

Staff is planning to hold a telehealth listening session in August 2022 and a barriers to licensure listening session at the beginning of 2023.

PROCESS IMPROVEMENT PROJECT

Staff continues to work with the DCA's Organizational Improvement Office (OIO) in mapping out the workflow of all board processes and evaluate current processes to identify possible improvements. To date, thirty-four processes have been mapped. The next step is to review the process maps with OIO to determine where improvements can be made.

DIGITIZING RECORDS

The Board has entered a Memorandum of Understanding (MOU) with DCA's Business Services Office-Records Imaging Services Unit to assist in the conversion and imaging or licensing records. The Records Imaging Service Unit will scan and index licensing records that are currently housed within the office. This will allow staff to upload and retain a licensee's records electronically in the BreEze system. Digitizing these records will allow for easier access and will reduce the storage and fees associated with archiving the files at the State Record Center. Staff will begin the project with the records of fully licensed individuals and then will explore the usage for other types of files.

ORGANIZATIONAL EFFECTIVENESS

As part of the Board's goal of organizational effectiveness and to ensure efficient operations; Executive staff has been meeting with management to review and assess staff duty statements to ensure they properly reflect current duties. The Board is assessing the duty statements for consistency and factoring in the current and future needs of the Board. The Board has taken a statistical approach in determining the volume of work as well as the average amount of time needed to complete specific tasks. Additionally, the Board is determining the equipment needs for each position while working in the office and telework.