

# MEDICAL QUALITY ASSURANCE COMMISSION STRATEGIC PLAN

## 2017-2019

### MISSION

Promoting patient safety and enhancing the integrity of the profession through licensing, discipline, rule making, and education.

### VISION

The Medical Commission actively engages with practitioners and health care systems to support optimal medical care for the people of Washington State.

### VALUES

- We earn the public's trust by being transparent and accountable.
- We make fair, objective, and informed decisions in licensing and disciplinary actions.
- We encourage collaboration through mutual respect and direct, effective communication.
- We respect diversity and cultural differences.
- We pursue innovation and continuous improvement in the regulation of medical practice.
- We foster a supportive and productive work environment.
- We promote medical education to advance patient safety.
- We rely on objective data to measure effectiveness.
- We seek highly qualified staff and commissioners to provide outstanding services for all stakeholders



## GOAL ONE: PROMOTE PATIENT SAFETY

### **Objective One: Engage patients and their families in their own medical care**

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Strategy One: Continue Citizen Engagement Workgroup.

Strategy Two: Endorse collaboration with Department of Health.

- Add a link to Medical Commission pages on the Department of Health (DOH) websites
- Partner with DOH on public service announcements
- Invite DOH leadership to medical commission meetings as a guest and/or speaker.

Strategy Three: Promote value of shared (doctor/patient) decision-making

### **Objective Two: Ensure practitioners are qualified and competent**

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Strategy One: Support innovation in professional licensing.

Strategy Two: Continue to review and evaluate current practices and recommendations regarding physician competency.

Strategy Three: Maintain close working relationship with Washington Physician Health Program (WPHP).

### **Objective Three: Maintain fair, consistent and timely decisions regarding licensing and disciplinary actions**

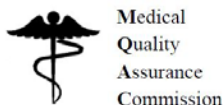
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Strategy One: Define and optimize the role of the reviewing commission member (RCM). Assess consequences of earlier engagement of the RCM.

Strategy Two: Define and improve communication standards and performance expectations between legal staff, investigative staff, and commissioners.

Strategy Three: Endorse electronic communication via the confidential X drive.

- Improve reliability and functionality of access to electronic systems.
- Decrease use of paper.



Strategy Four: Tighten timeliness between panel authorization and issuing of disciplinary documents.

**Objective Four: Improve the monitoring of practitioners under order.**

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Strategy One: Develop templates for disciplinary orders.

Strategy Two: Map practice review processes.

Strategy Three: Require every disciplined practitioner make at least one personal appearance before a panel.

**GOAL TWO: BUILD AND MAINTAIN PRODUCTIVE RELATIONSHIPS WITH STAKEHOLDERS**

**Objective One: Provide expert advice for policy makers**

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Strategy One: Develop strategy for monitoring emerging federal and state legislative activity; hold a one day legislative forum for stakeholders.

Strategy Two: Determine and delineate data collection and reporting requirements to replace the current electronic repository (ILRS).

**Objective Two: Educate the public using multiple methods.**

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Strategy One: Develop and make operational an independent Commission website and branding.

Strategy Two: Develop web-based resources to provide information on MQAC mission and processes in several languages.

**Objective Three: Keep licensees updated and informed about the work of the commission**

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Strategy One: Develop interactive webinars and provide CME credit.

Strategy Two: Compose innovative articles for the commission's newsletter, Update!.

**Objective Four: Strengthen external relationships**

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Strategy One: Work with WSMA and WAPA to share information and data.

Strategy Two: Set up regular meetings between MQAC and other groups, including institutional leaders, patient safety groups and specialty boards.



- Strategy Three: Study the effects of disciplinary action on licensees' board certification.
- Strategy Four: Invite stakeholders to speak to MQAC during lunch presentations.

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### GOAL THREE: CONTINUOUSLY IMPROVE COMMISSION EFFECTIVENESS

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#### **Objective One: Promote personnel development**

- Strategy One: Develop and monitor a training plan for each staff member
- Strategy Two: Require leadership training for staff assuming new managerial responsibilities.
- Strategy Three: Develop a rubric for staff attendance at appropriate national and regional conferences with the subsequent dissemination of lessons learned.

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#### **Objective Two: Foster a work environment of innovation and continuous improvement**

- Strategy One: Executive team solicits regular input from staff about workplace and then plans and implements improvements.
- Strategy Two: Formalize a "lean" process improvement program.

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#### **Objective Three: Improve the training and skills of all commissioners**

- Strategy One: Develop a robust plan for commissioner orientation and continuing education, including technology development
- Strategy Two: Develop a list of prominent policy and educational conferences that are of potential interest to the commission and develop a rubric for linking commissioners to appropriate conference attendance.
- Strategy Three: Evaluate expert witness process.

