



ENFORCEMENT COMMITTEE
MAY 20, 2015

6

SUBJECT: ACTION PLANNING PROCESS UPDATE

ACTION: RECEIVE AND FILE UPDATE REGARDING ACTION PLANNING PROCESS

RECOMMENDATION

Receive and file status update regarding the action planning process.

ISSUE

This following is a status report on the progress of the BPM Executive Office action planning process.

DISCUSSION

The discussion below summarizes the actions taken by staff in consultation with SOLID Planning Solutions ("SOLID") professionals over the last several weeks since Board approval of the Board of Podiatric Medicine ("BPM") Strategic Plan 2015-2018 at the March 6, 2015 meeting of the Board.

Since adoption of the plan, the executive office facilitated a meeting for an action planning session with the SOLID team on March 13, 2015, at the Department of Consumer Affairs, HQ2 located at 1747 N. Market Street, Sacramento, California. Through this effort staff was able to identify major tasks, prioritize objectives, establish key timeframes and target due dates in addition to assigning responsibilities for each identified activity.

Of the 5 strategic goal areas and 20 identified objectives adopted in the 2015-2018 Strategic Plan, staff was able to pinpoint a total of 68 total items for action directed at meeting BPM goals and objectives during the next four years. For the Enforcement goal area falling under the jurisdiction of the Enforcement Committee staff identified 15 action items for completion.

A summary of the Goal Areas and Objectives for Enforcement along with their corresponding action items identified as a result of the staff action planning session are listed below for Board reference and review.

GOAL AREA ONE (1): ENFORCEMENT

1. Reduce investigation cycle times in order to achieve performance measures for consumer protection set by the Department of Consumer Affairs.
 - a. **Increase communication with MBC billers and coders, desk investigators, DOI field investigators and Deputy AGs regarding case status and updates.**
 - b. **Invite investigators and AG representatives to quarterly report at BPM Board meetings**
 - c. **Implement and utilize an enforcement matrix for quarterly reporting at Board meetings**
 - d. **Design and implement a case tracking system and corresponding tickler file for designating important case enforcement milestones.**
2. Educate licensees about infractions and penalties concerning continuing education and compliance in order to be proactive in reducing future infractions.
 - a. **Develop and distribute BPM quarterly newsletter for increasing awareness and knowledge of infractions and penalties.**
 - b. **Develop internet page specific to increasing education, knowledge and awareness of infractions and penalties.**
 - c. **Increase attendance and interaction at association events for enhancing awareness of infractions and penalties.**
3. Enhance reporting to the Board of mission critical functions relative to enforcement.
 - a. **Design and implement a straightforward and easy to reference quarterly reporting methodology covering all areas of enforcement.**
 - b. **Research and collect prior year data sets for comparing year-over-last performance.**
4. Improve public awareness that doctors of podiatric medicine are held to the same standard as medical doctors and doctors of osteopathy.
 - a. **Redevelop and improve BPM website and address issue**

- b. **Develop and implement internet based FAQs page addressing issue**
 - c. **Develop and publish quarterly BPM newsletter addressing issue**
 - d. **Develop BPM publication regarding the Laws Relating to the Practice of Podiatric Medicine with section devoted to issue**
5. Streamline internal enforcement processes to improve workflow and quality.
- a. **Develop and complete Enforcement Desk Procedures Manual.**
 - b. **Partner with SOLID to map the enforcement process flow to identify efficiency bottlenecks.**

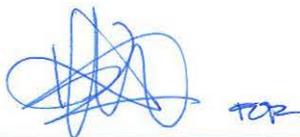
NEXT STEPS

Staff has undertaken action planning steps to begin completing the identified action items in order to effectively meet BPM goals and objectives contained in the 2015-2018 Strategic Plan. Continued quarterly updates will be provided to the Board to provide progress updates and relevant information on action item completion.

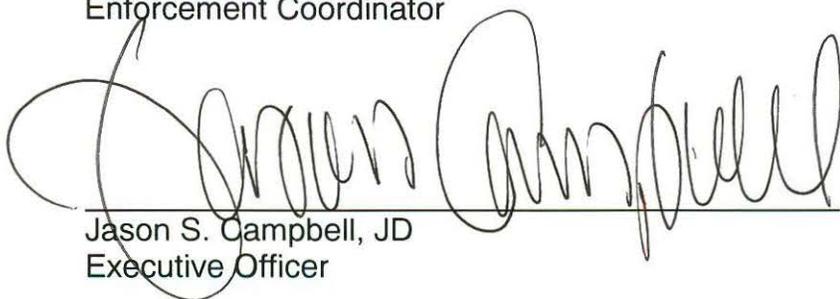
ATTACHMENTS

- A. BPM Strategic Plan 2015-2018 – Enforcement Goal Areas
- B. BPM Action Planning Matrix

Prepared by: Bethany DeAngelis, Enforcement Coordinator



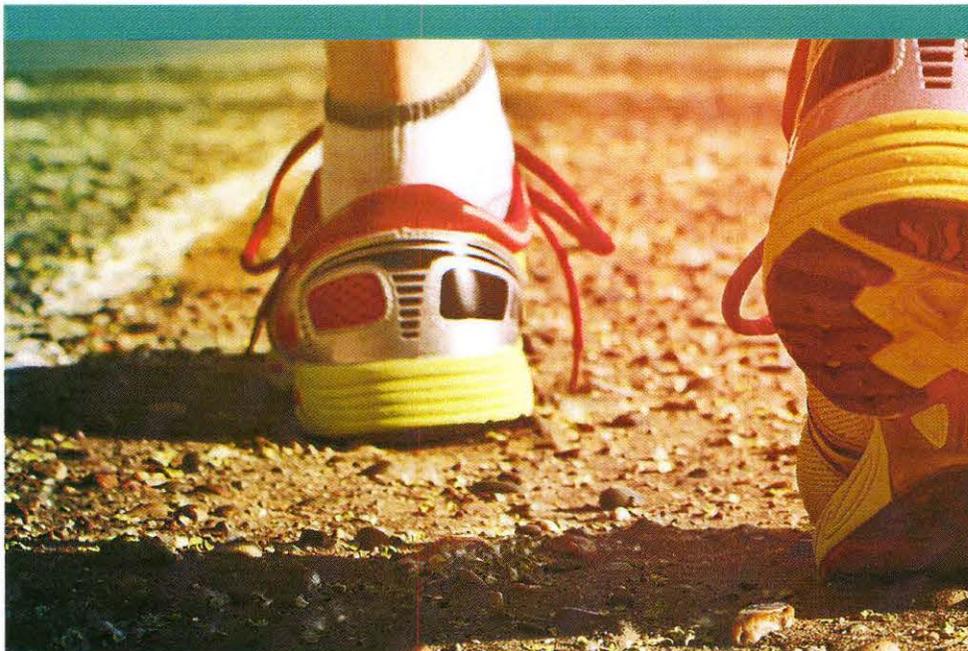
Bethany DeAngelis
Enforcement Coordinator



Jason S. Campbell, JD
Executive Officer

Enforcement Objectives

1. Reduce investigation cycle times in order to achieve performance measures for consumer protection set by the Department of Consumer Affairs.
2. Educate licensees about infractions and penalties concerning continuing education and compliance in order to be proactive in reducing future infractions.
3. Enhance reporting to the Board of Podiatric Medicine of mission-critical functions relative to enforcement.
4. Improve public awareness that Doctors of Podiatric Medicine are held to the same standard as medical doctors and doctors of osteopathy.
5. Streamline internal enforcement processes to improve workflow and quality.



Goal Area 1: ENFORCEMENT:

1.1	Reduce investigation cycle times in order to achieve performance measures for consumer protection set by the Department of Consumer Affairs.					HIGH
Activities		Start Date	Status	Assigned Staff	Completion Date	
a.	Increase communication with MBC billers and coders, desk investigators, DOI field investigators and Deputy AGs regarding case status and updates.	Q4 (Apr) 2015 FY 14/15	Begun	Enforcement Coordinator	Ongoing	
b.	Invite investigators and AG representatives to quarterly report at BPM Board meetings.	Q4 (Jun) 2015 FY 14/15	Begun	E.O. & Enforcement Coordinator	Ongoing	
c.	Implement and utilize an enforcement matrix for quarterly reporting at Board meetings.	Q3 (Feb) 2015 FY 14/15	Begun	E.O. & Enforcement Coordinator	Ongoing	
d.	Design and implement a case tracking system and corresponding tickler file for designating important case enforcement milestones.	Q1 (Jul) 2015 FY 15/16		All Staff	Ongoing	

Goal Area 1: ENFORCEMENT:

1.2	Educate licensees about infractions and penalties concerning continuing education and compliance in order to be proactive in reducing future infractions.				HIGH
Activities		Start Date	Status	Assigned Staff	Completion Date
a.	Develop and distribute BPM quarterly newsletter for increasing awareness and knowledge of infractions and penalties.	Q4 (Apr) 2015 FY 14/15	Begun	All Staff	Ongoing
b.	Develop internet page specific to increasing education, knowledge and awareness of infractions and penalties.	Q4 (Apr) 2015 FY 14/15	Begun	All Staff	Ongoing
c.	Increase attendance and interaction at association events for enhancing awareness of infractions and penalties.	Q4 (Jun) 2015 FY 14/15		E.O.	Ongoing

Goal Area 1: ENFORCEMENT:

1.3	Enhance reporting to the Board of mission critical functions relative to enforcement.				HIGH
Activities		Start Date	Status	Assigned Staff	Completion Date
a.	Design and implement a straightforward and easy to reference quarterly reporting methodology covering all areas of enforcement.	Q3 (Feb) 2015 FY 14/15	COMPLETE	Enforcement Coordinator	Ongoing
b.	Research and collect prior year data sets for comparing year-over-last performance.	Q4 (May) 2015 FY 14/15	COMPLETE	Enforcement Coordinator	Ongoing

Goal Area 1: ENFORCEMENT:

1.4	Improve public awareness that doctors of podiatric medicine are held to the same standard as medical doctors and doctors of osteopathy.				HIGH
Activities		Start Date	Status	Assigned Staff	Completion Date
a.	Redevelop and improve BPM website and address issue.	Q4 (Apr) 2015 FY 14/15	Begun	E.O.	Q2 (Oct) 2015 FY 15/16
b.	Develop and implement internet based FAQs page addressing issue.	Q4 (Apr) 2016 FY 15/16		E.O.	Q4 (Apr) 2017 FY 16/17
c.	Develop and publish quarterly BPM newsletter addressing issue.	Q4 (Jun) 2015 FY 14/15		Program Support	Ongoing
d.	Develop BPM publication regarding the Laws Relating to the Practice of Podiatric Medicine with section devoted to issue.	Q4 (Jun) 2017 FY 16/17		E.O.	Q1 (Jun) 2018 FY 17/18

Goal Area 1: ENFORCEMENT:

1.5	Streamline internal enforcement processes to improve workflow and quality.				HIGH
Activities		Start Date	Status	Assigned Staff	Completion Date
a.	Develop and complete Enforcement Desk Procedures Manual.	Q4 (Apr) 2015 FY 14/15	Begun	Enforcement Coordinator, E.O., Admin Analyst, Program Support	Q2 (Dec) 2015 FY 15/16
b.	Partner with SOLID to map the enforcement process flow to identify efficiency bottlenecks.	Q4 (Apr) 2016 FY 15/16		SOLID	Q1 (Jul) 2016 FY 16/17