



STATE MEDICAL BOARD *of Ohio*

SMB Strategic Plan for 2011

QUALITY OF HEALTH CARE REGULATION

STRATEGY ONE:

Culture – Create an Ethics Driven/High Performance Workplace.

We must reshape our workforce and address underinvestment in our organizational capacity — specifically, staffing, training, and technology. We will exhibit greater professionalism and adopt a “customer service” approach to dealing with stakeholders and each other. Finally, we must periodically reevaluate systems and processes to challenge longtime assumptions that permit “satisfactory underperformance” focusing specifically on the interval between receipt and disposition of complaints. To do so, we will develop metrics, performance measures, and goals that promote accountability, increase efficiency, and establish our board as a model for others.

STRATEGY TWO:

Competency – Develop a Holistic Approach to “Effective Medical Regulation” that Helps Maintain the Competency of Licensees & Prevents Adverse Outcomes.

We will be pro-active in dealing with at-risk licensees in order to protect the public and preserve our stakeholder’s interests in maintaining or restoring a licensee’s ability to practice. Such efforts include revamping current quality intervention efforts, developing tools to deal more effectively with minimal standards cases, and analyzing the need for specific areas of remediation. We will ensure that consent agreements between the Board and licensees are clear, consistent, and creative; and that efforts to rehabilitate or remediate are effective as evidenced by performance measures. We will provide stakeholders with information that clearly reflects Board expectations regarding policies and rules involving professional conduct, minimal standards, best practices, and scope of practice.

STRATEGY THREE:

Collaboration – Engage in Partnerships with Stakeholders and Others in Order to Leverage Available Resources and Improve Healthcare in Ohio.

We can protect the public by “building a better licensee” through public and private sector partnerships with the legislature, professional schools, associations, media, state agencies, and other stakeholders. Our efforts will be designed to instill a unique sense of ethics and professionalism in licensees that puts them on notice regarding the Board’s expectations as a regulatory body. We can also develop, analyze, and share data documenting trends impacting the cost, quality, or availability of healthcare in Ohio with stakeholders through a communications plan designed to promote the Board’s mission of protecting the public.