



HELMS

Healthcare Enforcement and
Licensing Management System

WASHINGTON MEDICAL COMMISSION

April 1, 2024

Agenda

- Introduction to HELMS
- Timeline
- Feedback from HELMS Lite Testing
- Project Organization
- Additional Information
- Q & A

HELMS Introduction

What is HELMS?

Healthcare Enforcement and Licensing Management System (HELMS) is a **new electronic licensing system** that will replace the old and outdated legacy system, as well as sixteen current applications that are unable to match the growing requirements and expectations of customers.



500,000 healthcare professionals practicing in 86 professions across 359 credential types



2,500 educational and training programs



Nearly 12,000 facilities across 21 facility types

Key areas include:

- **Licensing & Credentials**
- **Education Programs**
- **Recognized Designations**
- **Enforcement & Inspections**



Modernize IT services, processes, and capabilities to support business solutions and are aligned with public health practices



Integrate online transactions into a single system



Increase our ability to share confidential and restricted data with healthcare providers with more robust security

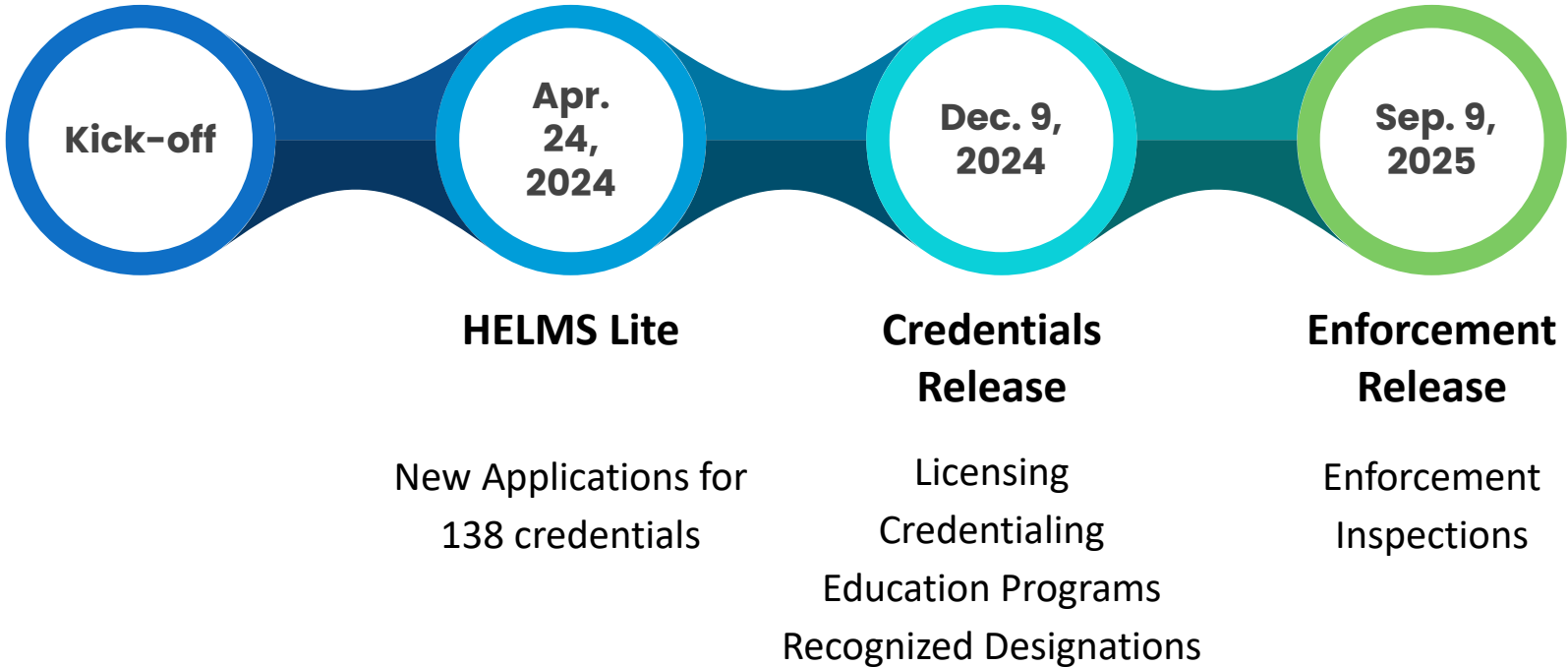


Expand the mobile capabilities for the professions and the public



Provide tools to better analyze and mine data, find insights and patterns, and predict outcomes to improve healthcare analytics and support decision-making

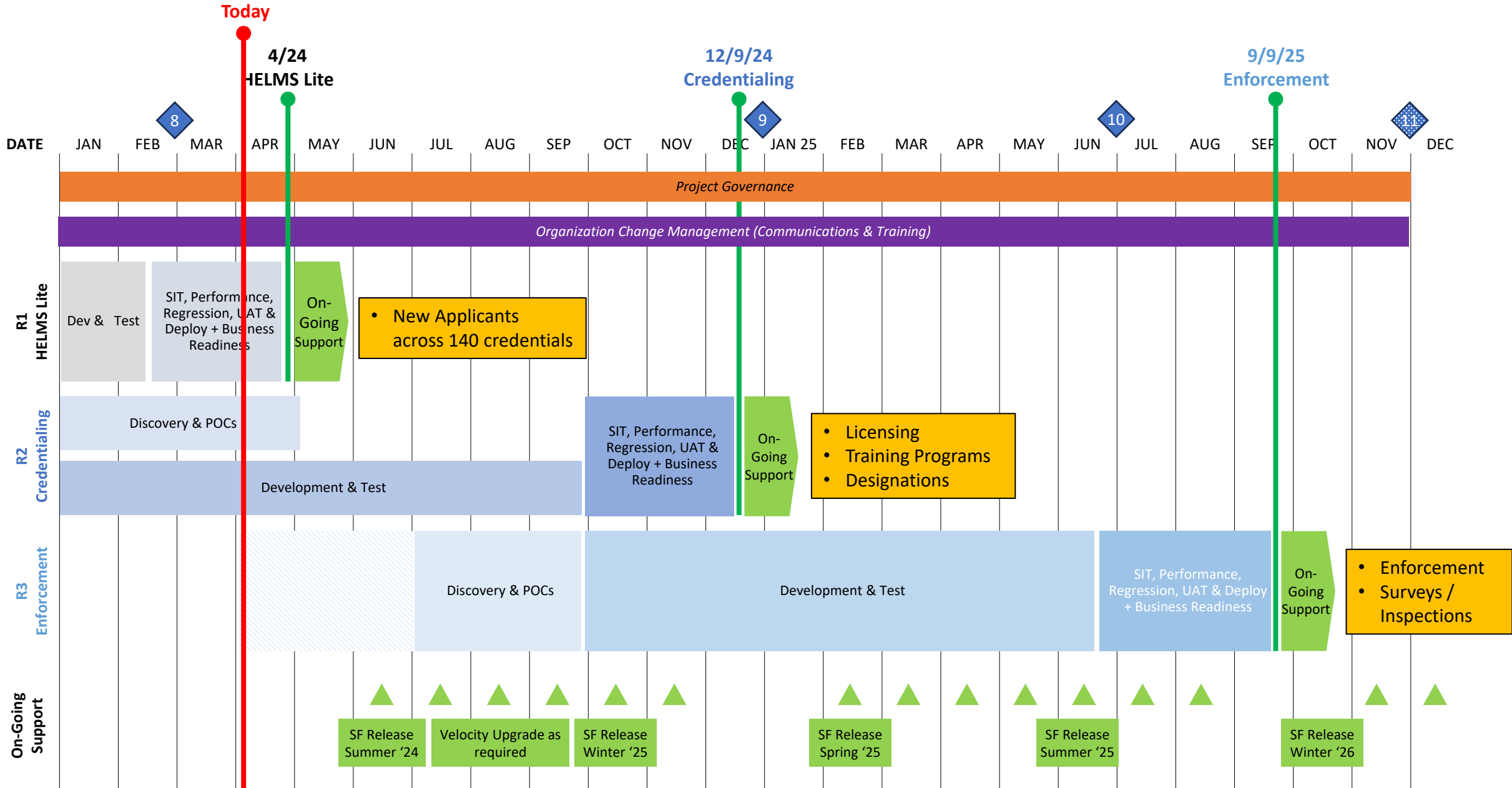
HELMS Timeline



HELMS Summary

KEY

- Go-Live
- Monthly Releases
- Decommissioning Activities TBD
- Stage Gate End Date



Feedback from HELMS Lite User Testing

"The HELMS team is really making some valuable improvements to the current OLIC system, this is very exciting to see firsthand with this testing"



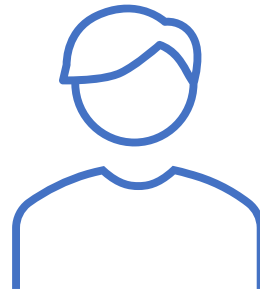
"EXTREMELY APPRECIATIVE that the applicant is immediately emailed with their payment confirmation and receipt details. Thank you, thank you!"



"Very appreciative of the new feature of immediate emailed payment receipt / confirmation!!!!"



"The application flow is so much more user friendly. I love the layout"



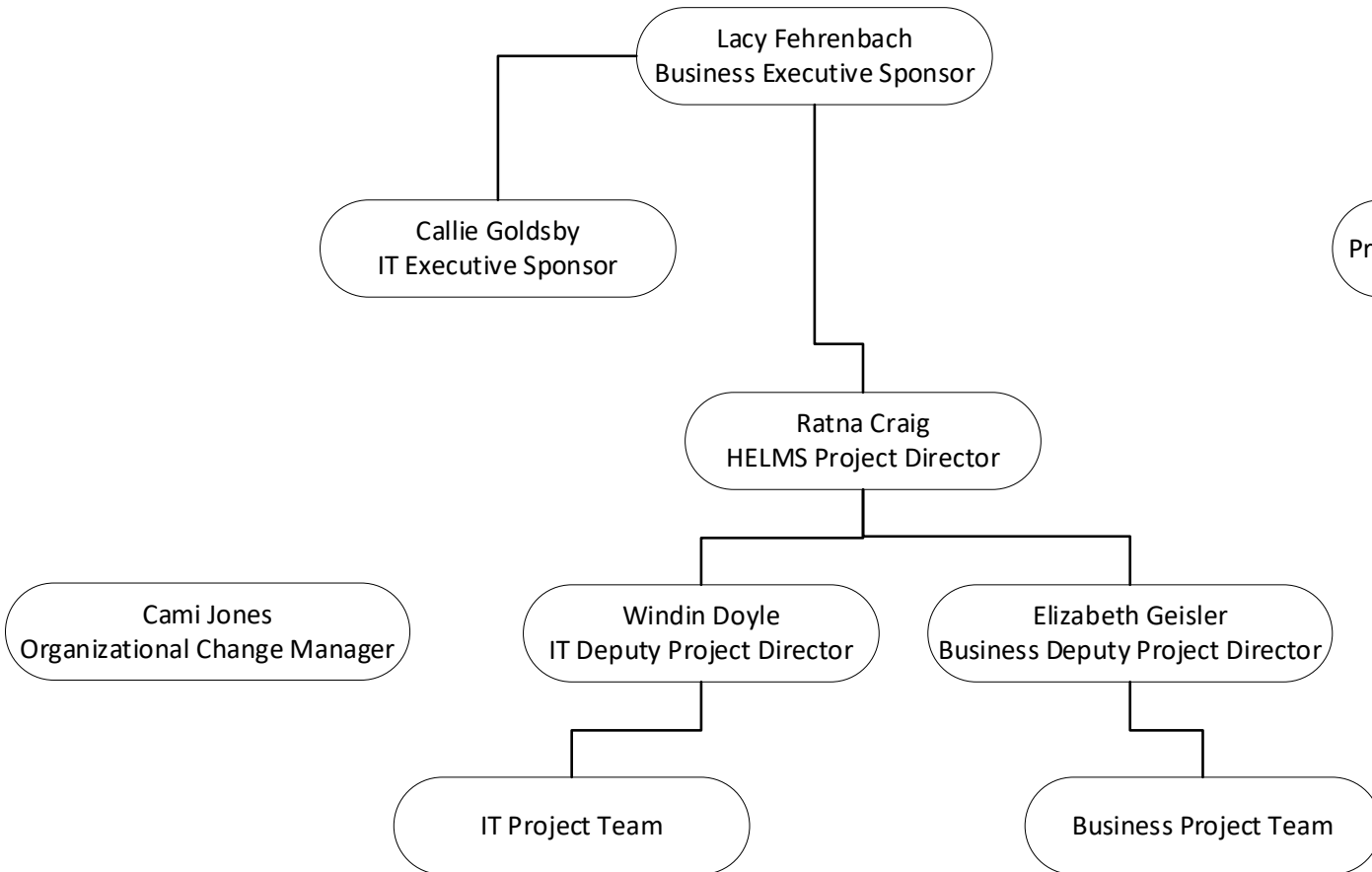
"This is so much better than the information we currently have in place. Really appreciate all the hyperlinks with the forms needed, and the link directly to our Licensing email address. HUGE IMPROVEMENT!!!!!"



"Really like how clean the portal looks"



Project Organization Chart



Project Steering Committee

- DOH:
- Lacy Fehrenbach – Business Executive Sponsor
- Callie Goldsby – IT Executive Sponsor
- Sasha DeLeon – HSQA Assistant Secretary
- Judith Morton – Director, Office of Legal and Investigative Services
- Shawna Fox – Director, Office of Health Professions
- Ramiro Cantu – Director, Office of Health Systems Oversight
- Blake Maresh – Director, Office of Customer Service
- Ian Corbridge – Director, Office of Community Health Systems
- Roman Dixon – Chief Health Law Judge Adjudicative Services Unit

- Commissions:
- Kyle Karinen – Executive Director, WMC
- Bob Nicoloff – Executive Director, Chiropractic Quality Assurance Commission
- Allison Bradywood – Executive Director, Board of Nursing

Additional Information

To review additional information on the HELMS project, please visit our website at:

[Healthcare Enforcement and Licensing Management System \(HELMS\) | Washington State Department of Health](#)

To receive any upcoming Gov Delivery bulletins on the HELMS project, please sign up at:

[Washington State Department of Health \(govdelivery.com\)](#)

Subscription topic: HELMS

If you have questions or need additional information, please email the HELMS project at:

HELMS@doh.wa.gov

Q & A

