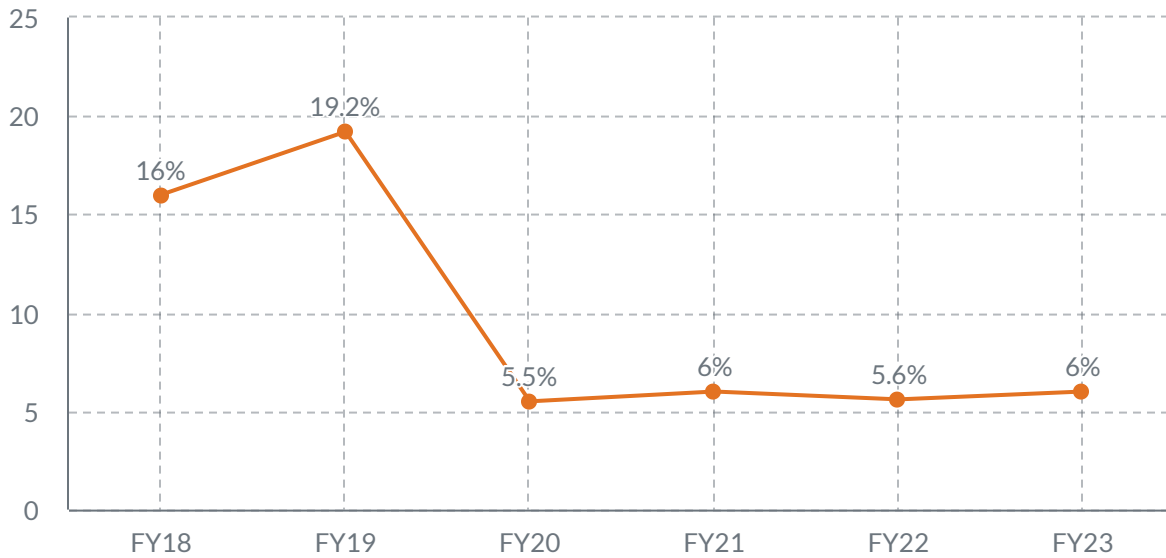


Target Met

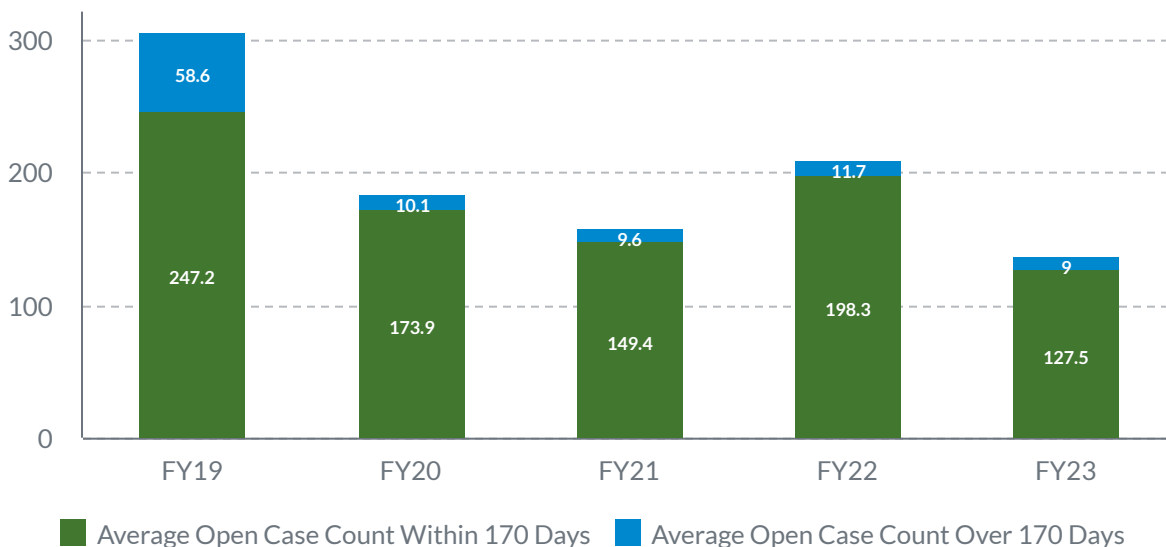
Performance measure **2.4** tracks the number of open investigations that are over 170 days and requires that no more than 23 percent of open investigations exceed 170 days.

On average in FY23 only 6 percent of investigations were over 170 days, well under the cap of 23 percent.

Percentage of Open Investigations Over 170 Days



Average Open Investigations (Monthly)



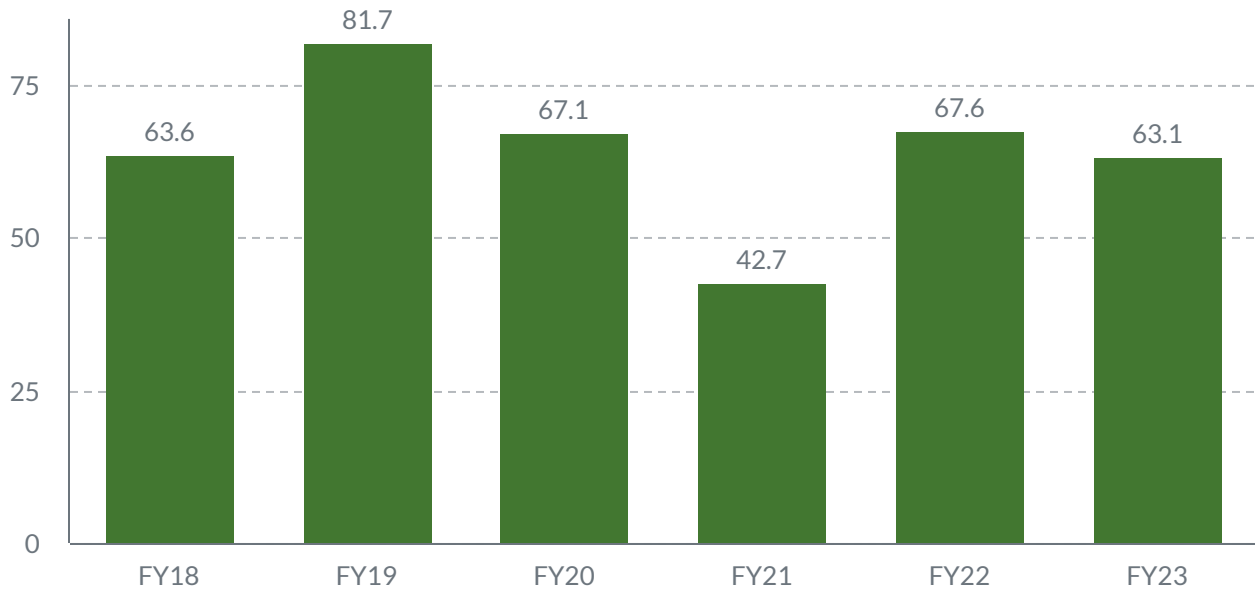


Investigations

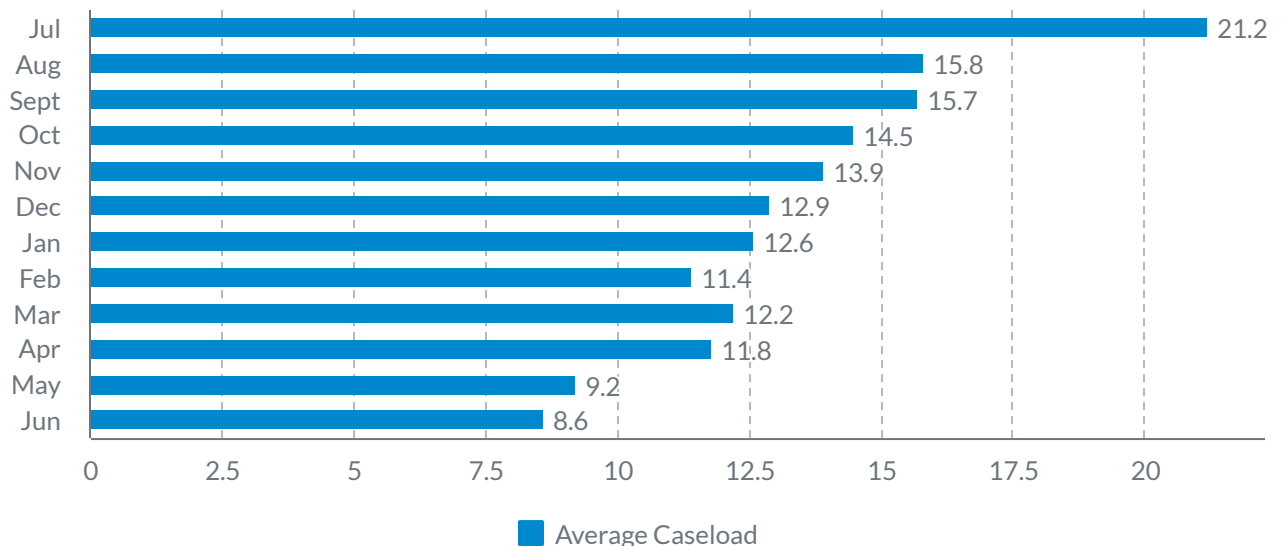
Performance measure **3.1** measures the number of completed investigations with respect to the number of investigators.

In FY23 each investigator closed an average of 5.2 cases a month, a slight decrease from 5.6 cases per month in FY22.

Average Number of Investigations Completed per Investigator



(FY 23) Average Caseload Per Investigator



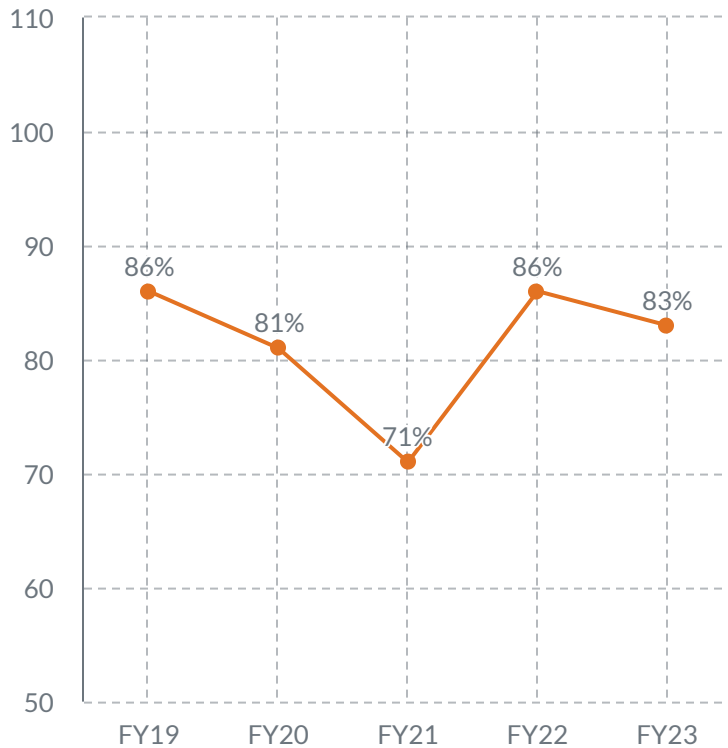


Case Disposition

Performance measure **2.3** states that 77 percent of cases need to have completed the case disposition step within 140 days.

In FY23 83 percent of the 628 cases in Case Disposition were completed in 140 days.

Percent of Cases Completed in 140 Days



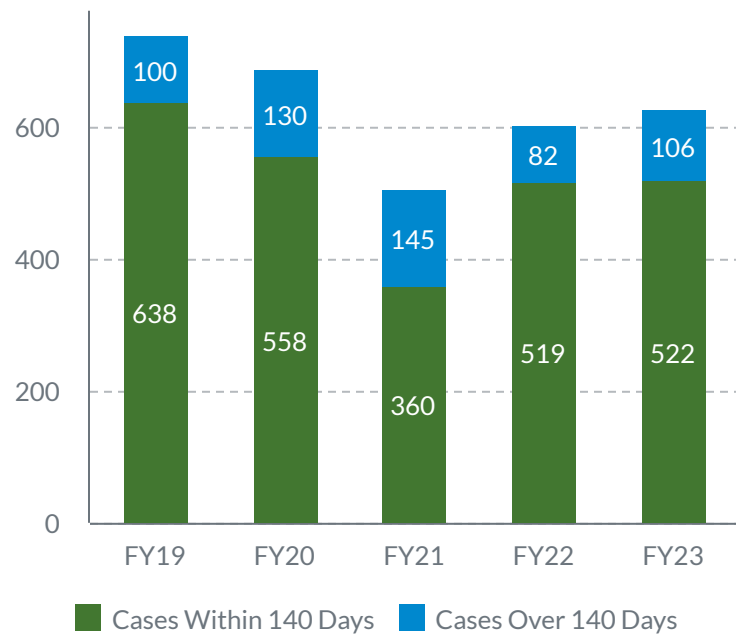
FY23 2.3 PM

83%



Target Met

Completed Case Dispo Cases



Important Numbers



STID/SOA DRAFT → **APPROVED** → **SERVED**

In FY23 it took an average of 93 days from the drafting of an SOA to it being served. This timeline includes the time it takes for a panel of commissioners to approve the draft. The informal goal for this process is 45 days, but can be impeded by the commission meeting schedule. Starting in FY24, more meetings have been scheduled, which will hopefully improve performance.



Case Disposition

Performance measure **2.5** requires that no more than 23 percent of open cases be older than 140 days.

In FY23 there was an average of 124 open cases per month in the Case Disposition step. 30.4% of these cases were open for more than 140 days.

The reason for this high percentage is due to the high number of complex legal cases involving off-label prescribing of medications to treat COVID-19 as well as cases dealing with an issue of first impression—promulgation of misinformation related to the SARS-CoV-2 viruses and the vaccines that treat COVID-19. Those cases required additional time to investigate, review, and then prepare for charging.

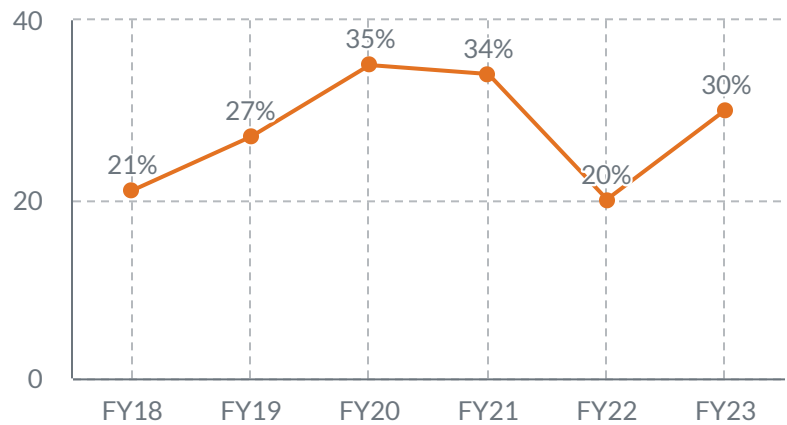
FY23 2.5 PM

30%

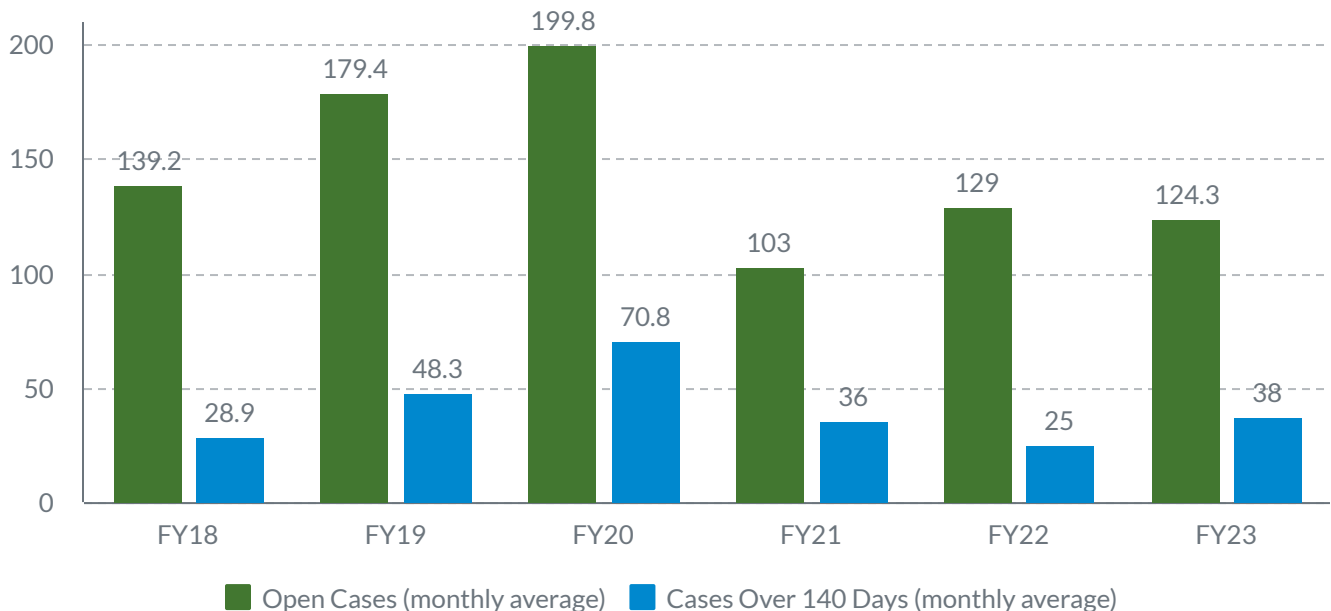


Target Not Met

Percentage of Cases Over 140 Days



Open Cases in Case Disposition





Case Disposition

Performance measure **2.6** measures the consistency of disciplinary orders by measuring how often a disciplinary authority complies with the sanction rules. PM 2.6 requires that 93 percent of orders are in compliance.

Out of the 74 cases where charges were issued, 99 percent complied with the rule.

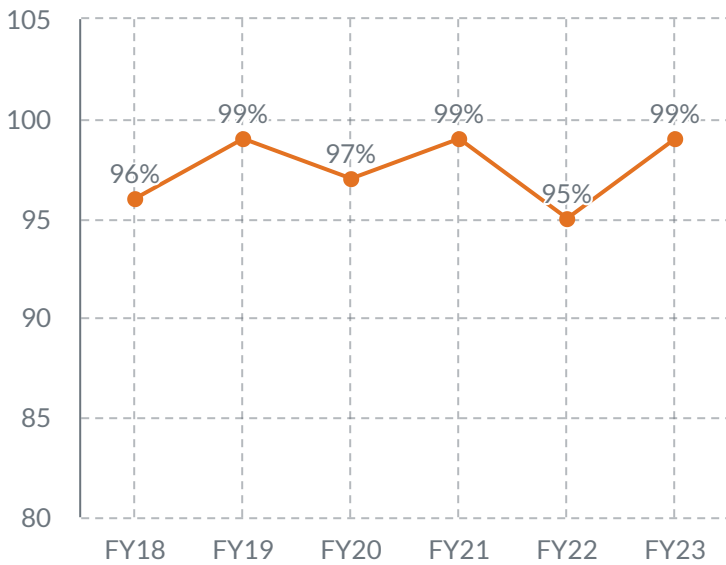
FY23 2.6 PM

99%

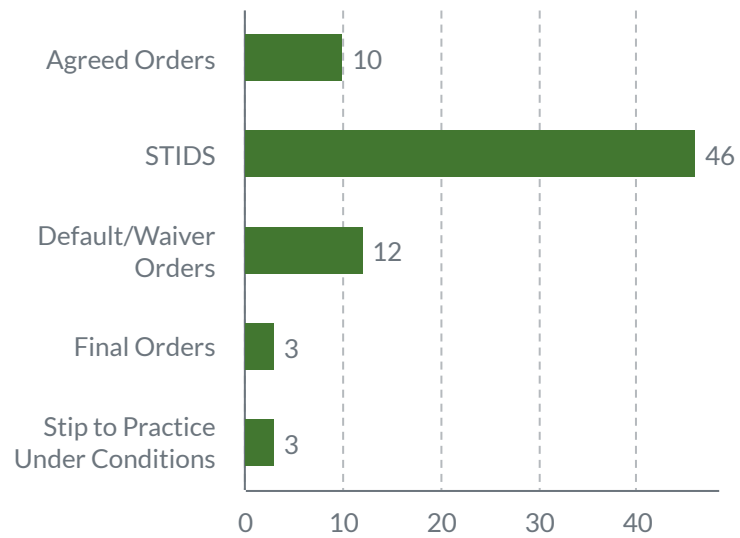


Target Met

Percent of Orders and STIDS that Comply with Sanction Schedule



FY23 Discipline Type Breakdown



Important Numbers

FY22- **79** Total Disciplinary Actions

FY23- **74** Total Disciplinary Actions





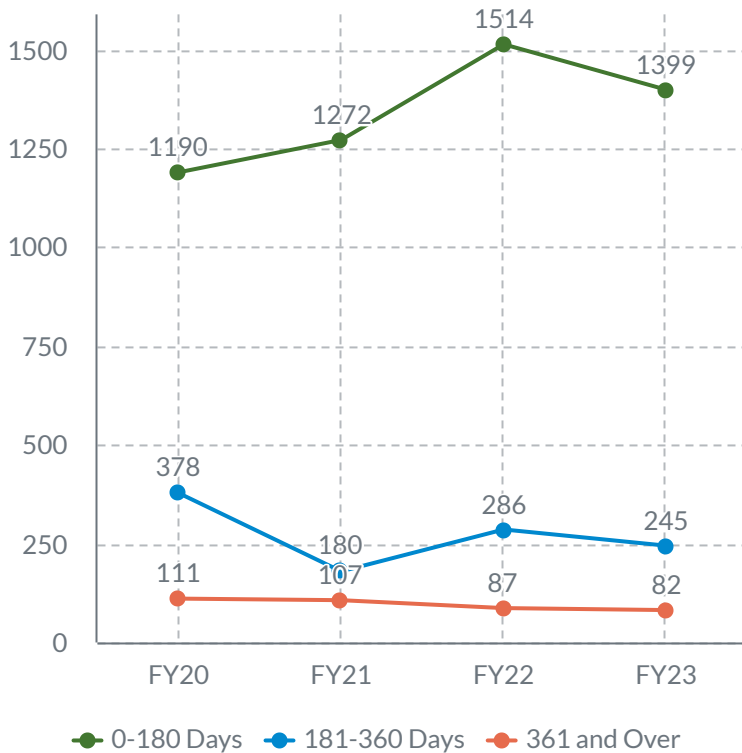
Cases Closed

Performance measure **2.8** looks at how many cases were resolved within 360 days.

PM 2.8 is broken up into three time periods:

- Cases closed within **180** days
- Cases closed within **181-360** days
- Cases over **360** days

Count of Cases Closed



FY23 2.8 PM

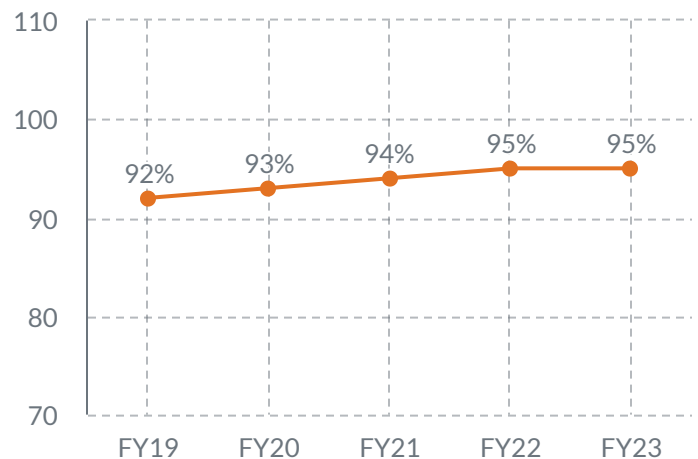
95%



Target Met

In FY23 95 percent of the 1726 completed cases were closed within 360 days.

Percent of Closed Cases Completed within 360 Days



Important Numbers

68% of the 1,726 Cases Closed in FY23 were closed without investigation

Of those closed without investigation, the majority (76%) were closed because it was determined that based on the information provided, no violation of law occurred

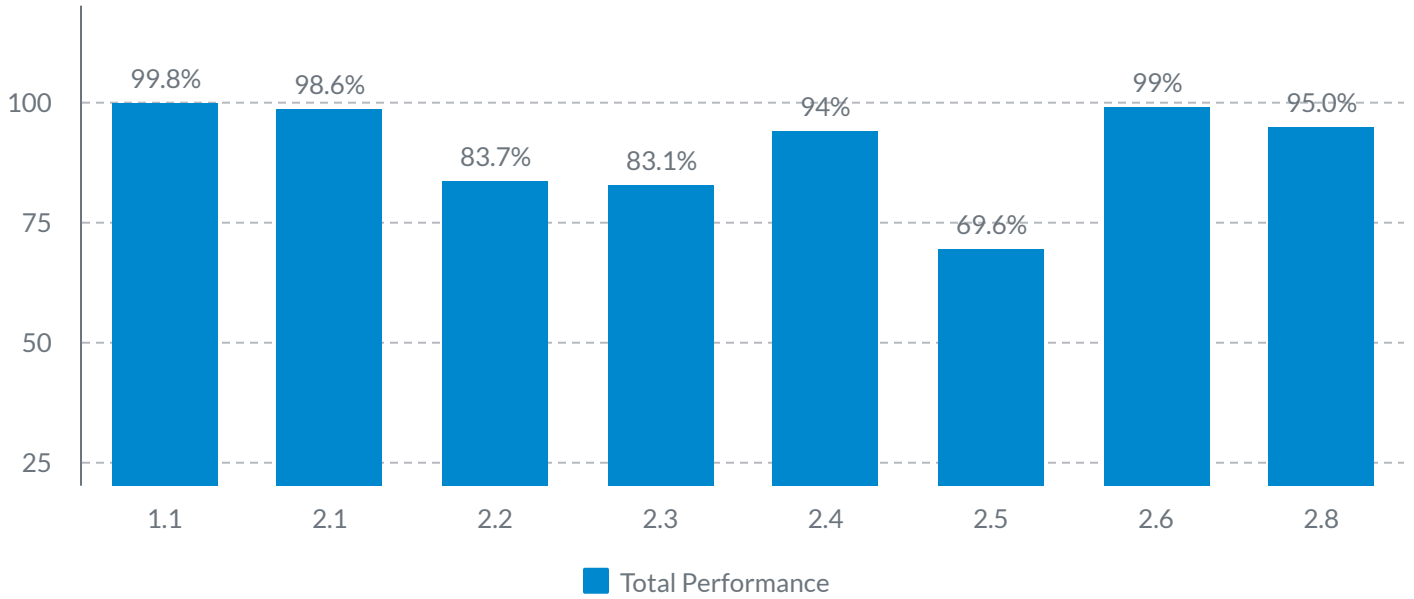
455 cases were closed after an investigation occurred

Of the cases that were closed after an investigation, the majority (53%) were determined that "evidence does not support a violation"

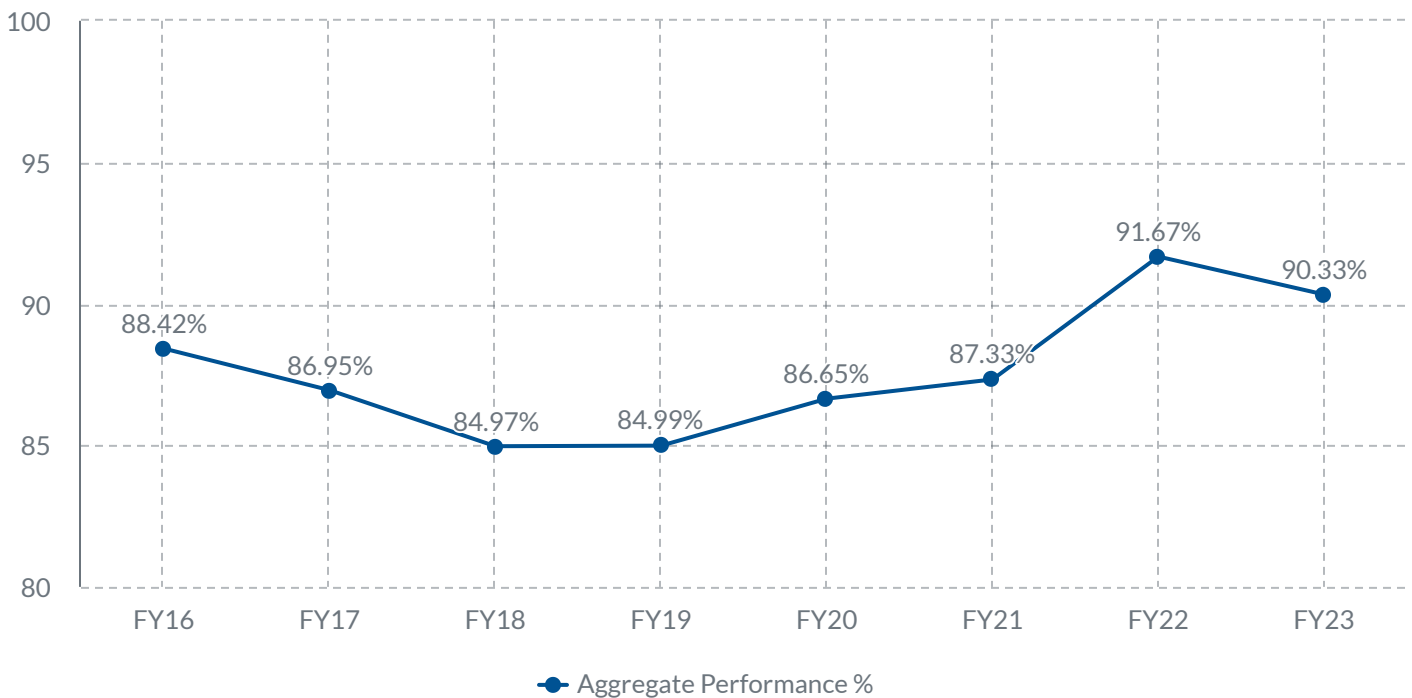


Aggregate Performance Measures

FY23 Total Aggregate Performance 90.3%



Historical Aggregate Performance

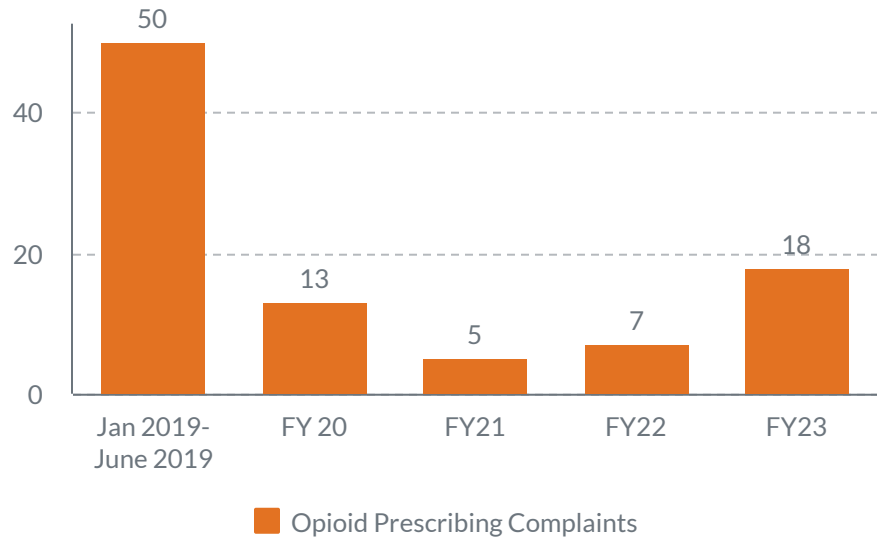




Opioid Related Complaints and Results

After the passing of the Opioid Prescribing House Bill 1427 in FY19, WMC continues to focus on tracking and monitoring the effect the new opioid prescribing rules have on the licensees and the public. A complaint classification was added in January 2019 to monitor the effects of the rules that specifically categorizes the complaint as opioid related.

On average, the number of Opioid related complaints received has decreased 64 percent since the classification was implemented. Of the 18 complaints received in FY23, four were closed without investigation; five were closed after an investigation; six are still pending the investigations and case disposition process; and three resulted in disciplinary action.

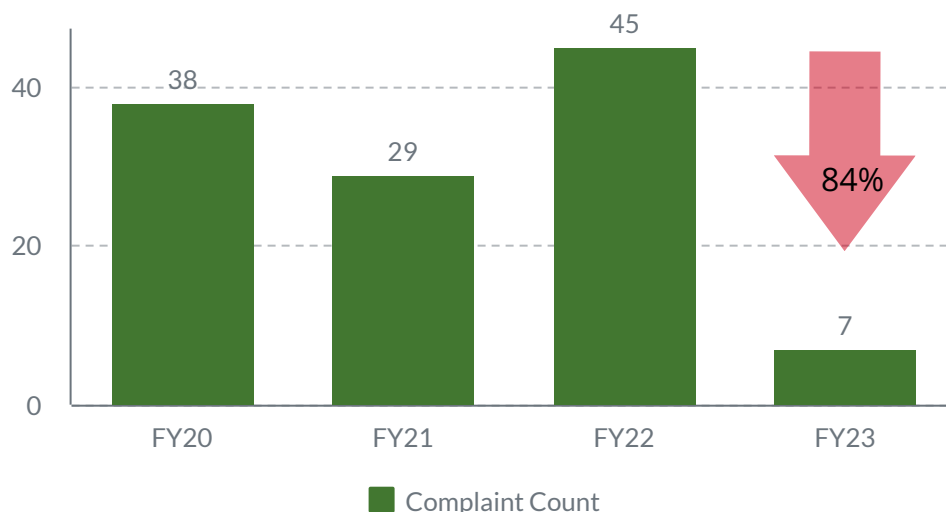


COVID Cases and Continued Impact on the WMC

Even though the Federal Government has declared an end to the COVID-19 pandemic, 90 percent of WMC workforce continue to work remotely. Most of the internal processes are electronic and overall performance has not been negatively effected.

COVID complaints decreased 84 percent from FY22 to FY23. Of the seven COVID complaints received in FY23, four were closed without investigation, two were closed after an investigation was completed, and one is on hold pending the completion of ongoing investigations.

COVID Related Complaints Received





These numbers reflect the census numbers
between July 1, 2017 and June 30, 2023



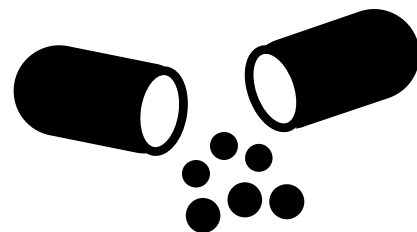
60%
Male

40%
Female

**Average Age:
52 Years Old**



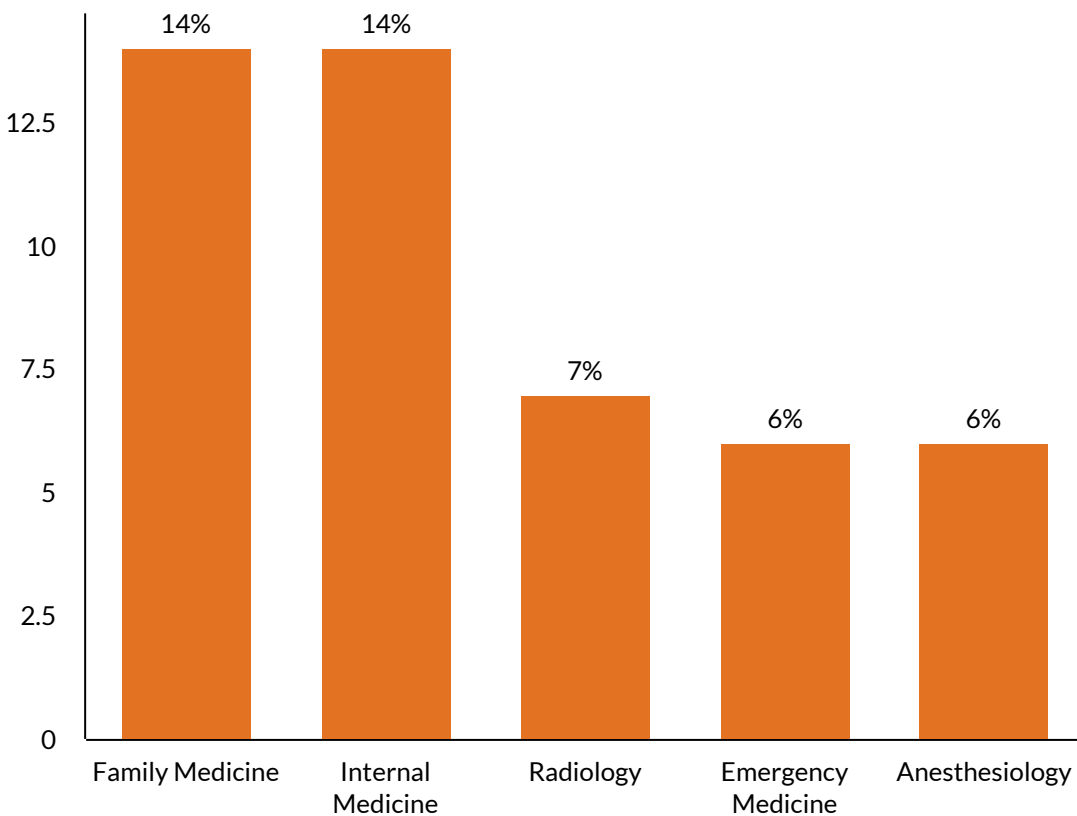
**86% are
Board Certified**



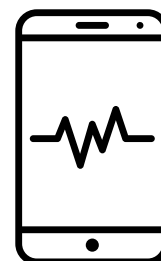
**23% Prescribe
Opioids**

Top 5 Specialties

(% of all specialties)



**82% Offer
Interpretive
Services**



**55% Practice
Telemedicine**



These numbers reflect the census numbers
between July 1, 2017 and June 30, 2023



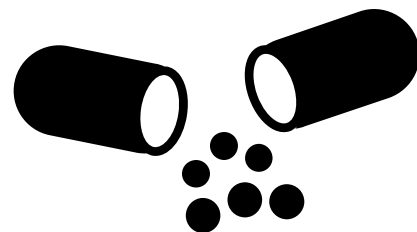
39%
Male

61%
Female

**Average Age:
44 Years Old**

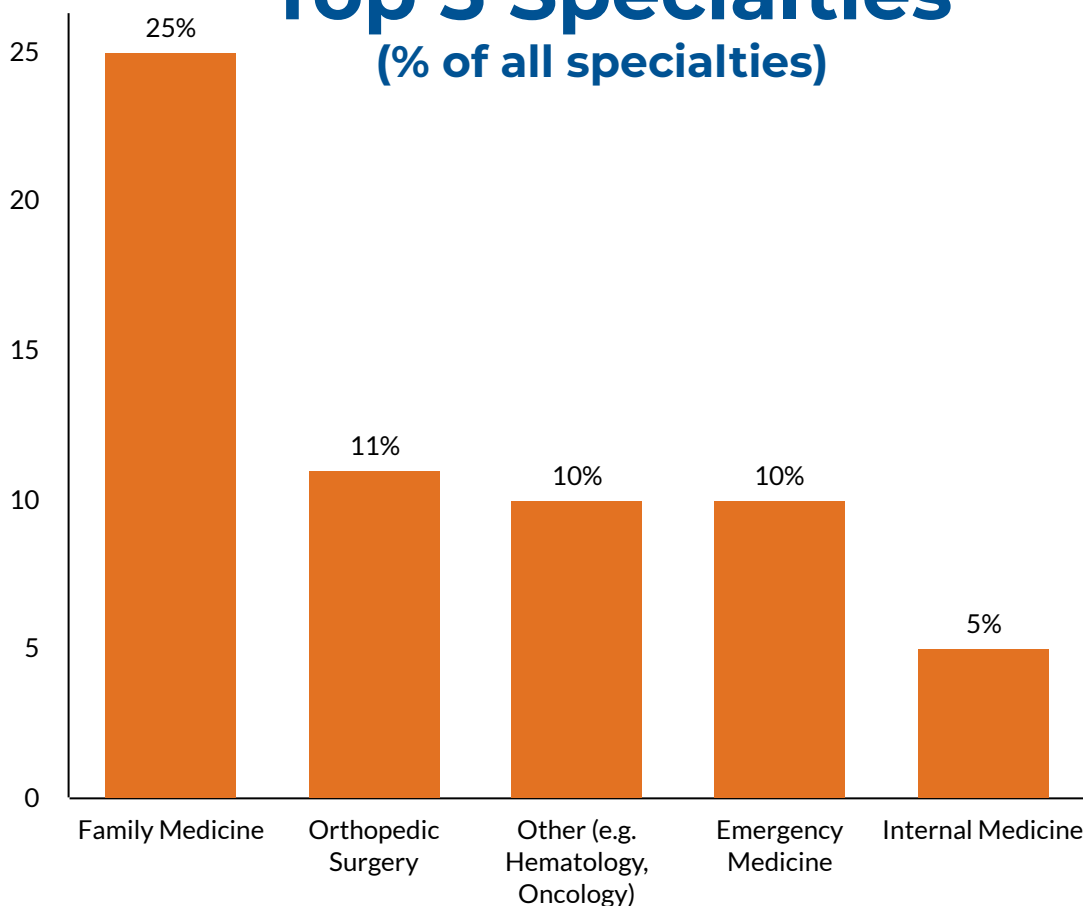


**96% are
NCCPA Certified**

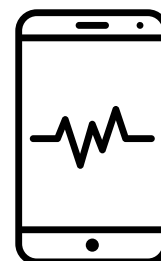


**27% Prescribe
Opioids**

Top 5 Specialties (% of all specialties)



**86% Offer
Interpretive
Services**



**57% Practice
Telemedicine**