

2023 - 2025

WMC Strategic Plan 2023-2025

Washington Medical Commission



WASHINGTON
**Medical
Commission**
Licensing. Accountability. Leadership.

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Message from WMC Leadership

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The Washington Medical Commission (WMC) is responsible for ensuring that physicians and physician assistants in Washington state provide quality healthcare to the public. The WMC does this by setting standards for licensure, practice, and continuing competency. On behalf of the WMC and the MD/PA profession(s), we are excited to share the 2023-2025 WMC Strategic Plan.

The WMC's focus in the 23-25 plan on creating enduring partnerships is key to our success. By working together with other stakeholders, the WMC can develop and implement effective strategies to promote patient safety. We are particularly focused on the WMC's commitment to creating a more efficient organization and building better communication channels. These are essential steps for our organization to be successful in the 21st century.

In the 2023-2025 strategic plan, we are committed to:

- Reducing licensing timelines and improving customer satisfaction during the licensing process.
- Enhancing the WMC's ability to identify and address emerging trends in healthcare.
- Promoting diversity, equity, and inclusion in the WMC procedures and enforcement process.

This plan not only showcases the bright future that lies ahead for the WMC but also demonstrates our commitment to protect the public and the integrity of the MD and PA professions.

The 2023-2025 strategic plan is ambitious and challenging, but we believe that the WMC is well-positioned to achieve its goals and continue to provide high-quality healthcare to the people of Washington.





Vision and Mission

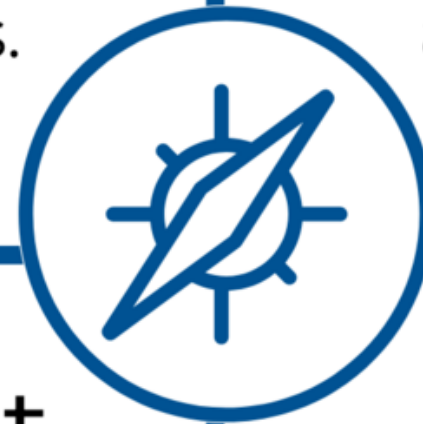
Core Values

Thoughtful

We are mindful of our impact on our stakeholders, customers, colleagues and consider their unique needs.

Positive

We recognize that mistakes are human and approach all situations with kindness, respect and a readiness to achieve common goals.



Transparent

We proactively communicate, set achievable timeframes and carry out operations openly.

Innovative

We embrace change and use dynamic problem solving to find better ways to approach our work.



Mission

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



Vision

Advancing the optimal level of medical care for the people of Washington State.

Strategic Priorities

As Commissioners and Staff of the Washington Medical Commission we are creating a strategic plan that works toward:

- Using Data to Guide Decision Making and Establish Priorities.
- Working in Partnership to Reduce and Eliminate Waste.
- Integrate diversity and inclusion principles in WMC culture, systems, and policies.
- Letting Go of Old Paradigms and Embracing New Methodology.

Strategic Goals



Licensing

Protect Washingtonians by enforcing requirements for licensure and efficiently issue licenses to individuals meeting Washington requirements.

Enforcement

Protect the health and safety of the public by effectively investigating complaints, enforcing the Uniform Disciplinary Act, and helping licensees improve their practice through education and training.

Administration

Protect the health, safety, and privacy of stakeholders by facilitating and supporting the work of WMC staff and commissioners in the modernization of regulations, policies, procedures, and legislation.

Outreach

Provide education and resources for the public, licensees, and partners to increase awareness about the Commission and laws governing the safe practice of medicine in Washington.

Commission

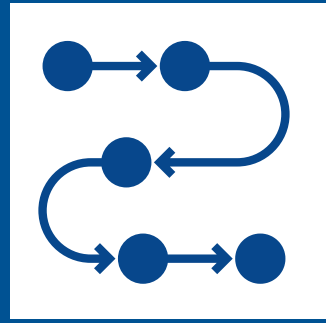
Uphold organizational success through proper governance, effective leadership, and responsible management.



Licensing

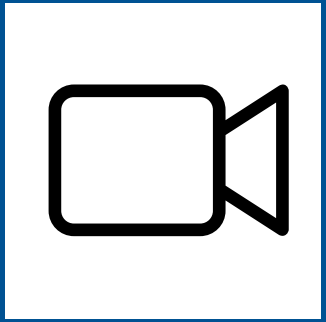
Protect Washingtonians by enforcing requirements for licensure and efficiently issue licenses to individuals meeting Washington requirements.

Priority One



Complete the intake step for all applications within seven days.

Priority Two



Create a video tutorial for the completion of each license type.

Priority Three



Provide a status update to the applicant within 15 days of Panel L meeting.



Enforcement

Protect the health and safety of the public by effectively investigating complaints, enforcing the Uniform Disciplinary Act, and helping licensees improve their practice through education and training.

1. Develop a program pairing investigative and legal staff with a new commissioner to support one another's WMC work.
2. Explore opportunities for respondents to provide feedback regarding the Practitioner Support Program (PSP).
3. Evaluate additional opportunities for mandatory self-reporting found in WAC 246-16 to determine if statutory changes/updates need to be made.
4. Evaluate and consider updates to the "Processing Complaints Against Medical Students, Residents and Fellows" Procedure.
5. Create a video tutorial for best practices for filing a complaint.
6. Create an informational video explaining the discipline process.
7. Create a best practices tutorial for filing a reconsideration request.



Administration

Protect the health, safety, and privacy of stakeholders by facilitating and supporting the work of WMC staff and commissioners in the modernization of regulations, policies, procedures, and legislation.

1. Develop a long-term strategy to increase our Equity, Diversity and Social Justice efforts.
2. Create a formal procedure for licensees to solicit resources and advice about systems concerns and general practice.
3. Partner with the Foundation for Health Care Quality to create a comprehensive patient safety plan.
4. Dedicate WMC resources to creating and disseminating original research.
5. Collaborate with the other WA boards and commissions to analyze the Uniform Disciplinary Act (UDA) RCW 18.130 and determine what changes and updates are necessary at the statutory level and what can be achieved via rulemaking.
6. Create a patient liaison position to work with WMC complainants to address individual health literacy, misunderstanding about what to expect from a provider and what to expect from the WMC.
7. Conduct a feasibility study of the Public Records Act (PRA).
8. Evaluate and consider updates to the case review process to improve effectiveness and consistency with public protection.
9. Collaborate with the Department of Health (DOH) to analyze and discuss updates to the Performance Measures found in WAC 246-14.
10. Research the feasibility of integrating an AI customer service tool into the WMC website.



Outreach

Provide education and resources for the public, licensees, and partners to increase awareness about the Commission and laws governing the safe practice of medicine in Washington.

1. Relaunch a WMC Education Series.
2. Relaunch the WMC website to meet the modern needs of our stakeholders.
3. Collaborate with and expand communication and education to community organizations supporting vulnerable populations.
4. Launch a multi-prong, modern communications strategy.



Commission

Uphold organizational success through proper governance, effective leadership, and responsible management.



Priority One



Each commissioner should identify one new stakeholder group for the WMC to meet with to discuss how the WMC can support their members.

Priority Two



Each commissioner should interact with a stakeholder group, in their official capacity, before the end of FY25.

Priority Three



Increase WMC visibility and recruitment by attending in person meetings and community events.



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THANK YOU

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