



Briefing Paper

Agenda Item 11

Date: May 11, 2023
Prepared for: OMBC Members
Prepared by: Terri A. Thorfinnson JD, Program Manager
Subject: Administrative Services Program Update

Purpose: Update on Administrative Services Program for Q3 - FY 2022-2023

Attachments: [1. Licensing Maintenance Stats Q1 Q2 Q3-Agenda Item 11\(a\)](#)

Administrative Services

The newly created Administrative Services unit includes the following topics and services:

- Receptionist
- Fictitious Name Permit Applications and Renewals
- Physician and Surgeon License Renewals/Compliance
- SB 806 Compliance for Physician and Surgeon Renewals
- Cashiering
- Legislation
- Regulatory Rulemaking

There have been several major changes that led to the creation of this unit. The first change is the creation of a licensing manager to manage the initial licensing unit and breeze work. This new manager took over the licensing and breeze workload allowing me to focus on legislation and regulations two influential areas that have been neglected. The unit was created around administrative services, compliance, legislation, and regulatory work. Overall, this has made these functions more efficient and easier to manage.

Administrative Services. The administrative services include Fictitious Name Permits applications and renewals, name changes, address changes, license verifications, cashiering, answering questions and emails received through the newly created Administrative Services board email.

Renewals and Compliance. Physician and Surgeon renewal and compliance work is performed by two of our current Board staff that currently review every renewal for CME compliance and approve renewals. Once the CME regulations are approved and implemented their focus will shift to auditing licensees that have self-certified compliance with license requirements. A long-awaited addition to the compliance team is our new staff Mia Quinn who will focus on SB 806 compliance, cashiering, and will also be assisting enforcement staff half of the time I have been covering the SB 806 compliance since the legislation became effective January 1, 2022, with the assistance from our renewal staff. We received a .5 PY position from the SB 806 legislation that until now had not been hired.

Legislation and Regulations. As the manager for the unit, I will be supervising the staff in this unit and overseeing daily operations in these above- mentioned areas. I have shifted my subject matter focus to working on legislation and regulations. Regulations are time consuming and to that end, I may have some temporary assistance in the near future to assist with revising the Disciplinary Guidelines regulatory language and rulemaking package. I am currently focused on completing the CME regulatory package and legislation and legislative proposals.

Program Stats: Please refer to:

- Agenda Item 11(a) Licensing Maintenance Stats Q1 Q2 Q3

Action Requested: No Action Required