



**Bureau of Licensure and Regulation Change Project  
Iowa Department of Public Health  
State Leadership Call  
April 9, 2009**

**Iowa Department of Public Health - Division of Behavioral Health**

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# STAR-SI

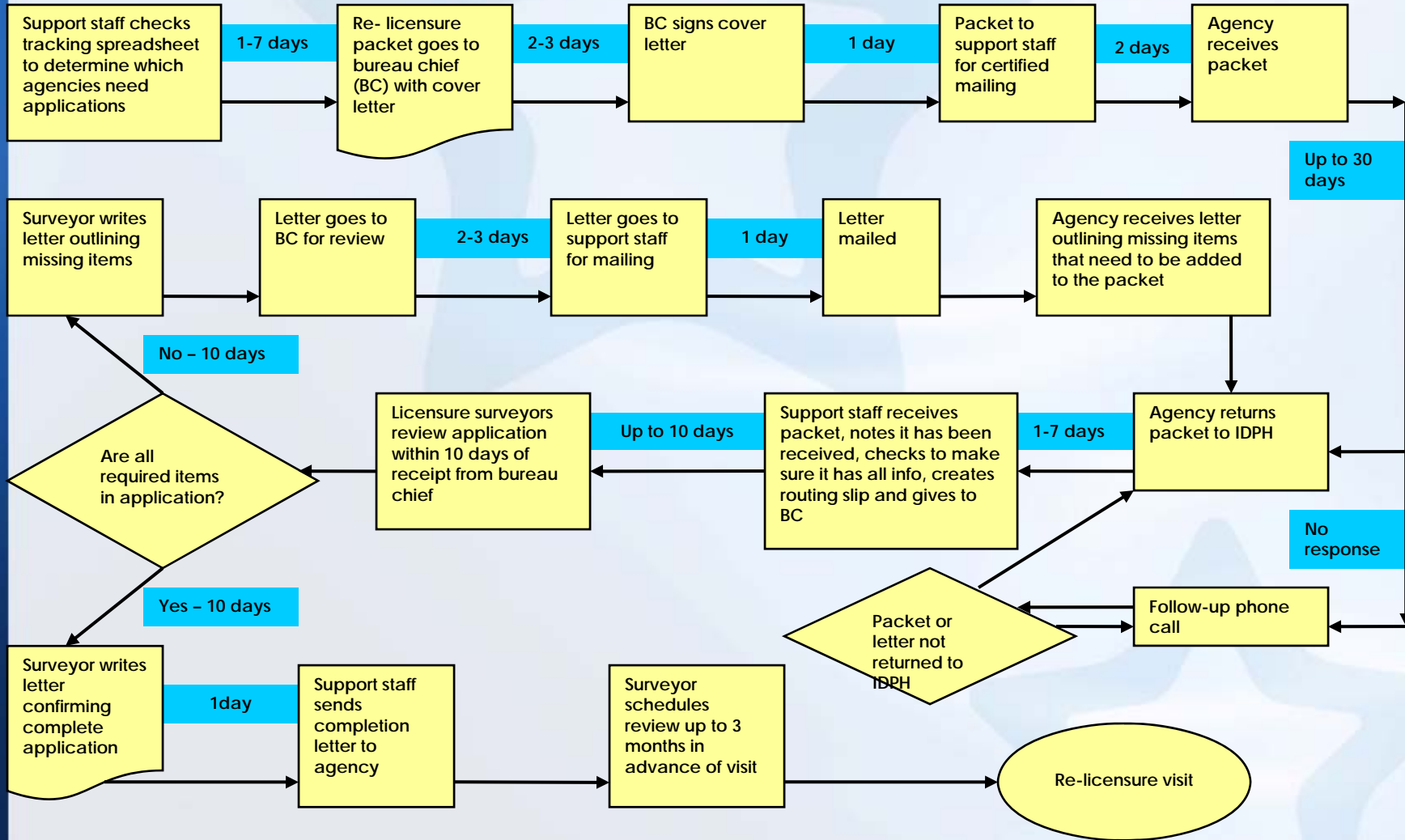
## AIM (Plan)

Target:

- To reduce the licensed substance abuse agency wait time for on-site agency re-licensure inspections from an average of 153 days post-license expiration to 60 days prior to license expiration.

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## Re-licensure Application Process





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## Change (Do)

- Start re-licensure application and inspection process 4 months prior to expiration of any agency's license.
- Bureau of Licensure initially brought back the retired surveyor to help decrease the backlog of inspections.



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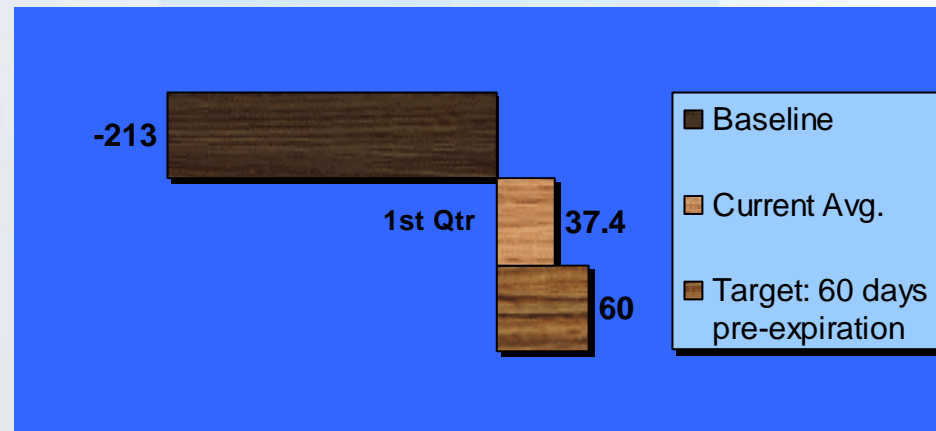
## Change (Do)

- Since the backlog has eased, the two remaining surveyors have devoted 100% of time to re-licensure application and inspection process.

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## Results (Study)

- Currently site visits occur 37.4 days prior to licensure expiration; missing the target of 60 days by 22.6 days.



Most recent inspection was done 45 days prior to expiration (15 days after target).





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## IMPACT (Business Case, Lessons Learned)

- Based on the flowchart possibilities for improvement include:
  1. Paperwork quality assurance time on documents generated by IDPH.
  2. Sending letters to agencies (packet construction, certified letters, movement of paper through the bureau).
  3. Licensure surveyors unable to address other job responsibilities because of 100% time on re-licensure application process.
    - Overall wait times are effected by illness, weather, number of agencies needing surveys in any given month.



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## IMPACT (Business Case, Lessons Learned)

4. Agencies waiting for inspection after license expiration could have reimbursements, 3<sup>rd</sup> party payer credentialing, and grant applications affected.
5. Licensure staff has had to curtail TA: as a result agencies could have difficulty with ongoing compliance with standards





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## IMPACT (Business Case, Lessons Learned)

- Paperwork process appears labor intensive and dependent upon staff to meet deadlines.
  1. Support staff time is required to manage the paperwork flow and remind agencies that their license is up for renewal.
  2. Bureau has assumed responsibility in tracking agency license renewal dates.

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## Next Steps (Act)

1. Licensure staff will continue to track wait times.
2. Bureau has met with IDPH Information Management and developed a web-based application form download system: Implementation is 5/1/10.

 This will allow agencies to download their application form eliminating up to 14 days from the front end of the current process.

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3. Bureau is moving towards development and implementation of a completely web-based application system eliminating the paper-based system: Implementation 7/1/2010.

 This will shorten the application process by an additional 15-20 working days.