

**Michigan Center for Rural Health 12th Annual
Conference
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Session: Michigan Healthcare Workforce Center

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Michigan Department of Community Health

**Michigan Department of Community
Health
Bureau of Health Professions**

**Licensure, Regulation, &
Workforce Excellence:**

- * Professional Accountability
- * Patient Safety
- * Standards of Care
- * Workforce Assessment & CQI
- * Increased Access to Care



Health Licensing Division

- 26 Licensed Health Professions
- Over 400,000 Health Care Professionals Licensed
- 157K Nursing; 77K Pharmacy; 33K Medicine; 27K Social Worker; 19K Dental



Health Regulatory Division

- Receives Allegations of Misconduct from the public or health professionals
- 3,121 Allegations of Misconduct in FY 2006
- 27,859 Allegations 1994 through 2006

Top Five Allegations in FY 2006:

- Negligence/Incompetence: 1080 (35%)
- Criminal Conviction: 345 (11%)
- Substance Abuse: 291 (9%)
- Drug Diversion: 157 (5%)
- Continuing Education: 111 (4%)



Top Four Professions Receiving Allegations:

- Nursing: 1,002/157,193 (.6%)
- Medicine: 828/33,528 (2.5%)
- Dentistry: 254/19,713 (1.3%)
- Osteopathic: 239/7,001 (3.4%)



Health Investigation Division

- Investigates factual allegations that represent true violations
- 832 investigations authorized from 3,121 allegations in FY 2006 (27%)
- 519 disciplined health professionals (62% of 832 investigations) in FY 2006



Top Four Disciplinary Actions in FY 2006:

- Probation: 238 (46%)
- Suspended License: 205 (39%)
- Fine Imposed: 52 (10%)
- Voluntary Surrender: 27 (5%)



Professional Practice Section (PPS): Areas of Focus

- Workforce Development, Research & Evaluation Section formed in August 2006; Renamed *Professional Practice Section* March 2009
- PPS staffs the Michigan Healthcare Workforce Center (MHWC)

Focus of PPS (continued)

- MHC major functions:
 - Serves as a clearinghouse for workforce data
 - Administers surveys to licensed health professionals
 - Convenes and/or participates with groups to address workforce issues (Michigan Health Council a key collaborative partner)
 - Conducts research and publishes papers on workforce related issues



Focus of PPS (continued)

- MDCH/MDE/MDLEG/MDHS/MHC/OCNE Serve as Advisory Body to MHC (IHWCC)
- Professional Licensee Workforce Surveys (18 between 2004 and 2008: Physicians, Dentists, Dental Hygienists, Nursing, Pharmacists, PAs)
- Professional Scope of Practice/Corporate Structure for Professional Practice
- Professional Practice Issues (eg, pain management, patient safety, E-health)

PPS Resources: Healthcare Information for Professionals and Health Consumers

- Two Newsletters (*Public Forum / Healthlink*)
- Six Websites: (MHC / PS / PM / HealthCareers)
- Fund MCHP & MCN (Michigan Health Council): Information for Professionals, Workforce Strategies, Collaborative Efforts



PPS Resources (Continued)

- State Pain Management Program launched in 2008
- Board Support: Over 1800 Professional Practice Inquiries from Health Professionals or health consumers responded to annually
- White papers, workforce/professional practice survey reports, webcasts, professional listserv broadcasts, PSAs, press releases



Key Findings from Licensee Surveys Reflect National Findings:

- Many health professionals increasingly indicate they will be retiring within three to ten years.
- There are too few health care providers seeing low income, uninsured or underinsured children and adults.
- Ethnic minorities are underrepresented among medical and dental health care professionals.
- There is a gender bias in many health professions (e.g., male dentists/phys; female nurses/dental hygienists)
- The greatest predictor of what State a health provider practices in is what State s/he is trained in.

Challenges of Recruiting & Retaining Related to Survey Findings

- Aging health care workforce retiring
- Poor Michigan economy (lure of states with better economies)
- Low Medicaid reimbursement rates
- Low overall reimbursement rates
- Michigan's weather (California Dreaming)
- Increasing administrative/regulatory burden



Opportunities for Recruiting & Retaining Providers Related to Survey Findings

- Michigan's beauty and low-cost housing
- High percentage of underserved areas for primary care, dental care, & mental health care
- High percentage of underserved provides opportunity for federal & state loan repayment reimbursement and scholarship opportunities
- Michigan has the largest State Loan Repayment Program in the nation
- Michigan has a disproportionately larger share of federal (NHSC) loan repayment & scholar recipients



Professional Practice Issues Currently Being Addressed

- Continuous Professional Development
- E-Health
- Pain & Symptom Management
- Sexual Boundary Violations
- Patient Safety



Continuous Professional Development (CPD)

- About half of MI Boards impose CE requirements
- Studies show CE somewhat ineffective
- Professional development models investigated in FY 2006

CPD (continued)

- CPD a new portfolio model (Assessment, Plan, Activities, Evaluation)
- Governor approved CPD model in FY 07
- Three Boards adopted CPD model in FY2008 (PT, RT, VM); others considering
- Michigan one of a few States in U.S. to implement CPD

E-Health:

Technology-delivered Healthcare Info, Education, Consultation, products, services

- Workgroup convened in 2005 -2007
- White Paper completed in December 2007
- 15 Recommendations based on:
 - Workgroup meetings
 - Literature review/Online investigation
 - Federal/MI laws & policy impacting E- Health
 - Policies/statutes of other States

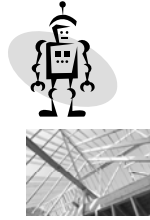
Emerging Trends of E-Health:

- Electronic Medical Records (EMR)
- Electronic Health Records (EHR)
- Evidence-based medicine
- Consumer Health Informatics
- Telemedicine (synch. & asynch.)
- E-prescribing



Emerging Trends of E-health (continued)

- E-visits (“cybermedicine”)
- Robotics (surgical; health companions)
- Nanotechnology
- The future “telehealthy home”



E-Health Communication Issues:

- Confidentiality / unauthorized access to computers
- Informed consent / pre-existing clinical relationship
- Licensure jurisdiction
- Patient education & care management
- Emergency & sensitive subject matter
- Medical records / practice web site communications

E-Health Issues Regarding Fee-based Consultations:

- Informed Consent
- Fee disclosure
- Identity disclosure
- Limits of available information
- Online consultation versus diagnosis/treat.
- Follow up plans
- Internet pharmacies

Michigan's Major E-Health Recommendations:

- Adopt FSMB Model Guidelines
- Special-purpose E-Health license
- Statutory definition of *E-Health & issues*
- Statutory definition of *patient encounter*
- Encourage private/public payer reimbursement
- Licensing Boards recognize advantages and risks
- Inclusion of E-Health in training Curricula and CE/CPD
- Enact legislation establishing VIPPS standard

Pain & Symptom Management (PSM)

- ACPSM established in 1994 to broadly address PSM
- Recommendations published in 1995 & 2002, including:
 - eliminate use of "intractable" pain
 - Increase awareness of public rights and professional responsibilities
 - CE/CPD requirements in pain management
 - Improve training curricula

PSM Recs. (Cont.)

- Board adoption of policy/guidelines promoting adequate psm and identifies "undertreatment"
- Electronic monitoring system for physicians to view patients' Rx history
- Development of materials, videos, publications, etc
- Development of a website



New Pain & Symptom Management Program

- Recent Michigan study indicated pain at the end of life has not changed in past 15 years
- New palliative care program initiative was launched in FY 2008 in the PP section
- Funding provided through portion of prescription licensing fees (funds MAPS and PSM activities)

New Pain & Symptom Management Program (cont.)

- Three-year strategic action plan 1) establishes baseline data, 2) implements impact strategies, & 3) assess program impact
- Public telephone survey and physician survey completed in spring 2009
- Strategies include:
 - Distribution of Opioid Prescribing Handbook (09)
 - PSAs to all media: Right to pain management (09)
 - Webcast for professionals (10)
 - Hospital trainings (10)
 - MAPS trainings (09-11)
 - Professional listserv communication (09-11)
 - Remove pharmacy barriers/improve training curricula etc (09-11)

Professional/Sexual Boundaries

- Between 1% and 6% of all annual violations by licensed health professionals in MI are sexual violations
- As many as 5-10% of some health providers may violate sexual boundaries with patients (under-reported due to shame/intimidation)
- This impacts the professions and often devastates the patient
- White paper and recommendations completed in FY 2007



Sexual Boundary Recommendations:

- Adopt FSMB Guidelines for sexual boundaries
- Raise public/professional awareness
- Incorporate into administrative rules
- Develop PSAs & educational materials
- Promote CE/CPD & improved training curricula

Healthcare Workforce Websites & Newsletters

Michigan Healthcare Workforce Center
www.michigan.gov/mhwc

Michigan Health Careers
www.michigan.gov/healthcareers

Michigan Center for Health Professions
www.mhc.org

Michigan Center for Nursing
www.michigancenterfornursing.org

Pain and Symptom Management
www.michigan.gov/psm

Patient Safety
www.michigan.gov/ps

Public Forum E-Newsletter
(at www.michigan.gov/mhwc
under Resources)

HealthLink E-Newsletter
(at www.michigan.gov/mdch
under Bureau of Health Professions)

Subscribe to either of
the E-Newsletters above
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