



NCSBN
Leading Regulatory Excellence

HRCC Video Transcript^[SEP]

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Presenter

Healthcare Regulatory CEO Collaborative

- [Mariann] I believe this debate has really bubbled up throughout our states and our jurisdictions. And as a result, I believe this has offered us the opportunity to really provide education on regulatory boards throughout the United States and Canada and to really focus on why we exist, why they exist, and to reinforce that the core being of their existence is really focused on promoting public safety of consumers, clients, patients.

- [Paul] I think the big issue for boards is to distinguish between occupational licensing and professional health care licensing. And it's incumbent upon our boards and our organization to provide the public and legislators with the information they need so they can make that distinction. - [William] Those who are on boards sometimes are reluctant to want to take appropriate action just because of the political realities that are existing and the potential of their own liability.

- [Mary] When states make sweeping changes to their laws that we had not anticipated, even though we were going along and working with them, that sometimes interferes with our ability to collaborate with the states. Licensure protects the public in two main ways.

First, it sets minimum standards of competence. The second way Licensure protects the public is that if a social worker would fall below those standards that they have pledged to adhere to, the client has legal recourse under the law to bring a complaint. -

[David] It's really gone from in the 50s, 1 in 20 Americans needing a license to practice to the current situation in some states between 1 in 4 or 1 in 3 even. So, it's important to actually not just simply take a one size fits all solution, but to really understand how the licensing board fundamentally protects the public in the actions that they do.

- [Hamayun] People may not realize, and I think that's part of the challenge of licensing boards, is to educate the public about what they do. Most people would agree that the licensing of physicians is absolutely critical to the health, safety, and protection of the public. They have to make sure that only those who are qualified to practice medicine are actually given the right to practice medicine.

- [Carmen] The medications that people take are life-saving. But if those medications are not dispensed by competent pharmacists, then those medications are dangerous and people suffer serious

consequences, State Licensure provides the assurances of competence and provides patients with a safety net.

- It's important for state boards to have measurable performance goals that they can then see if they're keeping up with what needs to be done.

- I think it's incumbent on boards to help the public understand the rigor of the credentialing process of the education process. Utilize public members to tell the story of the board. Number two is for the board to make public their disciplinary action cases so a consumer can determine if they want to use this or not use this individual.

- We need to continue to build accountability into the regulation process throughout the whole system. But in order to do that, regulatory boards need to have adequate funding. They need to have adequate personnel and they need to have personnel who are trained to do the job of regulation.

- Without agreement by the public, the legislatures of what are the goals of licensing boards and what are the resources that they have available to them, it's very difficult, but maybe it's very easy to criticize.

- NCSBN has recently produced a comprehensive document that actually one by one examines these issues and actually puts out in a very factual way what it is that nursing does in relation to these elements .

- We have to listen to what the consumer is saying about practice and care and delivery of that. We do all that, we can show the distinction between a credentialed profession and one that's not credentialed.

- Licensing boards really try to take information from what they've experienced with their licensees, with complaints from the community that they think forward and they put into place activities that also help the public, such as identifying areas for potential continuing education that brings resources back to the profession as a result of what's impacted the public.

So, I think those are also opportunities for the board to bring good resources to the public.

- We need to have information available that both the profession and the public and the legislators can actually look at and compare and contrast the performance of one board against another. We also need to obviously deal with when there are complaints and problems, we need to address that in a timely way and in a proportionate way. Having a range of solutions in terms of the severity of the issues that are being addressed by modernizing regulation that will be fit for today's world, not yesterday's, that's the work of the regulator as we move forward to protect the public.