



# Medical Quality Assurance Commission

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## 2012 Best of Boards Award Recipient -Administrators in Medicine

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

### Overview

- The Commission successfully completed a pilot project to measure performance, which resulted in permanent statutory authority
- 21 members: 13 MDs, 2 PAs, 6 public members
- 39 staff, \$14.8M biannual budget
- The Commission licenses 29,397 physicians and physician assistants

### Significant Accomplishments during Pilot Project

- Adopted chronic noncancer pain management rules
- Established rule regulating office-based surgery
- Established rule regulating non-surgical medical cosmetic procedures
- Decision Package approval by Legislature in 2013 for education efforts
- 91.5% of investigations completed on time in 2013
- 94.7% of legal processes completed on time in 2013
- Reduced investigative aged-case backlog by 99%
- Reduced legal aged-case backlog by 74%
- 99% of disciplinary orders in compliance with sanction guidelines
- Created legal orders that are more clear, consistent, and transparent

### Actions in Fiscal 2013

- Issued 2,429 new licenses
- Received 1,493 complaints/reports
- Investigated 911 complaints/reports
- Completed legal process on 920 complaints/reports
- Issued 84 disciplinary orders
- Summarily suspended or restricted 15 licenses
- Actively monitoring 181 practitioners
- 44 practitioners successfully completed compliance programs

### Current Issues

- Developing social media and medical professionalism guidelines
- Developing electronic health practice (telehealth) guidelines
- Monitoring national licensure legislation
- Exploring requirements to ensure continuing competency
- Increasing educational outreach to profession and public
- Developing stakeholder partnerships to reduce medical errors
- Building demographic database of Washington practitioners
- Studying disciplinary recidivism among practitioners

