

Medical Quality Assurance Commission

Strategic Plan 2014-2016

Mission

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

Vision

We engage the health care delivery system to promote the optimal level of medical care for the people of Washington State.

Values

- We earn the public's trust by being transparent and accountable.
- We make fair, objective, and informed decisions in licensing and disciplinary actions.
- We encourage collaboration through mutual respect and direct, effective communication.
- We respect diversity and cultural differences.
- We pursue innovation and continuous improvement in all processes.
- We promote a healthy, rewarding, and supportive work environment.
- We promote education that encourages improved performance and advances patient safety.
- We rely on objective data to measure effectiveness and to develop best practices.

Goal One Promote Patient Safety.

Objective One Ensure practitioners are qualified and current.

Strategy One: We work in collaboration with our stakeholders to define the measurement of competence using accepted national standards:

Core Competencies as adopted by ACGME, ABMS¹, and NCCPA²:

- Professionalism;
- Patient care and Procedural Skills;
- Medical Knowledge;
- Practice-based Learning and Improvement;
- Interpersonal and Communication Skills;
- Systems –based Practice.

Strategy Two: Keep current with fast paced changes in the medical field and respond by supporting patients, physicians and physician assistants to effectively adapt.

Objective Two Maintain fair, consistent, and timely performance in core responsibilities.

Strategy One: Maintain a comprehensive performance management system.

Strategy Two: Analyze and improve the expert witness process.

Strategy Three: Maintain compliance with the Sanction Rules.

Objective Three Improve the practice of disciplined practitioners.

Strategy One: Assess the effectiveness of current disciplinary procedures.

Strategy Two: Improve the compliance oversight process.

Strategy Three: Assist the health care system in reducing medical errors identified in the discipline process.

¹ <http://goo.gl/69Zf49>

² <http://goo.gl/o90gZq>

Goal Two **Clearly communicate the nature and results of our work.**

Objective One **Educate the public using methods that are proactive and simple.**

Strategy One: Publish material with a unified form and function.

Strategy Two: Simplify access to our information.

Strategy Three: Consider and evaluate new communication tools.

Objective Two **Provide timely and correct information to stakeholders.**

Strategy One: Promote a positive service experience.

Strategy Two: Establish and maintain effective communication with Department of Health leaders, the state and federal legislatures, the Office of Financial Management, the Office of the Governor, FSMB, and other stakeholders.

Objective Three **Keep licensees updated and informed about the work of the Commission.**

Strategy One: Provide a quarterly professional publication to all licensees.

Strategy Two: Hold a public annual conference on emerging issues in patient safety and medical regulation.

Strategy Three: Develop a robust Speaker's Bureau.

Goal Three **Continuously improve Commission effectiveness.**

Objective One **Ensure adequate funding.**

Strategy One: Lead the budget development process.

Strategy Two: Maintain the highest level of stewardship with our budget.

Strategy Three: Engage in cost-effective planning and management.

Objective Two **Promote personnel development.**

Strategy One: Recruit and develop high functioning staff and Commissioners.

Objective Three **Foster a work environment of innovation and continuous improvement.**

Strategy One: Strengthen the customer service information experience.

Strategy Two: Engage all staff in continuing improvement efforts.

Objective Four **Actively maintain a forward-looking strategic plan.**

Goal Four **Establish and enhance effective internal and external relationships.**

Objective One **Strengthen external relationships.**

Strategy One: Provide staff and/or Commission presence at health care and patient safety related events.

Strategy Two: Assign a Policy Liaison to interact with outside groups to develop opportunities to improve patient safety.

Strategy Three: Use the annual conference to encourage statewide dialogue.

Objective Two **Strengthen internal relationships.**

Strategy One: Support and encourage inter and intra agency cooperation on shared cases and issues.

Strategy Two: Hold regular all staff retreat/team focus meetings.

Goal Five **Exercise statutory authority to support the changing health care delivery system.**

Objective One **Identify strategic and emergent issues.**

Strategy One: Make informed strategic decisions based on reliable data.

Strategy Two: Facilitate participation of stakeholders in state-wide workgroups.

Strategy Three: Support a shift to just culture as defined in the 1999 Institute of Medicine report³, "To Err Is Human."

Strategy Four: Provide learning opportunities to enhance standards of practice and continuing competency.

³ <http://goo.gl/SFINJE>

Commission Members	Term Ends	Commission Position
Mark L. Johnson, MD, Mount Vernon	6/2017	Congressional District 1
Warren B. Howe, MD, Bellingham	6/2015	Congressional District 2
Leslie M. Burger, MD, Vancouver	6/2014	Congressional District 3
William M. Brueggemann, Jr., MD, Selah	6/2015	Congressional District 4
Bruce G. Hopkins, MD, Spokane	6/2014	Congressional District 5
Mimi Pattison, MD, Gig Harbor	6/2016	Congressional District 6
Charlotte W. Lewis, MD, Seattle	6/2017	Congressional District 7
William E. Gotthold, MD, Wenatchee	6/2016	Congressional District 8
Thomas M. Green, MD, Seattle	6/2014	Congressional District 9
Richard D. Brantner, MD, Lacey	6/2015	Congressional District 10
Bruce F. Cullen, MD, Redmond	6/2014	Physician At Large
Peter M. Marsh, MD, Lakewood	6/2015	Physician At Large
Michelle Terry, MD, Seattle	6/2016	Physician At Large
Athalia Clower, PA-C, Pasco	6/2014	Physician Assistant at Large
Theresa M. Schimmels, PA-C, Spokane	6/2017	Physician Assistant at Large
Michael T. Concannon, JD, Seattle	6/2017	Public Member
Jack Cvitanovic, MBA, Tacoma	6/2015	Public Member
Theresa Elders, LCSW, Colville	6/2014	Public Member
Frank Hensley, Olympia	6/2014	Public Member
Linda A. Ruiz, JD, Seattle	6/2014	Public Member
Mimi Winslow, JD, Seattle	6/2015	Public Member

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