



MISSION

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

VISION

The Washington Medical Commission engages with patients, health care systems and practitioners to promote safe and quality health care. We act as a resource to support the needs of the licensee, legislature and patient.

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: Ensure practitioners are qualified and competent.

1. Strategy: Develop and launch educational materials for practitioners through multi-media channels.
2. Strategy: Define telemedicine practice in rule.
3. Strategy: Create a workgroup of Commissioners and staff to develop a process for decision-making in "Panel L" and to propose brightlines for licensing situations.
4. Strategy: Improve the monitoring of practitioners under order.

- a. Develop a webinar for compliance orientation and for review prior to personal appearances.
- b. Develop a “respondent self-report” pilot project.
- c. Create a respondent exit survey.

Objective Two: Maintain fair, consistent and timely decisions regarding licensing and disciplinary actions.

1. Strategy: Measure consistency between the two disciplinary panels (A and B).
2. Strategy: Continue to review and ensure sanction rules remain relevant to physician and physician assistant disciplinary actions.
3. Strategy: Shorten/tighten timelines in summary actions.

GOAL TWO: BUILD AND MAINTAIN PRODUCTIVE RELATIONSHIPS

Objective One: Increase awareness of what we do.

1. Strategy: Increase website visibility and presence.
2. Strategy: Foster education with in-person appearances and presentations.
3. Strategy: Have a presence at community events.
4. Strategy: Make informational materials more appealing.
5. Strategy: Launch targeted educational campaigns.
6. Strategy: Review utilization and oversight of social media.

Objective Two: Strengthen external relationships with professional organizations, stakeholders and policy makers.

1. Strategy: Send a Medical Commission representative to meetings of patient advocacy groups.
2. Strategy: Connect Medical Commissioners with their state and federal legislators.
3. Strategy: Increase interaction with specialty groups.
4. Strategy: Study how the Medical Commission can help address public health issues in each legislative district and provide information and resources on the issue to each legislator.

Objective Three: Strengthen relationships with other boards and commissions.

1. Strategy: Invite other boards and commissions to the Medical Commission meetings.
2. Strategy: Designate a liaison for HSQA and the other boards and commissions.

Objective Four: Act as a supportive resource for practitioners.

1. Strategy: Develop best practices and a training program to offer to healthcare systems to help them set up a multidisciplinary peer review program/committee.
2. Strategy: Develop an information packet for consumer complainants to inform them on the resources available from the Medical Commission.
3. Strategy: Develop a mobile app for consumers to interact with the Commission.
4. Strategy: Develop instructional YouTube videos for practitioners on the issues, policies and procedures of the Medical Commission.
5. Strategy: Develop monthly medical informational message for patient safety that the Medical Commission can provide to the public.

GOAL THREE: CONTINUOUSLY IMPROVE COMMISSION EFFECTIVENESS AND EFFICIENCY

Objective One: Promote personnel development to assure staff training supports the core functions of the commission.

1. Strategy: Establish staff training plan within each unit.
2. Strategy: Determine required training programs for staff.
3. Strategy: Develop list of national and local conferences to attend.

Objective Two: Identify and decrease impediments to efficient and timely case disposition and adjudication.

1. Strategy: Develop and implement a procedure for written case assessments.
2. Strategy: Develop a procedure for hearing scheduling.
3. Strategy: Improve reliability and functionality of Commissioner access to electronic systems.
4. Strategy: Describe and improve standards and performance expectations for communication between Commissioners and staff.

Objective Three: Improve the training and skills of all Commissioners.

1. Strategy: Evaluate Commissioner training standards.
2. Strategy: Establish an annual Commissioner-led workshop/retreat.
3. Strategy: Clarify to Commissioners the roles of internal and external staff.
4. Strategy: Develop an evaluation system for Commissioner's to measure overall effectiveness and value delivered at WMC meetings.

Objective Four: Devise outcome metrics in addition to performance metrics.

1. Strategy: Study compliance and discipline demographics within 5 years of licensing, then again at 10-year increments.
2. Strategy: Study demographics 25 years after initial licensing to assess practitioner engagement.

Objective Five: Improve Commissioner understanding of and involvement in the budgetary process.

1. Strategy: Schedule regular Finance Committee meetings.
2. Strategy: Provide budget reports to Commission on regular basis.