

Iowa Board of Medicine



Strategic Plan 2022–2025

With a Focus on Equity and Inclusion

Mission Statement

It is the mission of the Iowa Board of Medicine to protect the safety of Iowans. We will work toward improving and maintaining a safe equitable healthcare system by enforcing the highest professional and ethical standards for physicians, acupuncturists, and genetic counselors.

We will work to retain highly skilled Board members and staff. Our aim is to facilitate fair and equitable complaint, licensure and disciplinary practice processes.

Proposed Vision & Goals

- Focus on identifying inequities in healthcare by collecting additional data from our processes and reports.
- Implement legislation that ensures equitable and fair regulatory practices.
- Create agency wide processes that strive to achieve equity, timely investigations and issuance of licenses.
- Utilize training, technology and quality improvement tools to strengthen agency processes.
- Make concerted efforts toward eliminating health disparities by promoting health equity within the State of Iowa.
 - Work to develop upstream solutions to help mitigate inadequate care, disparities and inequities in healthcare.
 - Train and support providers to:
 - Foster self-care to help prevent burnout
 - Understand inequities, biases and cultural disparities
 - Apply their training to further safe, quality healthcare through a lens of equity
 - Enact legislation which will provide practitioners the ability to convey quality health care to ALL patients.

Core Functions of the Board

Pursuant to the Iowa Code and Iowa Administrative Code, the Iowa Board of Medicine regulates the practice of medicine, surgery, acupuncture, and genetic counseling. The board establishes regulations by proposing legislation and adopting administrative rules and is charged with enforcing them in order to protect the public. The board provides aids and resources to licensees struggling with impairments through the Iowa Physician Health Program.

What we do to fulfill our mission

Our team works hard to protect and serve the community. Hundreds of investigations are conducted yearly and from those, disciplinary measures are taken.

Legislative actions are filed by the Board and existing rules are reviewed for revisions and amendments.

We educate the community as well as practitioners through resources and ongoing training opportunities.

The members of our Board and staff strive to grow by attending trainings and educational programs, many with a focus on utilizing lenses of equity, compassion and empathy.

We make a concerted effort to keep up with the advancements in the practice of medicine and technology by maintaining ongoing relationships with state and national boards and medical associations, including the Interstate Medical Licensing Compact Commission.

Plans for Improving Our Processes

Office of the Director and Administration

The board is an executive branch agency within the Iowa Department of Public Health. The board regulates the practice of medicine and surgery, acupuncture and genetic counseling under the authority of Iowa Code chapters 147, 148, 148E, 148H and IAC Chapter 653 (Board of Medicine) in the [Iowa Administrative Code](#). The board has significant authority over licensees, establishing regulations by proposing legislation or adopting administrative rules. Correspondingly, the board is charged with enforcing these rules and laws to protect the public.

GOALS	ACTIONS
Empower the community by ensuring thorough communication.	<ul style="list-style-type: none"> • Develop outreach programs with local agencies to help provide interpretation services for those who do not speak English and other services to help citizens struggling to complete our processes due to a seen or unseen disability.
Create space for community and stakeholder interactions with the board.	<ul style="list-style-type: none"> • Continue to welcome and set aside time on Board agendas to discuss community and stakeholder questions and concerns.
Advocate and grow outreach opportunities to bring awareness about the board.	<ul style="list-style-type: none"> • Des Moines Library outreach program. • Provide educational resources via the Board’s website and at community and professional events.
Educate providers by maintaining and growing outreach and education.	<ul style="list-style-type: none"> • Ongoing presentations to medical schools, universities and health care facilities - conducted by the Board’s Medical Director, appointed investigative staff and the Iowa Physician Health Program. • Share self care resources and training with providers via GovDelivery and posting to the Board of Medicine websites. • Propose rules pertaining to CME requirements regarding inequities and bias.
Follow and track current legislation.	<ul style="list-style-type: none"> • Communicate with IDPH legislative liaison and use shared tracking resources to keep informed of legislation.
Implement Quality Improvement and data tracking tools for yearly reports and equity research.	<ul style="list-style-type: none"> • Keep current with department QI training opportunities and utilize the tools available from IDPH to compile statistics, research and reports.
Develop resources for staff team members to track equity trainings that align with the IDPH Policy and PHAB Accreditation standards	<ul style="list-style-type: none"> • Work with the Board’s Health Equity Drivers Forum representative and the IDPH Training Liaison to acquire sufficient and relevant educational training resources for board team members. • Team members will be responsible for tracking completed training and provide documentation of such with their annual review.

Investigations

One of the most important ways the Board protects the public is by receiving and investigating complaints and reports that allege the unlicensed practice of medicine and concerns that a physician, acupuncturist or genetic counselor is incompetent, unprofessional, or cannot practice safely due to impairment. The enforcement division of the Board conducts investigations of the Board's licensees to determine if a licensee has violated the laws and rules governing the practice of medicine in Iowa to ensure the public health, welfare and safety. The enforcement staff performs investigations in a fair, thorough and balanced manner to provide the Board the necessary information to make informed decisions.

GOALS	ACTIONS
Obtain identifying data regarding complainant and practitioner.	<ul style="list-style-type: none"> ● Add a field to collect race and gender information on digital and pdf versions of the complaint form. ● Add a field to collect race and gender information on the online provider application within the Amanda database. ● Investigative staff will pull and record data using IDPH data collection tools or any other approved direct data reporting platform.
Using direct measurement, data will be collected in order to help identify inequities due to gaps in care and gaps in care caused by inequities.	<ul style="list-style-type: none"> ● Find and record identifying race and gender data from medical records. ● Address missing race and gender data not found in medical records during the complainant and practitioner interview processes. ● Share and report race and gender statistics for complainant and physician at the end of each year with the director's assistant for statistical purposes.
Source updated training opportunities for investigative staff.	<ul style="list-style-type: none"> ● Look for opportunities to attend trauma-informed and culturally sensitive interviewing techniques training.
The Legal Director will work with the Chief Investigator to create a process to review rules.	<ul style="list-style-type: none"> ● Work with the Legal Director to track rules that are reviewed, changed and amended. ● Share rule changes and amendments with investigators.
Promote health equity into the interview process.	<ul style="list-style-type: none"> ● Incorporate rules to facilitate better communication during the complaint process in an effort to promote health equity and eliminate health disparities within the State of Iowa.
Continuously evaluate the investigative process to increase efficiency and reduce delays.	<ul style="list-style-type: none"> ● Implement a pre-investigation rating system into the complaint review process to assist in the determination of investigation type. <ul style="list-style-type: none"> ○ Screening committee ○ Letter, response and records case. ○ Full investigation.

Enforcement, Complaints & Discipline

This division ensures compliance with Iowa laws and rules as well as prevailing standards of care and professional ethics by thoroughly reviewing and investigating complaints against licensees, taking appropriate disciplinary action, and monitoring licensees' compliance with disciplinary requirements.

GOALS	ACTIONS
Ensure fair, equitable treatment and patient safety	<ul style="list-style-type: none"> ● Educate community on how to advocate for their healthcare <ul style="list-style-type: none"> ○ Provide resources and training opportunities at community events or via the Board's website. ● Ensure the board's decisions are based on prevailing standards of care and professional ethics. ● Drafting proposed administrative rules pertaining to CME requirements for inequities and biases.
Thorough review of agency rules on a rolling quarterly schedule.	<ul style="list-style-type: none"> ● Work with department supervisors to develop a review of each section/department rules. ● Set out an itinerary and method to track the rules that are reviewed, changed or amended on a shared document and report them to the director's assistant each quarter. ● Track and record new legislation on a shared document for annual report statistics.
Report and track waivers to the legislative portal immediately after each Board meeting.	<ul style="list-style-type: none"> ● Log in to and monitor waiver reports and pull at the end of the year for annual report statistics.
Track and compile disciplinary data.	<ul style="list-style-type: none"> ● Pull relevant data from charges filed, letters of education and warning and closed no action letters. <ul style="list-style-type: none"> ○ Charges, allegations, fines.

Licensure

The Licensure Division evaluates applicants for licensure, verifying information accuracy and ensuring applicants meet criteria established by law and rule.

GOALS	ACTIONS
Work toward shortening the time it takes to process practitioner applications.	<ul style="list-style-type: none">• Work as a team to maintain team members and obtain additional professionals to even out workload and minimize overload during peak season.
Collect data regarding race and gender from license applicants.	<ul style="list-style-type: none">• Add a field to collect information regarding race and gender to the online provider application within the Amanda database. This will allow the Board to capture data to identify provider cultural gaps in Iowa.
The Licensure Director will work with the Legal Director to create a process to review rules.	<ul style="list-style-type: none">• Propose amendments and updates to the laws and rules governing the licensing process.• Work with the Legal Director to track rules that are reviewed, changed and amended.• Share rule changes and amendments with licensure specialists.
Focus on team building and processes to promote positive communication	<ul style="list-style-type: none">• Attend team building training and webinars.

Iowa Physician Health Program

As a confidential monitoring program created by the Iowa Board of Medicine, the Iowa Physician Health Program (IPHP) was designed to protect the public by supporting and monitoring services for physicians whose health conditions may impact their ability to practice medicine safely. The IPHP promotes early intervention, diagnosis, treatment, and monitoring for physicians with potential impairments caused by a mental health condition, substance use disorder or physical condition.

GOALS	ACTIONS
Increase awareness of the IPHP throughout the medical community.	<ul style="list-style-type: none">● Promote outreach to residency programs, hospitals, and clinics.● Promote outreach to treatment providers of healthcare professionals.● Maintain IPHP website with up-to-date information.
The Legal Director will work with the IPHP Coordinator to create a process to review rules.	<ul style="list-style-type: none">● Review rules once a year for any needed changes.
Obtain identifying data regarding participants.	<ul style="list-style-type: none">● Collect and record race and gender data from participants and at the end of each year, share the data with the director's assistant for annual report statistics.