

2018-20 Strategic Plan

Department of Health Professions [223]

Mission

The mission of the Department of Health Professions is to ensure safe and competent patient care by licensing health professionals, enforcing standards of practice, and providing information to health care practitioners and the public.

Vision

Department of Health Professions: Competent professionals providing healthcare services within the boundaries of their standards of practice to an informed public.

Values

- Exceptional Customer Service
- Honesty, Fairness, and Transparency to the Public
- Competence
- Continuous Improvement
- Employee Accountability

Finance

Financial Overview

The Department of Health Professions is a self-supporting, fee-based agency. For Fiscal Year 2018, total revenues were approximately \$33.02 million, generated by:

- Licensure fees (89.86%);
- A grant to enhance the Prescription Monitoring Program software (6.20%);
- Monetary penalty and late fees (1.54%);
- The combined Medicare and Medicaid share of the Certified Nurse Aide program (1.42%);
- Interest earned on the Prescription Monitoring Program Trust Fund (0.60%), and;
- Administrative disciplinary fees assessed by the Board of Dentistry (0.32%).

The agency expended \$34.66 million in FY18, devoting approximately 65% to the investigation and adjudication of complaints against healthcare providers, 20% to initial licensing and subsequent renewals, and the remaining 15% is divided between the Agency's administrative, financial, information technology, and rulemaking support activities. The agency's FY18 major expenditure categories are as follows:

- Employee salaries, Wages, and Fringe Benefits (60.85%);
- Contractual Services (30.97%);
- Continuous Charges (5.75%);
- Equipment (1.27%);
- Supplies and Materials (.73%);
- Nursing Scholarship (.20%);
- Construction of Plant and Improvements (.19%), and;
- Transfer Payments (.04%).

The Department of Health Professions receives no support from the General Fund; cost increases are absorbed entirely from licensure and renewal fees. The biggest cost-drivers are from the investigation and adjudication of complaints against licensees and information technology services from VITA.

The Fiscal Year 2017- 2018 appropriation increases are associated with the lease of additional space at the Agency's current location and the funding for additional FTEs. The FY18 appropriation increases include the FY17 increases annualized plus funding for the registration for two new registration types in the Board of Counseling and funding to support a demonstration program with the Medical Society of Virginia and the Prescription Monitoring Program to enhance the use of the PMP by prescribers through the use of real time access to the program via interoperability with Electronic Medical Records (EMR) systems

Biennial Budget

| | 2019 General Fund | 2019 Nongeneral Fund | 2020 General Fund | 2020 Nongeneral Fund |
|--|----------------------|-------------------------|----------------------|-------------------------|
| Initial Appropriation for the Biennium | 0 | 33,773,207 | 0 | 33,773,207 |
| Changes to Initial Appropriation | 0 | 0 | 0 | 0 |

(Changes to Initial Appropriation will be 0 when the plan is created. They will change when the plan is updated mid-biennium.)

Customers

Anticipated Changes to Customer Base

As with virtually all states, demand for healthcare services is expected to increase for the foreseeable future as the population increases. Although shortages are already experienced in some areas of the state, by 2020 estimates indicate that the number and geographical distribution of healthcare professionals may be insufficient to cope with the increasing demand for healthcare services, especially in a growing and aging population. In addition, the systems of healthcare delivery are expected to develop new and innovative treatments that will also increase demand. It is likewise expected that this increased demand will result in increased numbers of applicants, licensees, and disciplinary cases as well as more emerging healthcare professions.

The current customer list identifies both the number of customers currently served annually as well as potential customers served. For the first three pre-defined groups, the number served annually reflects the number reported at the end of Fiscal Year 2018. The potential number of annual customers was calculated using the percent change over the 2016-2018 Biennium as applied to the number of customers served annually.

Current Customer List

| Predefined Group | User Defined Group | Number Served Annually | Potential Number of Annual Customers | Projected Customer Trend |
|--------------------|--|------------------------|--------------------------------------|--------------------------|
| Applicants | Applicants for initial licensure, certification, registration, or permitting, and applicants for reinstatement | 53,670 | 69,234 | Increase |
| Consumer | Parties seeking practitioner information | 5,684,990 | 7,561,037 | Increase |
| Health Professions | Licensees required to abide by laws or rules governing their practice | 418,554 | 453,991 | Increase |
| Student | Recipients of scholarships | 44 | 44 | Stable |

Partners

| Name | Description |
|------|-------------|
|------|-------------|

Agency Goals

- **Keep the people of Virginia safe through the licensure of competent healthcare professionals throughout the Commonwealth.**

Summary and Alignment

The Department of Health Professions issues and renews licenses, registrations, certifications, and permits to healthcare practitioners that meet qualifications established by law and regulation.

Associated State Goal

Government and Citizens: Be recognized as the best-managed state in the nation.

Associated Societal Indicator

Consumer Protection

Objectives

- » **Ensure healthcare practitioners across 13 health regulatory boards meet guidelines for licensure as required by the Code of Virginia.**

Description

Each health regulatory board is authorized under state law to enforce the laws and regulations.

Objective Strategies

[Nothing Entered]

Measures

- ◆ Percent of initial licensure applications processed within 30 days of receipt of a completed application
- ◆ The cost to issue a new registered nurse license.

- **Enforce standards of practice regarding the delivery of healthcare.**

Summary and Alignment

Investigating and adjudicating reports of professional misconduct and enforcing standards of care addressed in governing statutes through disciplinary actions and agreements.

Associated State Goal

Government and Citizens: Be recognized as the best-managed state in the nation.

Associated Societal Indicator

Consumer Protection

Objectives

- » **Establish and uphold standards for the delivery of healthcare regulations through the promulgation of regulations.**

Description

Health regulatory boards are authorized to institute and uphold regulations.

Objective Strategies

[Nothing Entered]

Measures

- » **Provide an alternative to disciplinary action for impaired practitioners through the Health Practitioners' Monitoring Program.**

Description

Practitioners who meet certain criteria may receive approval for a stay of disciplinary action by entering into the program. This may facilitate safe return to practice.

Objective Strategies

[Nothing Entered]

Measures

- » **Take timely and appropriate disciplinary actions where there is evidence of professional misconduct by enforcing standards of care addressed in governing statutes.**

Description

The Department of Health Professions' Enforcement Division receives and investigates complaints of misconduct by licensees and regulated facilities. Based on the Administrative Process Act, administrative proceedings may commence if the board finds there is sufficient evidence to indicate a violation has occurred.

Objective Strategies

[Nothing Entered]

Measures

- ♦ Percent of patient care cases pending over one year without continuances
- ♦ Percent of patient care cases pending over one year
- ♦ Percent of patient care cases resolved within 250 business days without continuances
- ♦ Percent of patient care cases resolved within 250 business days

- **Cultivate and provide information to healthcare practitioners and the public.**

Summary and Alignment

Collect and analyze data pertaining to licensure, regulation, and the disciplinary processes and effectively communicate to licensees and stakeholders.

Objectives

- » **Collect and analyze data pertaining to Virginia's regulated health workforce.**

Description

Collection and analysis of data is performed by the Department of Health Professions Healthcare Workforce Data Center. The Department is responsible for developing and implementing informational surveys concerning the Virginia's healthcare workforce.

Objective Strategies

- Collection of healthcare workforce data by the Department of Health Professions' Healthcare Workforce Data Center through the regular survey of key workforce-related factors including demographics, education, practice and patient characteristics, and future plans among the healthcare workforce upon licensure renewal.

Measures

» **Effectively communicate to licensees, stakeholders, and the public.**

Description

[Nothing Entered]

Objective Strategies

- Provide timely information via the websites for the Agency, health regulatory boards, Prescription Monitoring Program (PMP), Health Practitioners' Monitoring Program (HPMP), and VaAware.
- Represent Virginia boards at regional and national regulatory and professional associations.
- Provide information for consumers about healthcare practitioners on the Department of Health Professions' website through "License Lookup", "Doctor's Profile", "Oral and Maxillofacial Profiles", and "Case Decisions".
- Provide statistical data regarding disciplinary action taken against licensees of respective health regulatory boards to national entities.
- Provide information via the Prescription Monitoring Program (PMP) to licensees of health regulatory boards to serve as an early warning system for practitioners in the fight against prescription opioid abuse among their patients.

Measures

- ♦ The number of queries by prescribers to the Prescription Monitoring Program as a percent of prescriptions added

• **Promote a competent healthcare workforce through the approval of quality education programs.**

Summary and Alignment

Promote quality nursing, nurse aide, and medication aide programs, approve qualifying pharmacy technician training programs, and facilitate competency of licensees to support the health and well-being of the population.

Associated State Goal

Public Interest: Engage and inform citizens to ensure we serve their interests.

Objectives

» **Approve and regulate continuing education courses.**

Description

The Board of Pharmacy approves and regulates continuing education courses that meet the qualifications established by law and regulation.

Objective Strategies

[Nothing Entered]

Measures

» **Approve and regulate professional and practical nursing education programs preparing individuals for licensure.**

Description

The Board of Nursing approves and regulates professional and practical nursing education programs that meet the qualifications established by law and regulation.

Objective Strategies

[Nothing Entered]

Measures

» **Approve and regulate nurse aide and medication aide education programs.**

Description

The Board of Nursing approves and regulates nurse aide and medication aide education programs that meet the qualifications established by law and regulation.

Objective Strategies

[Nothing Entered]

Measures

» **Approve and regulate pharmacy technician & repackaging training programs**

Description

The Board of Pharmacy approves and regulates pharmacy technician and repackaging training programs that meet the qualifications established by law and regulation.

Objective Strategies

[Nothing Entered]

Measures

• **Strengthen DHP's internal systems, operations, and culture of preparedness to better meet the needs of licensees, the public, and decision makers.**

Summary and Alignment

Integrate technology with business processes, promote an effective and knowledgeable Department of Health Professions' workforce, and maintain a culture of preparedness to provide services in the most effective and efficient manner possible.

Associated State Goal

Government and Citizens: Be recognized as the best-managed state in the nation.

Associated Societal Indicator

Government Operations

Objectives

» **Maintain a program of continuous business process improvement.**

Description

Strengthen agency-wide improvement efforts to licensure, disciplinary, and retention processes through technological and procedural advancements.

Objective Strategies

- Develop and utilize best practices through collaboration, workgroups, and targeted teams.
- Maintain and strengthen internal communication channels through the use of the Intranet, agency-wide training, and project updates.
- Continue the digitalization of Agency records and standardization of internal and external forms.

Measures

» **Maintain an effective Continuity of Operations Plan to safeguard personnel and assets so the Agency can continue to function in the event of a disruption of normal operations.**

Description

[Nothing Entered]

Objective Strategies

- Review and revise the Continuity of Operations and the Occupant Emergency Response Plan as needed following drills and actual continuity and emergency events. Provide training on the Continuity of Operations and the Occupant Emergency Response Plans.

Measures

» **Streamline the licensure and renewal process for licensees of health regulatory boards.**

Description

[Nothing Entered]

Objective Strategies

- Continue the growth of the online renewal and application process.
- Coordinate technological advances with business processes.

Measures

- ◆ Percent of initial licensure applications processed within 30 days of receipt of a completed application
- ◆ The cost to issue a new registered nurse license.

» **Encourage a culture of learning.**

Description

[Nothing Entered]

Objective Strategies

- Provide agency-wide training to board members and employees to include: updates, professional development, and new regulations.
- Provide a variety of resources for self-directed learning.

Measures

Major Products and Services

The Department of Health Professions issues nearly 150 types of licenses, certifications, registrations, and permits to over 60 health professions and facilities. At the end of FY18, there were 418,726 regulants, up 3.9% over the previous year and up 8.5% over the last biennium.

The number of disciplinary cases received has increased 4.7% from FY17 to FY18, (6,173 in FY17 to 6,461 in FY18), and rose 8.8% over the last biennium. The average age (in days) of closed disciplinary cases has decreased 4.2% from FY17 to FY18 (207.2 in FY17 to 198.4 days in FY18), and remains significantly lower than the benchmark of 365 days.

The Prescription Monitoring Program collects prescription data for Schedule II-IV drugs and drugs of concern into a central database utilized by authorized users to assist in clinical decision making and deter the illegitimate use of prescription drugs. The information collected in the database is maintained by the Department of Health Professions, and strict security and confidentiality measures are enforced. In FY18, there were over 4.26 million Prescription Monitoring Program requests, a decrease of 15.7% from FY17.

The Department of Health Professions also includes the Health Practitioner Monitoring Program and the Healthcare Workforce Data Center, and provides administrative, communication, policy, technological, and research support for the boards. Information on practitioners, licensure requirements, practice standards, healthcare workforce, emerging professions, agency operations, and more is made available to the public and stakeholders. Additionally, the Department of Health Professions funds nursing student financial assistance to support healthcare practice in underserved areas of the state, as well as approves and regulates education and training programs for the Boards of Nursing and Pharmacy.

The Department of Health Professions' services are affected by several forces, chief among these are:

- Federal and state legislative mandates and requests regarding requirements for regulating practitioners and facilities, the use and scope of the Prescription Monitoring Program, and policy analysis involving healthcare practice and workforce needs;
- The number of individuals and facilities who apply for licensure, registration, or certification in a covered healthcare profession;
- The number of individuals and facilities who renew their licenses each year;
- The number of new professions designated by the General Assembly as requiring licensure and regulation;
- The number and nature of reports and complaints alleging misconduct by a regulated individual or facility;
- The demand for information from the general public, employers, and insurers;
- Regulations adopted by health regulatory boards affecting the practice of their respective licensees and their scope of practice; and
- Increasing demand and associated costs for technology.

As Virginia's population continues to grow and age, and healthcare reform increases access to care, the demand for safe and effective health care and related information will grow.

Performance Highlights

The Agency's Key Performance Measures are calculated quarterly and utilized to gauge and monitor performance in relation to the Agency's mission. The safety, health, and well-being of the general public are promoted by the prompt processing of qualified applications for initial licensure and the timely investigation and adjudication of individual and facility misconduct in relation to patient care. The Agency also provides information to health care practitioners and prescribers through the Prescription Monitoring Program, which assists in deterring the illegitimate use of prescription drugs.

Licensure efficiency is assessed through the percent of initial licenses processed within 30 days of receiving a complete application. This measure has remained consistently high, maintaining well above the goal of 97%.

Disciplinary efficiency is assessed through the percent of patient care cases closed within 250 business days, and the percent of patient care cases that have been open for longer than a year. The percent of patient care cases pending over one year has consistently remained below the goal of 20%. Throughout FY18, the percent of cases closed within a year was just under the goal of 90%, due to an agency wide effort to close older cases.

The utilization of the Prescription Monitoring Program information is measured by the percentage of prescriber queries compared to prescriptions added. This key performance measure is expected to increase as healthcare providers utilize the database to identify those seeking medications for illegitimate purposes.

Staffing

| | |
|---|-----|
| Authorized Maximum Employment Level (MEL) | 246 |
| Salaried Employees | 212 |
| Wage Employees | 40 |
| Contracted Employees | 31 |

Key Risk Factors

Increasing Costs:

The Department of Health Professions receives no support from the General Fund; cost increases are absorbed entirely from licensure and renewal fees. The biggest cost-drivers are complaints against licensees and information technology services from VITA,

Complaints have increased 8.8% from the last biennium, and is likely to continue as demand for healthcare services increases, particularly as the population ages and the full effects of healthcare reform legislation begin to manifest.

To keep pace with societal changes and to minimize the need for additional program staff, additional resources may need to be devoted to Information Technology, including expanding online renewals, expanding agency electronic records management, and standardization of agency processes.

Occupations with Few Licensees:

Some regulated occupations lack a sufficient number of regulants to cover their regulatory costs. This is placing a strain on individual boards' cash resources.

Changing Face of Healthcare:

Healthcare reform is expected to bring significant changes to the nation's healthcare system. Some of this will involve new professions, scopes of practice, and alternative approaches to patient care. These could have significant impacts on the licensure and regulation of health professionals.

Agency Workforce Succession Planning:

The Department of Health Professions has implemented an Agency Workforce Succession Plan, evaluating the Agency's current workforce, along with current and future needs. Current risk factors for the Agency include:

- A loss of Institutional knowledge through retirements
- The impact of turnover in key roles as related to retirement
- Limited diversity in leadership positions
- Heavy reliance on wage & temporary contract staff

As a result, the Agency has enacted Action Plans to address: increasing our MEL to combat our heavy reliance on the use of temporary contract staff and wage employees, increasing diversity of executive/professional staff, developing Standard Operating procedures, sharing institutional and critical role knowledge. Each year, the Agency will re-evaluate its Succession Plan and any related Action Plans, to ensure continuity of Agency business functions.

Management Discussion

General Information About Ongoing Status of Agency

Virginia's demand for safe and effective healthcare services continues to rise with its growing and aging population and healthcare reform measures aimed at increasing access. Health care is rapidly responding with efforts to avoid shortages resulting from the inevitable retirement of older practitioners and younger practitioners' desire for work and home balance. In response, innovative team delivery approaches, new occupations, and practitioner employment status changes are emerging.

Along with increasing needs for access to healthcare, the methods of treatment are constantly evolving. One major evolution in healthcare in Virginia is the allowance of the use of cannabidiol (CBD) oil and THC-A oil as a treatment option or alleviate symptoms of diseases for certain patients. The Board of Pharmacy has implemented a registration process for physicians to issue written certifications for the use of the cannabidiol oil or THC-A oil and for patients who have been issued said written certifications. The Board is also currently reviewing applications for Pharmaceutical Processors, a type of facility that will cultivate Cannabis plants for cannabidiol oil, and dispense the oils to patients registered with the Board.

Patient and public health and well-being remains paramount and will continue to be promoted through efficient licensing and regulating of

competent healthcare professionals and facilities, taking timely and appropriate disciplinary action in cases of misconduct, and providing relevant information to the public.

The Department of Health Professions intends to continue to provide exemplary performance related to licensure and discipline. The agency will complete implementation of dynamic online licensing applications for all boards, expand the use of online license renewal notifications through e-mail, and assess other communication improvements. The Department of Health Professions through the Board of Health Professions and Healthcare Workforce Data Center continues its efforts to provide objective research to guide key relevant health practice and workforce policies.

The Department of Health Professions also endeavors to improve quality healthcare education through the approval and regulation of nursing education, pharmacy technician training, repackaging training, and continuing education course programs and processing 100% of nursing scholarship payments.

Finally, the Department of Health Professions intends to increase coordination with other agencies on healthcare workforce issues and to promote enhanced communication with licensees, the public, and the media. These efforts are designed to raise awareness statewide of the importance of the healthcare sector and the future needs for an expanded healthcare workforce.

Information Technology

Proposed IT initiatives include transitioning the current IT infrastructure from the current state hosted by Northrop Grumman to the future state being procured by VITA, while continuing to enhance mission critical applications to improve operational efficiencies. Increases in the IT budget may be necessary due to increasing VITA/NG related costs or the costs associated with a transition to new infrastructure services. It is anticipated that data storage costs will increase as the Agency continues expanding the electronic records management system. There may also be additional costs related to information security and ensuring successful continuity of operations.

Estimate of Technology Funding Needs

Workforce Development

The Department of Health Professions continues to attract and retain employees who possess considerable healthcare experience and have earned related advanced degrees. The percentage of official/administrator and professional occupation positions is 54.9%, well above the 40.5% state average. The current turnover rate is relatively low at 7.9%. Currently, 42 employees (of our 246 FTE positions) are able to retire immediately with benefits, and by 2022, 119 of our current employees will be able to retire. The Agency has implemented a Workforce Succession Plan, and is currently enacting an action plan to ensure business function continuity in the event of retirement, especially in key positions.

The agency routinely monitors pay, hiring, disciplinary and grievance information to ensure that our practices support federal, state, and agency goals and objectives related to sound workforce management. Given significant retirement projections, the Department of Health Professions Salary Administration Plan includes exceptional recruitment and retention options. Agency efforts continue to diversify the overall employee population. Approximately 54.5% of the Department of Health Professions employees participate in an alternative work schedule and almost 32.9% are eligible to telecommute. Enforcement field staff are required to work from a home office.

In addition to the need to assess agency resources based upon retirement risks, Agency management continues to review its organizational structure to ensure that appropriate resources are assigned to core activities.

Physical Plant

The Agency leases non-state space at an annual cost of approximately \$1.47 million. Due to the increase in the number of regulants and disciplinary cases over the biennium, the agency is in the process of leasing an additional 7100 square feet, as we have outgrown the space we currently occupy. Teleconferencing systems have been put into place to optimize existing infrastructure use.

Supporting Documents

| Title | File Type |
|-------|-----------|
|-------|-----------|

Service Area Plan

Scholarships [10810]

Description of this Program / Service Area

In 1991, the General Assembly created the Nursing Scholarship and Loan Repayment Fund. Funding for the scholarship fund is provided through a \$1.00 surcharge assessed on the renewal of licenses for registered and licensed practical nurses. The purpose of the fund is to finance scholarships for part-time and full-time students enrolled in or accepted for enrollment by licensed practical or registered nursing programs. The program is administered jointly by the Department of Health Professions and the Virginia Department of Health. A portion of the total funding for the program is provided by Virginia Department of Health. Department of Health Professions collects the money and deposits it into the Scholarship Fund. The Virginia Department of Health determines the recipients and sends to Department of Health Professions the names of the recipients and the schools they plan to attend. The Department of Health Professions, in turn, distributes the awards to the schools according to the list provided by the Virginia Department of Health. Any balances left in the fund at year-end automatically carry forward to the next fiscal year. For Fiscal Year 2018, revenue amounted to \$69,131 and expenditures totaled \$65,000 (NOTE: These numbers reflect Department of Health Professions' revenue and expenditures, only. They do not include Virginia Department of Health's portion of the program.)

Mission Alignment

Although this service area is fiscally modest, it is an integral part of the Agency's mission, especially in the nursing field.

Products and Services

Description of Major Products and Services

Providing scholarships to nursing students through the Nursing Scholarship and Loan Repayment Fund.

| Products / Services | | | | | |
|--------------------------------|---------------------|----------------------|---------------------------|----|-----|
| Product / Service | Statutory Authority | Regulatory Authority | Required Or Discretionary | GF | NGF |
| Providing Nursing Scholarships | COV § 54.1-3011.2 | | | | |

Anticipated Changes

Given the limit on revenues created by the legislative cap on the surcharge, it is unlikely that there will be significant changes in the program for the foreseeable future.

Factors Impacting

Financial Overview

All funding for this service area is derived from a legislatively mandated surcharge on renewal fees for licensed practical and registered nurses.

Biennial Budget

| | 2019 General Fund | 2019 Nongeneral Fund | 2020 General Fund | 2020 Nongeneral Fund |
|--|----------------------|-------------------------|----------------------|-------------------------|
| Initial Appropriation for the Biennium | 0 | 65,000 | 0 | 65,000 |
| Changes to Initial Appropriation | 0 | 0 | 0 | 0 |

Supporting Documents

| | |
|--------------|------------------|
| Title | File Type |
|--------------|------------------|

Technical Assistance to Regulatory Boards [56044]

Description of this Program / Service Area

Virginia’s 13 health regulatory boards are responsible for the licensing and the discipline of health practitioners, and promulgating the regulations that govern health practitioners. Some boards have additional responsibilities, including regulating education programs and facilities. The Department of Health Professions’ employees support the boards in their activities, but the governor appointed Board members have the ultimate authority to promulgate regulations and make case decisions.

Licensure or certification in each profession typically requires the completion of a board-approved professional education program and the passage of an approved examination in the applicant’s chosen professional field. At the end of the 2016-2018 Biennium, the 13 health regulatory boards regulated more than 415,883 health professionals, facilities, and other designated entities. This represents a 8.5% increase over the prior biennium and a 41.3% increase over the last ten years.

A vital part of the Agency's mission is the investigation and adjudication of complaints and allegations of misconduct against licensees. During the 2016-2018 Biennium, the Agency received over 12,500 disciplinary cases.

The health regulatory boards are also responsible for promulgating the regulations governing the professionals under their purview. These regulations establish initial licensure requirements, set fee rates and renewal requirements, and establish standards for practice.

The Board of Health Professions (BHP) was created in 1977 to assist the health regulatory boards develop guidelines governing health care professionals in Virginia. The Board of Health Professions is also responsible for reviewing the Agency’s budget and advising the Department of Health Professions Director, General Assembly, and the Governor on matters related to the regulation of health care professions. The Board of Health Professions is comprised of 18 members, one from each of the 13 health regulatory boards, and five citizens (consumers), all appointed by the Governor.

The primary activities included in the Agency's service area are:

- Licensing applicants who meet defined standards as determined by law and regulation
- Issuing licenses or permits to specified health related facilities that are in compliance with applicable laws and regulations, and inspecting to verify continued compliance
- Ensuring occupational competency by monitoring and enforcing continuing education or experience requirements, as required by law and/or regulation
- Enforcing compliance with legal policies and assuring professional accountability through diligent investigation of complaints, application of established standards, and objective disciplinary decisions
- Studying, evaluating and recommending the appropriate type and degree of regulation for health professions and occupations

Mission Alignment

Technical Assistance to Regulatory Boards Service Area supports the core mission of the Agency.

Products and Services

Description of Major Products and Services

- Licensing, certifying, registering, and permitting individuals and entities that meet requirements to practice health care professions in Virginia
- Enforcing laws and regulations governing health care delivery
- Investigating and adjudicating reports and complaints against health care providers
- Reviewing, developing, and proposing regulations and legislation promoting the safe delivery of health care
- Approving educational programs that satisfy requirements for initial and ongoing licensure, certification, or registration
- Providing consumer information about health care providers, requirements, and standards
- Providing administrative services in support of the 14 health regulatory boards, the Agency’s mission, and its programs
- Collecting data and providing information through the Prescription Monitoring Program secure database to deter the misuse, abuse, and diversion of controlled substances
- Collecting and providing information relative to healthcare workforce through the Department of Health Professions Healthcare Workforce Data Center
- Monitoring impaired healthcare providers through the Healthcare Practitioners’ Monitoring Program

| Products / Services | | | | | |
|---|---------------------|----------------------|---------------------------|----|-----|
| Product / Service | Statutory Authority | Regulatory Authority | Required Or Discretionary | GF | NGF |
| Licensing, certifying, registering, and permitting individuals and entities | COV § 54.1-2400 | | | | |

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|---|--|--|--|--|--|
| Licensing, certifying, registering, and permitting individuals and entities | Subtitle III of Title 54.1 of the Code of Virginia | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC30-21-10 et seq. | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC115-20-10 et seq. | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC115-40-10 et seq. | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC115-30-10 et seq. | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC115-50-10 et seq. | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC115-60-10 et seq. | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC115-80-10 et seq. | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC115-70-10 et seq. | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC60-21-10 et seq. | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC60-25-10 et seq. | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC60-30-10 et seq. | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC65-20-10 et seq. | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC65-40-10 et seq. | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC75-40-10 et seq. | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC95-30-10 et seq. | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC95-20-10 et seq. | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC85-20-10 et seq. | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC85-110-10 et seq. | | | | |

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|---|------------------------|--|--|--|--|
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC90-40-10 et seq. | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC90-30-10 et seq. | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC85-80-10 et seq. | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC85-50-10 et seq. | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC85-101-10 et seq. | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC85-40-10 et seq. | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC85-130-10 et seq. | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC85-120-10 et seq. | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC85-150-10 et seq. | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC85-140-10 et seq. | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC85-160-10 et seq. | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC85-170-10 et seq. | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC90-19-10 et seq. | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC90-50-10 et seq. | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC90-25-10 et seq. | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 42 CFR 483.156 | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC90-60-10 et seq. | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC105-20-05 et seq. | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC110-20-10 et seq. | | | | |

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| Licensing, certifying, registering, and permitting individuals and entities | 18VAC110-50-10 et seq. | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC110-30-10 et seq. | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC112-20-10 et seq. | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC125-20-10 et seq. | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC125-30-10 et seq. | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC140-20-10 et seq. | | | | |
| Licensing, certifying, registering, and permitting individuals and entities | 18VAC150-20-10 et seq. | | | | |
| Enforcing laws and regulations | COV § 54.1-2400 | | | | |
| Enforcing laws and regulations | Subtitle III of Title 54.1 of the Code of Virginia | | | | |
| Enforcing laws and regulations | 18VAC30-21-160 | | | | |
| Enforcing laws and regulations | 18VAC115-20-140 | | | | |
| Enforcing laws and regulations | 18VAC115-40-50 | | | | |
| Enforcing laws and regulations | 18VAC115-30-150 | | | | |
| Enforcing laws and regulations | 18VAC115-50-120 | | | | |
| Enforcing laws and regulations | 18VAC115-60-140 | | | | |
| Enforcing laws and regulations | 18VAC115-80-100 | | | | |
| Enforcing laws and regulations | 18VAC115-70-80 | | | | |
| Enforcing laws and regulations | 18VAC65-20-500 | | | | |
| Enforcing laws and regulations | 18VAC65-40-640 | | | | |
| Enforcing laws and regulations | 18VAC75-20-90 | | | | |
| Enforcing laws and regulations | 18VAC75-20-100 | | | | |
| Enforcing laws and regulations | 18VAC95-30-210 | | | | |
| Enforcing laws and regulations | 18VAC95-20-470 | | | | |
| Enforcing laws and regulations | 18VAC85-20-300 | | | | |

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| Enforcing laws and regulations | 18VAC90-40-130 | | | | |
| Enforcing laws and regulations | 18VAC90-30-220 | | | | |
| Enforcing laws and regulations | 18VAC85-40-30 | | | | |
| Enforcing laws and regulations | 18VAC85-120-140 | | | | |
| Enforcing laws and regulations | 18VAC90-19-230 | | | | |
| Enforcing laws and regulations | 18VAC90-50-90 | | | | |
| Enforcing laws and regulations | 18VAC90-25-100 | | | | |
| Enforcing laws and regulations | 42 CFR 483.156 | | | | |
| Enforcing laws and regulations | 18VAC90-60-120 | | | | |
| Enforcing laws and regulations | 18VAC105-20-40 | | | | |
| Enforcing laws and regulations | 18VAC110-30-80 | | | | |
| Enforcing laws and regulations | 18VAC110-30-270 | | | | |
| Enforcing laws and regulations | 18VAC125-20-160 | | | | |
| Enforcing laws and regulations | 18VAC125-30-110 | | | | |
| Enforcing laws and regulations | 18VAC140-20-160 | | | | |
| Enforcing laws and regulations | 18VAC150-20-210 | | | | |
| Investigations and adjudication of complaints against health care providers | COV § 54.1-2400 | | | | |
| Investigations and adjudication of complaints against health care providers | Subtitle III of Title 54.1 of the Code of Virginia | | | | |
| Investigations and adjudication of complaints against health care providers | 18VAC30-21-170 | | | | |
| Investigations and adjudication of complaints against health care providers | 18VAC115-15-10 et seq. | | | | |
| Investigations and adjudication of complaints against health care providers | 18VAC60-15-10 et seq. | | | | |
| Investigations and adjudication of complaints against health care providers | 18VAC75-20-110 | | | | |

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| Investigations and adjudication of complaints against health care providers | 18VAC75-20-120 et seq. | | | | |
| Investigations and adjudication of complaints against health care providers | 18VAC95-20-471 | | | | |
| Investigations and adjudication of complaints against health care providers | 18VAC90-40-140 | | | | |
| Investigations and adjudication of complaints against health care providers | 18VAC90-30-230 | | | | |
| Investigations and adjudication of complaints against health care providers | 18VAC90-30-240 | | | | |
| Investigations and adjudication of complaints against health care providers | 18VAC85-15-10 et seq. | | | | |
| Investigations and adjudication of complaints against health care providers | 18VAC90-15-10 et seq. | | | | |
| Investigations and adjudication of complaints against health care providers | 18VAC105-20-41 | | | | |
| Investigations and adjudication of complaints against health care providers | 18VAC110-20-15 | | | | |
| Investigations and adjudication of complaints against health care providers | 18VAC112-20-26 | | | | |
| Investigations and adjudication of complaints against health care providers | 18VAC125-15-10 et seq. | | | | |
| Investigations and adjudication of complaints against health care providers | 18VAC140-20-171 | | | | |
| Investigations and adjudication of complaints against health care providers | 18VAC150-20-15 | | | | |
| Reviewing, developing, and proposing regulations and legislation | COV § 54.1-2400 | | | | |
| Reviewing, developing, and proposing regulations and legislation | Subtitle III of Title 54.1 of the Code of Virginia | | | | |

Anticipated Changes

Both the number of consumers entering the healthcare system and the number of licensees are anticipated to increase over the next decade. These factors are likely to increase the number of complaints and mandatory reports filed with the Agency, leading to increased resources that must be devoted to the investigation and adjudication of those complaints. The demand for information from the general public, healthcare institutions, employers and insurers will also likely increase as the number of licensees and complaints increase.

The Prescription Monitoring Program will expand its secure database and increase educational efforts with the additional funding noted below in Financial Overview.

Factors Impacting

The Agency's services are affected by a number of different forces. Chief among these are:

- Federal and state legislative mandates and requests regarding requirements for regulating practitioners and facilities, the use and scope of the Prescription Monitoring Program, and policy analysis involving health care practice and workforce needs,
- The number of individuals and facilities who apply for licensure, registration, or certification in a covered healthcare profession,
- The number of individuals and facilities who renew their licenses each year,
- The number of new professions designated by the General Assembly as requiring licensure,
- The number and nature of reports and complaints alleging misconduct on the part of a regulated individual or facility,
- The demand for information from the general public, employers, and insurers,
- Regulations adopted by health regulatory boards affecting the practice of their respective licensees and their scope of practice, and
- Increasing demand and associated costs for technology.

Financial Overview

The Department of Health Professions is a self-supporting, fee-based agency. For Fiscal Year 2018, total revenues were approximately \$33.02 million, generated by:

- Licensure fees (89.86%);
- A grant to enhance the Prescription Monitoring Program software (6.20%);
- Monetary penalty and late fees (1.54%);
- The combined Medicare and Medicaid share of the Certified Nurse Aide program (1.42%);
- Interest earned on the Prescription Monitoring Program Trust Fund (0.60%), and;
- Administrative disciplinary fees assessed by the Board of Dentistry (0.32%).

The agency expended \$34.66 million in FY18, devoting approximately 65% to the investigation and adjudication of complaints against healthcare providers, 20% to initial licensing and subsequent renewals, and the remaining 15% is divided between the Agency's administrative, financial, information technology, and rulemaking support activities. The agency's FY18 major expenditure categories are as follows:

- Employee Salaries, Wages, and Fringe Benefits (60.85%);
- Contractual Services (30.97%);
- Continuous Charges (5.75%);
- Equipment (1.27%);
- Supplies and Materials (.73%);
- Nursing Scholarship (.20%);
- Construction of Plant and Improvements (.19%), and;
- Transfer Payments (.04%).

The Department of Health Professions receives no support from the General Fund; cost increases are absorbed entirely from licensure and renewal fees. The biggest cost-drivers are investigation and adjudication of complaints against licensees and information technology services from VITA.

The Fiscal Year 2017- 2018 appropriation increases are associated with the lease of additional space at the Agency's current location and the funding for additional FTEs. The FY18 appropriation increases include the FY17 increases annualized plus funding for the registration for two new registration types in the Board of Counseling and funding to support a demonstration program with the Medical Society of Virginia and the Prescription Monitoring Program to enhance the use of the PMP by prescribers through the use of real time access to the program via interoperability with Electronic Medical Records (EMR) systems.

Biennial Budget

| | 2019 General Fund | 2019 Nongeneral Fund | 2020 General Fund | 2020 Nongeneral Fund |
|--|------------------------------|---------------------------------|------------------------------|---------------------------------|
| Initial Appropriation for the Biennium | 0 | 33,708,207 | 0 | 33,708,207 |
| Changes to Initial Appropriation | 0 | 0 | 0 | 0 |

Supporting Documents

Title **File Type**

