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

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

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

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.
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
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.
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
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
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.

GOAL THREE: CONTINUOUSLY IMPROVE COMMISSION EFFECTIVENESS

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.

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.

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.