



# HEALTH PROFESSION CREDENTIALING IMPROVEMENT

# Introductions

---

- Harold Wright, Jr., Office Director (Acting), Office of Health Professions
- Zach Patnode, QA/CQI Administrator, Office of Health Professions
- Eve Austin, Executive Director Behavioral Health, Office of Health Professions
- Carly McCarthy, HELMS Strategic Communications

# Health Systems Quality Assurance (HSQA)

## Division Structure

---

- HSQA is the regulatory arm of DOH, and is composed of six offices that together regulate the health professions and facilities:
  - Office of the Assistant Secretary
  - Health Professions
  - Customer Service
  - Investigations and Legal Services
  - Community Health Systems
  - Health Systems Oversight
- Offices are arranged functionally with multiple offices engaged in the work of regulating professions and facilities

# Office of Health Professions

---

- Regulates approximately 87 Health Profession Credentials
  - 40 are Board or Commission (appointed by the Governor)
  - 18 Advisory Committees (appointed by the Secretary of Health)
  - 62 regulated by Secretary of Health
  - 130 licensee types across all health professions
- Works closely with partner commissions:
  - Washington Board of Nursing (WABON)
  - Washington Medical Commission (WMC)
  - Chiropractic Quality Assurance Commission (CQAC)
- Approximately 75 program staff and 100 credentialing staff (as of May 1, 2024)
- 8 profession Executive Directors, an Operations Director, and a Quality Administrator

# Reimagining Profession Credentialing

---

PSYCHOLOGY PILOT: PROJECT PATHWAY

# Psychology Challenges

- Credentialing in Psychology is complex, and timelines can be extremely long (routine vs nonroutine, etc.)
- Can require multiple offices and the Examining Board of Psychology (EBOP) engaged simultaneously, starting very early in the process
  - EBOP has independent authority, DOH produces credentials on behalf of the board
- Multiple interested parties have been dissatisfied and focused on lengthy credentialing timelines
  - Access to care
  - Ability for psychologists to claim insurance reimbursement
  - Media attention
  - Complaints to Governor's office and legislators

# Project Pathway

---

- Project Pathway Kickoff – March 9<sup>th</sup>, 2023
  - Single leader and designated resources
  - Focus on culture, communication, and data
  - Approach:
    - Assign resources and tools to solve immediate issues
    - Create a Playbook for replication across other professions





APPROACH

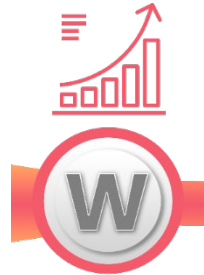


# Credentialing SWOT Analysis



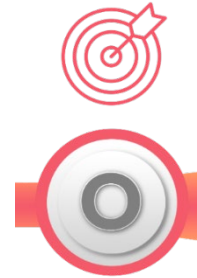
## STRENGTHS

- Support from leaders, Board, and partners
- Staff have credentialing experience
- Initial barriers identified early



## WEAKNESSES

- Urgency to action limits our ability to complete intensive root cause analysis
- Weaknesses and lack of transparency in credentialing data
- Current operations software (ILRS)



## OPPORTUNITIES

- Collaborate with interested parties to develop efficiencies
- Beginning-to-end ownership of Profession Licensing
- HELMS implementation opportunities and efficiencies
- **Establish a program/credentialing system that can be replicated across HSQA**



## THREATS

- Lack of staff redundancy in Credentialing
- Time and resource investment could weaken performance in other areas
- What we can't currently see and don't currently know

# Project Pathway Goals

---

**Improve Psychologist License turnaround time and reestablish credibility with our interested parties**

## SHORT

- Reducing pending credentials list to acceptable level
- Looking for quick wins

## MEDIUM

- Maintain acceptable pending list
- Establish healthy boundaries between Board and DOH
- Build strong partnerships externally and internally (OCS/OHP)

## LONG TERM

- Continue learning and apply lessons across all health professions

# Better Understanding the Pending List

Pending list breakdown by Detail Status (on 3/14/2023)

Row Labels	Count of Detail Status	Count of Detail Status2	Average of Days Since Application
FBI Background Check	9	2%	744
Nonroutine Incomplete	15	4%	1238
Nonroutine Not Yet with Board	19	5%	202
Nonroutine Waiting for Board	53	14%	665
Routine Incomplete	130	34%	385
Waiting on Applicant to Take EPPP	79	21%	1500
Waiting on Applicant to Take JP	79	21%	483
<b>Grand Total</b>	<b>384</b>	<b>100%</b>	<b>709</b>

Nonroutine Categories	Count	% of Total
Partial Credit	12	22%
Non-APA	4	7%
Non-APA Internship	6	11%
Endorsement	3	6%
Resubmission	14	26%
Other	15	28%
Total	54	100%

# Scorecard

		10/17/2024	10/24/2024	10/31/2024	Target	Trend	Change	
<b>Outcome</b>	Average time to licensure	122	122	122	90		0	
<b>Leading</b>	Average days since last contact							
	Endorsement	53	57	47	45		-10	
	Examination	45	47	44	45		-3	
	Temporary	39	36	38	30		2	
	Average days since last submission							0
	Endorsement	91	96	86	90		-10	
	Examination	83	81	75	90		-6	
	Temporary	93	82	181	90		99	
	Average Days Aged (Pending)	526	502	584	x		82	
	Temporary	281	301	726	x		425	
	Endorsement	290	251	446	x		195	
	Examination	483	499	430	x		-69	
	Nonroutine	875	843	840	x		-3	
<b>Pending Credentials</b>	Intakes	14	4	6	12		2	
	Temporary	18	19	23	17		4	
	Routine Incomplete Endorsement	21	19	23	18		4	
	Routine Incomplete Examination	59	65	55			-10	
	Nonroutine Incomplete	34	26	32			6	
	Military	2	6	2	3		-4	
	Exception	7	7	8	x		1	
	Final	13	13	12	5		-1	
	Deficient in Final	3					0	
	<i>FBI Background Check Only</i>	17	19	17	x		-2	
	<i>Initial Background Check</i>	1	3	1	x		-2	
	<i>EPPP Exam</i>	95	97	100	x		3	
	<i>JP Exam</i>	11	11	11	x		0	
	<b>Total</b>		295	290	290	x		0



**Professional Reference Request (Cont.)**

Name of facility/institution where applicant obtained supervised experience \_\_\_\_\_

Applicant's position title \_\_\_\_\_

1. Type of supervised hours (may be more than one):

- Practicum  Preinternship  Internship  Post-doctoral

Are the supervised hours you're attesting to the :  Original submission  Resubmission

Please provide an explanation as to why the hours are being resubmitted: \_\_\_\_\_

2. Describe briefly the applicant's duties as you knew them in the position listed above: \_\_\_\_\_

3. If you were a supervisor of the applicant's **practicum**, please complete the following:

- A. Dates of supervised experience: From \_\_\_\_\_ To \_\_\_\_\_
- B. Total number of hours of practicum experience you supervised: \_\_\_\_\_ (300 hours are required.)
- C. Practicum hours spent in supervision (see [WAC 246-924-049](#) for the definition of "supervision" in the Practicum)? \_\_\_\_\_

4. If you were a supervisor of the applicant's **preinternship** experience, please complete the following:

- A. Dates of supervised experience: From \_\_\_\_\_ To \_\_\_\_\_
- B. Number of hours of direct client contact providing assessment and intervention services: \_\_\_\_\_
- C. Number of hours of regularly scheduled, formal face-to-face individual supervision that addresses the direct psychological services provided by the applicant: \_\_\_\_\_
- D. Number of hours of other learning activities such as case conferences, seminars on applied issues, conducting cotherapy with a staff person including discussion of a case, and group supervision: \_\_\_\_\_

5. If you were a supervisor of the applicant's **internship** experience, please complete the following:

- A. Was the internship site APA accredited or approved by APPIC?  Yes  No
- B. Dates of supervised experience: From \_\_\_\_\_ To \_\_\_\_\_
- C. Number of hours of direct client contact providing assessment and intervention services: \_\_\_\_\_
- D. Number of hours of regularly scheduled, formal face-to-face individual supervision that addresses the direct psychological services provided by the applicant: \_\_\_\_\_

**Professional Reference Request (Cont.)**

F. Number of hours of other learning activities such as case conferences, seminars on applied issues, conducting cotherapy with a staff person including discussion of a case, and group supervision: \_\_\_\_\_

6. If you were a supervisor of the applicant's **post-doctoral** or other experience, please complete the following:

- A. Dates of supervised experience: From \_\_\_\_\_ To \_\_\_\_\_
- B. Total number of hours of professional activity you supervised: \_\_\_\_\_
- C. Total number of hours of individual face-to-face supervision you provided: \_\_\_\_\_

**Practicum (WAC 246-924-049)** Must be at least nine months in length and 300 hours of direct experience, 100 hours which must be in supervision. No more than 300 hours may count towards licensure. Additional hours accrued past the completion of the nine-month practicum that meet the preinternship requirements may be reported under the preinternship portion below.

Dates of supervised experience: From \_\_\_\_ / \_\_\_\_ / \_\_\_\_ To \_\_\_\_ / \_\_\_\_ / \_\_\_\_

	Total Hours Verified
<b>A. Direct Experience</b>	
<b>B. Hours of Supervision</b> , as defined in WAC 246-924-049	
<b>C. Total Hours for this Practicum Experience</b> A + B = C	

**Preinternship (WAC 246-924-053)** Preinternship occurs between the practicum and internship, dates cannot overlap. A maximum of 1500 hours can account for this experience.

*Note to applicant: if claiming hours in this category and it hasn't already been submitted, please ensure you include the document where you and the program documented the goals, student expectations, and the methods of this experience.*

Dates of supervised experience: From \_\_\_\_ / \_\_\_\_ / \_\_\_\_ To \_\_\_\_ / \_\_\_\_ / \_\_\_\_

	Minimum Hours Required	Total Hours Verified
<b>A. Direct client contact</b> hours providing assessment and intervention services	At least 60% of total hours	
<b>B. Regularly scheduled, formal face-to-face individual supervision</b> that addresses the direct psychological services provided by the applicant	At least 2 hours out of every 20 hours of experience (at least 10% of total hours)	
<b>C. Other learning activities or indirect experience</b> e.g. case conferences, seminars on applied issues, conducting cotherapy with a staff person including discussion of a case, and group supervision	At least 2 hours out of every 20 hours of experience (at least 10% of total hours)	
<b>D. Total Hours for this Preinternship Experience</b>	A + B + C = D	

**Internship (WAC 246-924-056)** Internship must include 1500 hours of supervised experience completed within 24 months.

Was the internship site APA accredited or approved by APPIC?  Yes  No If yes, provide APPIC # \_\_\_\_\_

*Note to applicant: if claiming hours in this category, the internship was non-APA/APPIC, and it hasn't already been submitted, please ensure you include the written statement or brochure that describes the goals and content of the internship.*

Dates of supervised experience: From \_\_\_\_ / \_\_\_\_ / \_\_\_\_ To \_\_\_\_ / \_\_\_\_ / \_\_\_\_

	Minimum Hours Required	Total Hours Verified
<b>A. Direct client contact</b> hours providing assessment and intervention services	At least 25% of total hours	
<b>B. Regularly scheduled, formal face-to-face individual supervision</b> that addresses the direct psychological services provided by the applicant	At least 2 hours out of every 40 hours of experience (5% of total hours)	
<b>C. Other learning activities or indirect experience</b> e.g. case conferences, seminars on applied issues, conducting cotherapy with a staff person including discussion of a case, and group supervision	At least 2 hours out of every 40 hours of experience (5% of total hours)	
<b>D. Total Hours for this Internship Experience</b>	A + B + C = D	

**Postdoctoral (WAC 246-924-059)** A maximum of 1500 hours may account for this experience.

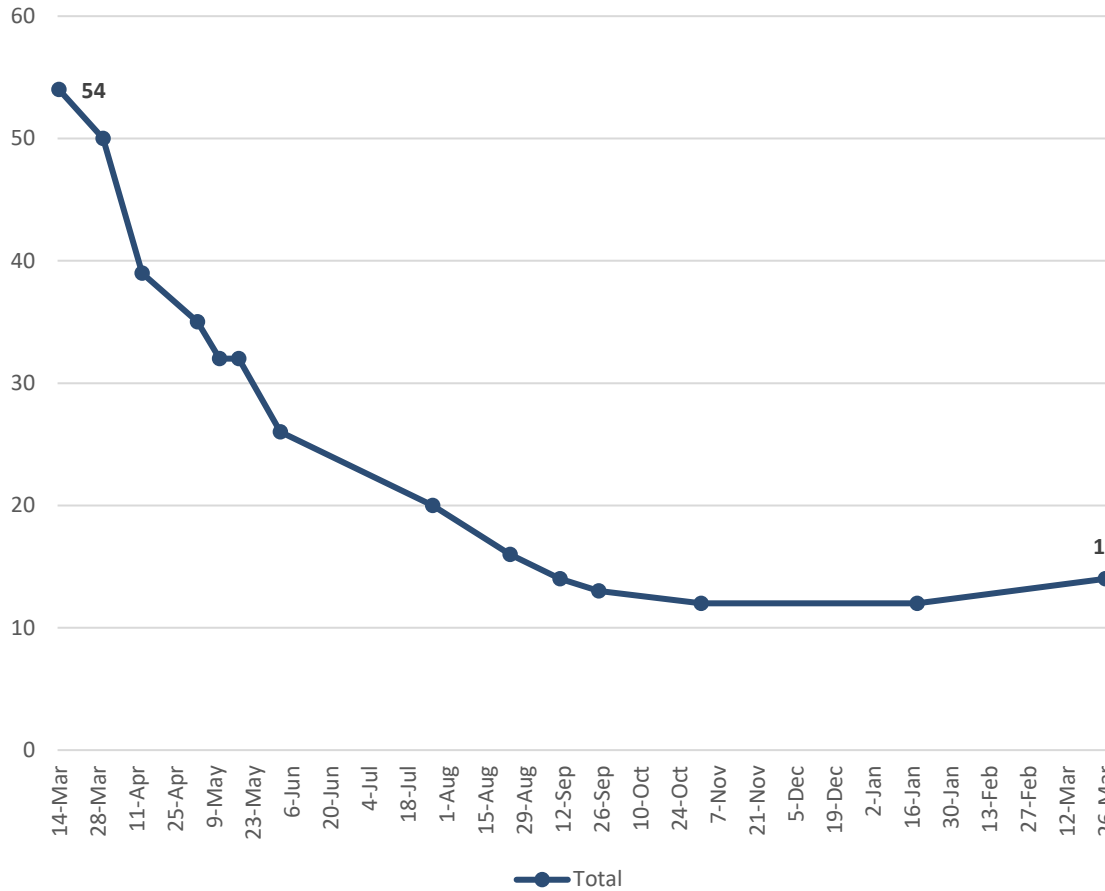
*Note to applicant: if claiming hours in this category and it hasn't already been submitted, please ensure you include the supervision agreement for this experience.*

Dates of supervised experience: From \_\_\_\_ / \_\_\_\_ / \_\_\_\_ To \_\_\_\_ / \_\_\_\_ / \_\_\_\_

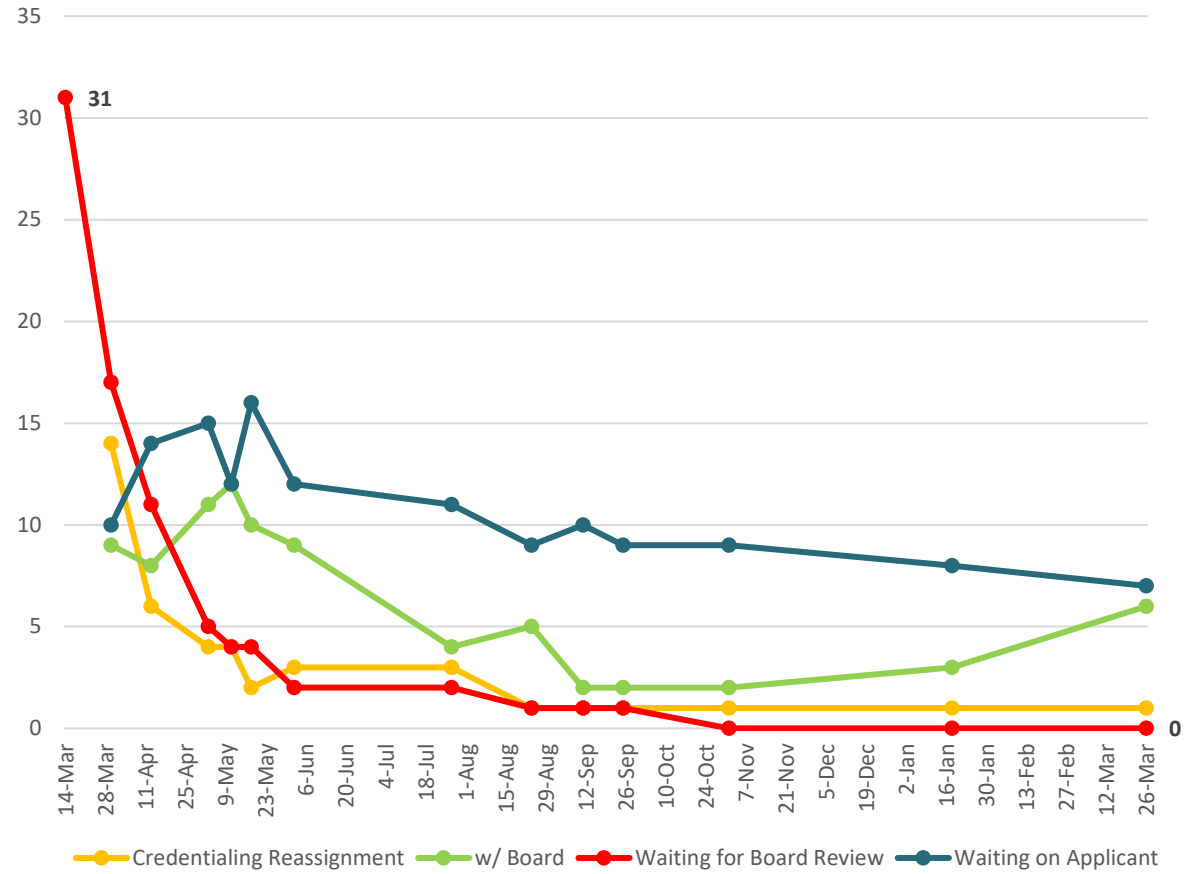
	Minimum Hours Required	Total Hours Verified
<b>A. Professional activities</b>		
<b>B. Individual face-to-face supervision</b>	At least 1 hour out of every 20 hours of experience (5% of total hours)	
<b>C. Total Hours for this Postdoctoral Experience</b>	A + B = C	

# Nonroutine Progress

Total Nonroutine w Board



Nonroutine Process Status Count



# Average Time to Licensure Improvements

Application Date	Numbers of Licenses Issued by Project Pathway		Average Number of Days Between Application Date and License Issuance	
	Licenses	Temporary Permits	Licenses	Temporary Permits
12/29/2011 – 12/9/2022	131	3	647	188
12/9/2022 – 3/9/2023	43	25	173	63
3/10/2023 – 5/13/2024	156	162	102	35
<b>Total Licenses Issued</b>	<b>330</b>	<b>190</b>		

# Cultural and Interpersonal Framework

---

How do we see our work?

- People-first and human-centered management (Resetting our Human Capital)
- Construct and reform systems, culture, and language to take ownership of the entire licensing application process
  - From receipt of application to issuance of license
  - Current procedure does not meet the need
    - ◆ Long wait times and pending application lists

How do we change and continuously improve?

- Data-driven management
  - Making the invisible, visible
- Language matters
  - (deficient → incomplete, backlog → pending)
- Maximizing partnerships (Associations, Boards/Commissions, Legislation)
- Evaluate issues and implement improvements previously raised but unable to be addressed



# Credentialing Reorganization Phases

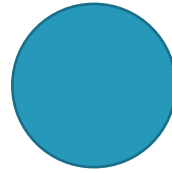


**March 1<sup>st</sup>, 2024**

Behavioral Health  
Professions

Home Care Aides

**4 teams, 46 FTEs**



**April 1<sup>st</sup>, 2024**

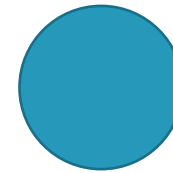
Pharmacy

Dental

Acupuncture/ Eastern  
Medicine

Nursing Assistants  
(Cert/Reg),  
Medical Assistants  
(Reg)

**3 teams, 32 FTEs**



**May 1<sup>st</sup>, 2024**

Therapy  
Professions

Medical  
Professions

Veterinary

Vision Professions

**3 teams, 25 FTEs**

Where are we today?

---

PROFESSION CREDENTIALING IMPROVEMENTS

# Team and Training (Leadership Resources)

- Preparing our Leaders to support Credentialing Staff
  - Tools for leading larger teams
  - Establishing a Quality Team
  - Managing team dynamics by empowering dynamic leadership
- Meeting cadence
  - Pre-transition team building
  - Daily Morning Huddles
  - Weekly Tacticals with Scorecard Review
- Training
  - Mentorship
  - Leveraging expertise and knowledge
  - Developing from least complex to most complex

# Behavioral Health: AACs, CCCs, ABA professions, Hypnotherapist, and SUDP

Profession Name	Pending					Intakes				Finals				
	10/31/2024	11/7/2024	11/14/2024	Pending Apps Target (3 months)	Trend	10/31/2024	11/7/2024	11/14/2024	Intakes Target (.5mo Received)	10/31/2024	11/7/2024	11/14/2024	Finals Target (.5mo Received)	Final Target (.5mo Received)
Counselor Agency Affiliated Registration	1640	1657	1663	1173		25	17	30	196	207	220	207	196	
Counselor Agency Affiliated Certification	258	254	248	78		2	2	2	13	8	5	0	13	
Counselor Agency Affiliated License	276	260	242	153		3	3	3	25	32	13	1	25	
Counselor Certified Certification	69	65	62	18		0	0	1	3	7	4	0	3	
Counselor Certified Adviser Certification	2	2	2	0		0	0	0	0	0	0	0	0	
Hypnotherapist Registration	9	9	5	18		0	1	0	3	4	2	1	3	
Substance Use Disorder Professional Certification	207	196	185	57		2	2	2	10	36	26	9	10	
Substance Use Disorder Professional Trainee Certification	129	108	107	150		3	0	6	25	35	16	8	25	
Substance Use Disorder Professional Probationary Certification	2	1	1	3		0	0	0	0	0	0	0	0	
<b>Totals</b>	<b>2592</b>	<b>2552</b>	<b>2515</b>	<b>1650</b>		<b>35</b>	<b>25</b>	<b>44</b>	<b>275</b>	<b>329</b>	<b>286</b>	<b>226</b>	<b>275</b>	

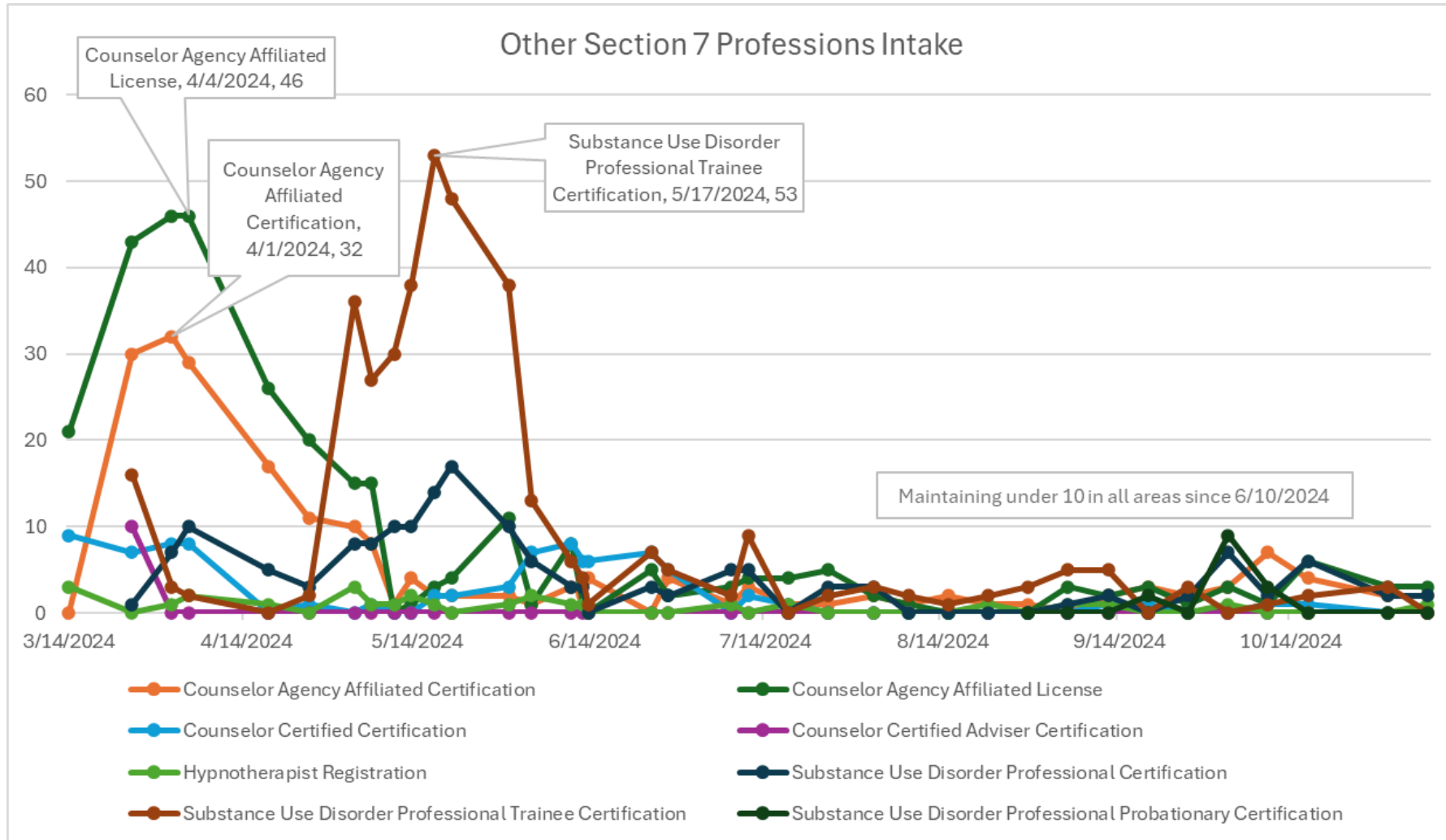
Profession Name	Pending					Intakes				Finals				
	10/31/2024	11/7/2024	11/14/2024	Pending Apps Target (3 months)	Trend	10/31/2024	11/7/2024	11/14/2024	Intakes Target (.5mo Received)	10/31/2024	11/7/2024	11/14/2024	Finals Target (.5mo Received)	Final Target (.5mo Received)
Agency Affiliated Counselor CoOccurring Disorder Specialist Enhancement Approval	3	3	3	0		0	0	0	0	0	0	0	0	
MFT Co-Occurring Disorder Specialist Enhancement	2	2	2	0		0	0	0	0	0	0	0	0	
Mental Health Counselor Co-Occurring Disorder Specialist Enhancement	2	2	2	0		0	0	0	0	0	0	0	0	
SWI Clinical Co-Occurring Disorder Specialist Enhancement	1	1	1	0		0	0	0	0	0	0	0	0	
<b>Totals</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>1</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	



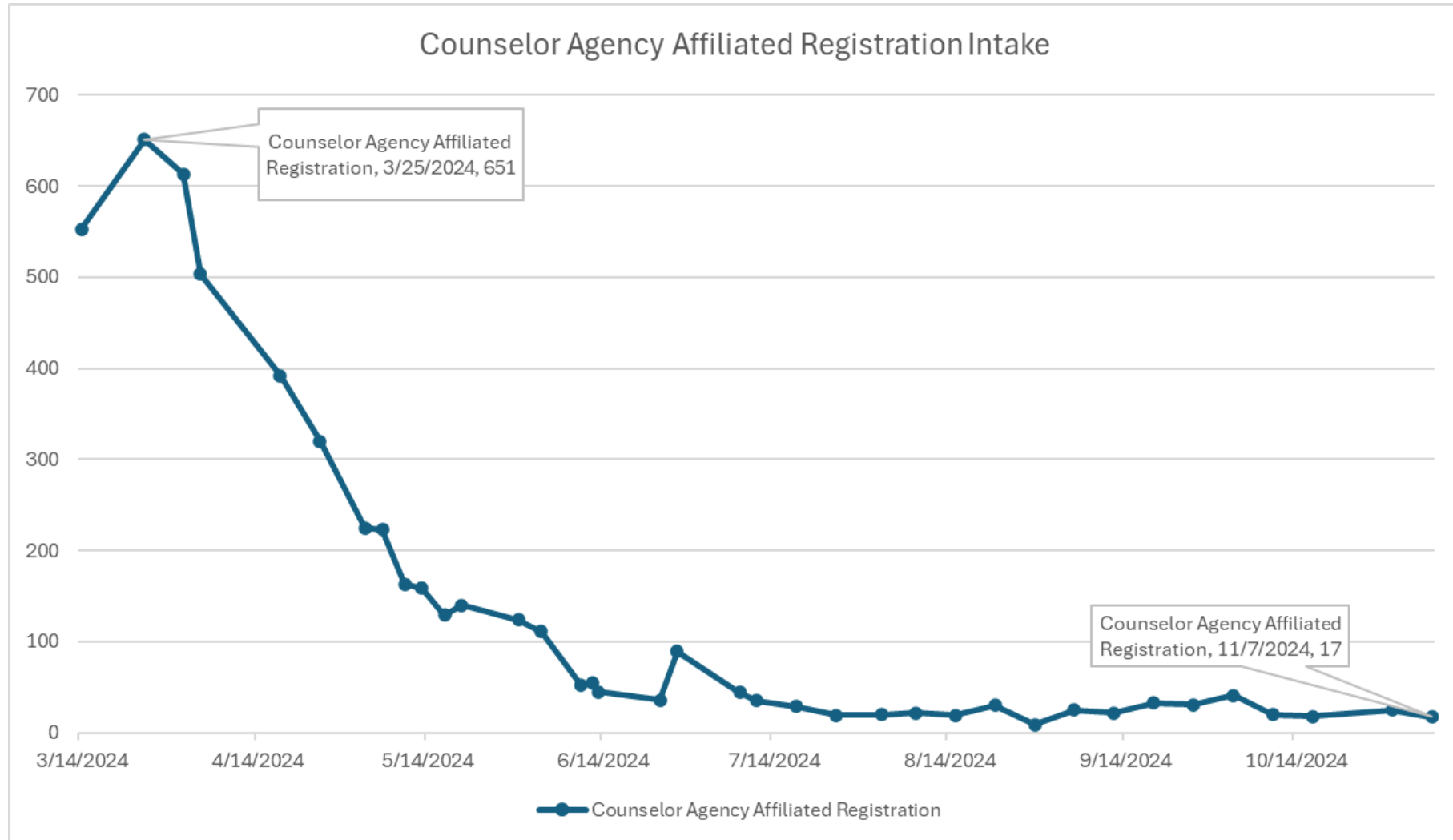
# Behavioral Health: MHC, LMFT, SW, Psychologist, and SOTP

Profession Name	Pending					Intakes					Trend	Finals				
	10/31/2024	11/7/2024	11/14/2024	Pending Target (updated)	Trend	10/31/2024	11/7/2024	11/14/2024	Intakes Target (.5mo received)	Trend		10/31/2024	11/7/2024	11/14/2024	Finals Target (.5mo received)	Trend
Marriage and Family Therapist Associate License	67	65	73	91		6	8	16	13		2	1	4	13		
Marriage and Family Therapist License	216	217	217	150		45	46	52	13		4	18	13	13		
Marriage and Family Therapist Probationary License	34	33	32	21		17	17	18	4		0	0	0	4		
<b>Marriage and Family Sub Total</b>	<b>317</b>	<b>315</b>	<b>322</b>	<b>248</b>		<b>68</b>	<b>71</b>	<b>86</b>	<b>30</b>		<b>6</b>	<b>19</b>	<b>17</b>	<b>30</b>		
Mental Health Counselor Associate License	457	423	429	392		119	111	34	56		48	20	15	56		
Mental Health Counselor License	513	510	521	306		128	122	137	51		52	44	51	51		
Mental Health Counselor Probationary License	60	49	49	63		33	23	23	11		0	0	1	11		
<b>Mental Health Sub Total</b>	<b>1030</b>	<b>982</b>	<b>999</b>	<b>726</b>		<b>280</b>	<b>256</b>	<b>194</b>	<b>118</b>		<b>100</b>	<b>64</b>	<b>67</b>	<b>118</b>		
Social Worker Advanced License	68	68	68	25		4	4	7	3		0	0	0	3		
Social Worker Advanced Probationary License	9	9	9	3		1	1	1	1		0	0	0	1		
Social Worker Associate Advanced License	50	49	50	56		22	16	15	8		1	7	2	8		
Social Worker Associate Independent Clinical License	180	189	217	329		88	89	22	47		4	15	18	47		
Social Worker Independent Clinical License	1041	1053	1062	575		128	145	153	58		23	27	30	58		
Social Worker Independent Clinical Probationary License	31	36	39	30		14	17	22	5		0	1	1	5		
<b>Social Work Sub Total</b>	<b>1379</b>	<b>1404</b>	<b>1445</b>	<b>970</b>		<b>257</b>	<b>272</b>	<b>220</b>	<b>122</b>		<b>28</b>	<b>50</b>	<b>51</b>	<b>122</b>		
Psychologist License	257	254	263	69		5	5	10	12		5	2	9	12		
Psychologist Probationary License	0	0	0	1		0	0	0	0		0	0	0	0		
Psychologist Temporary Permit	34	32	34	36		5	0	4	6		8	3	7	6		
<b>Psychology Sub Total</b>	<b>291</b>	<b>286</b>	<b>297</b>	<b>83</b>		<b>10</b>	<b>5</b>	<b>14</b>	<b>17</b>		<b>13</b>	<b>5</b>	<b>16</b>	<b>18</b>		
Sex Offender Treatment Provider Affiliate Certification	4	4	4	1		1	0	1	0		0	0	0	0		
Sex Offender Treatment Provider Certification	3	3	3	1		0	0	0	0		0	0	0	0		
<b>Sex Offender Treatment Sub Total</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>2</b>		<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>		
<b>Total W/O Sub Totals</b>	<b>3024</b>	<b>2994</b>	<b>3070</b>	<b>2029</b>		<b>616</b>	<b>604</b>	<b>515</b>	<b>288</b>		<b>147</b>	<b>138</b>	<b>151</b>	<b>288</b>		

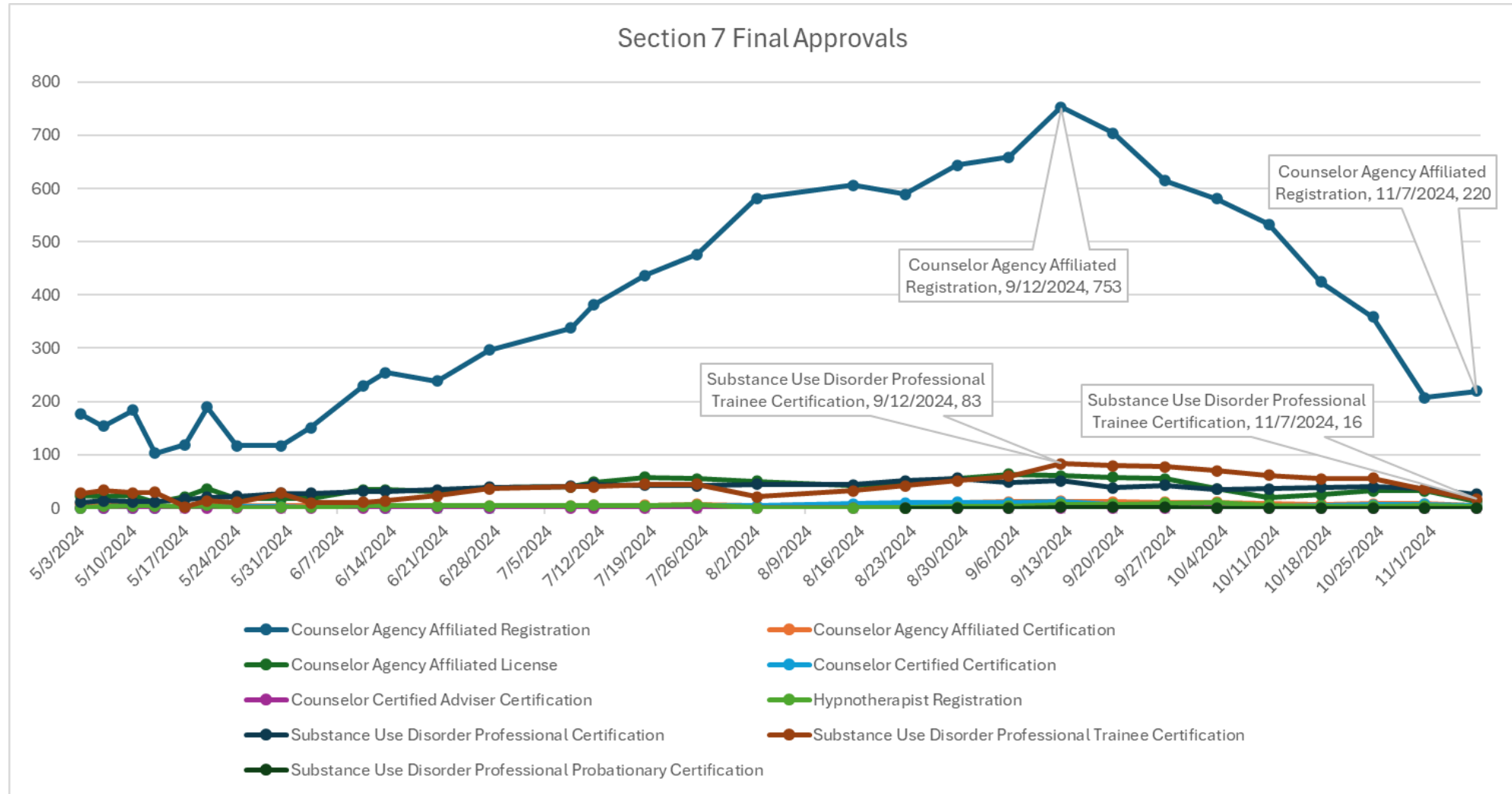
# Success Areas – Behavioral Health



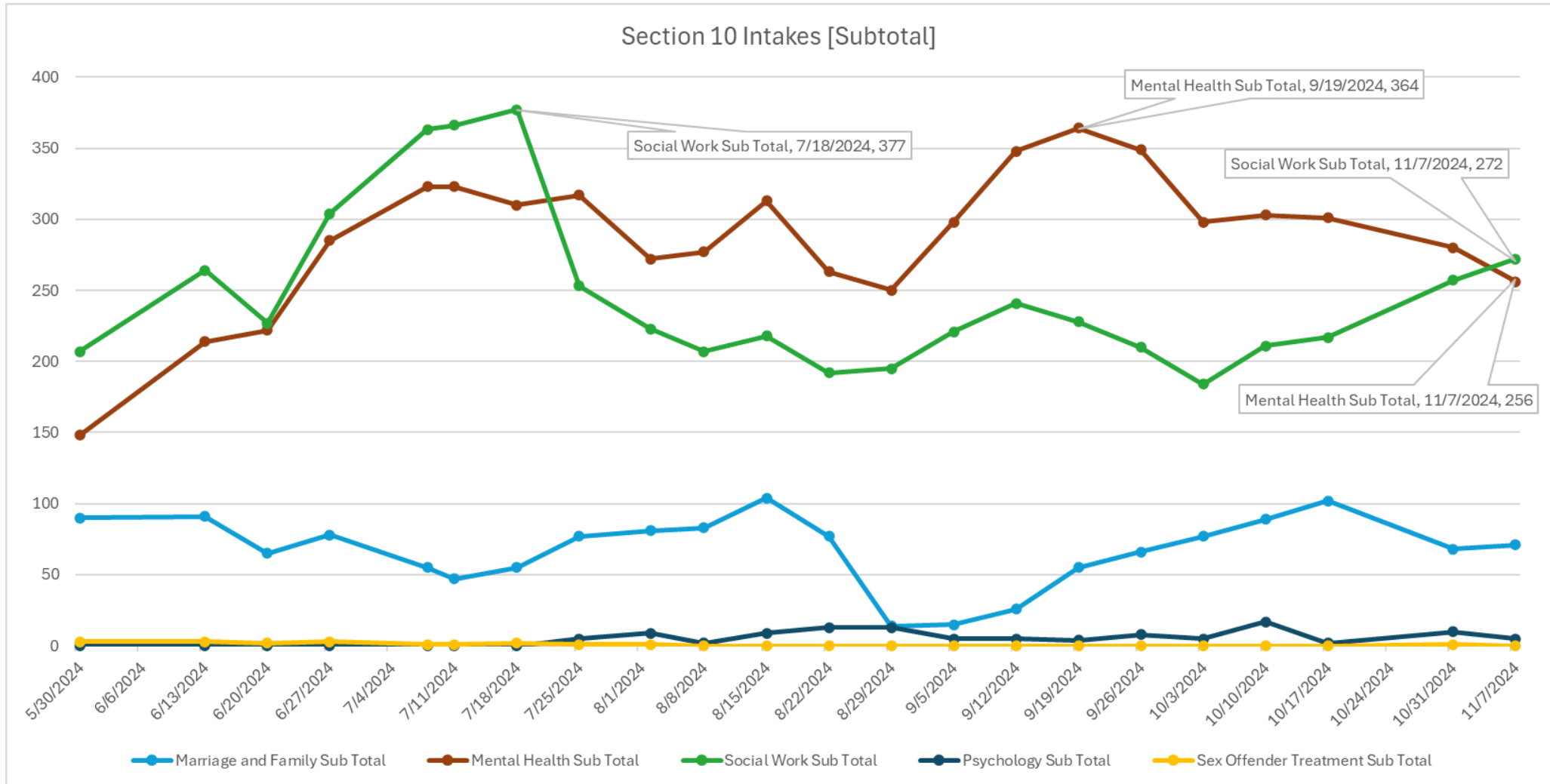
# Success Areas – Behavioral Health



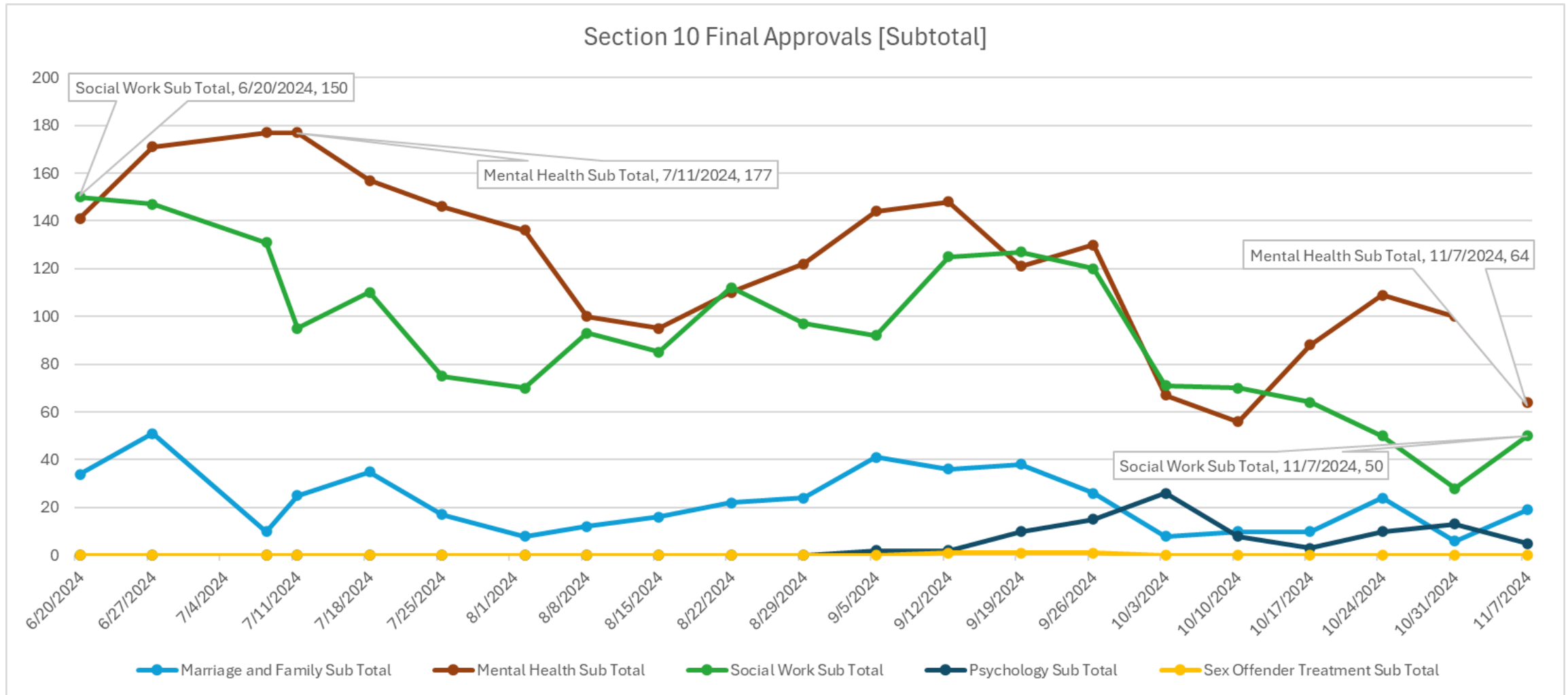
# Success Areas – Behavioral Health



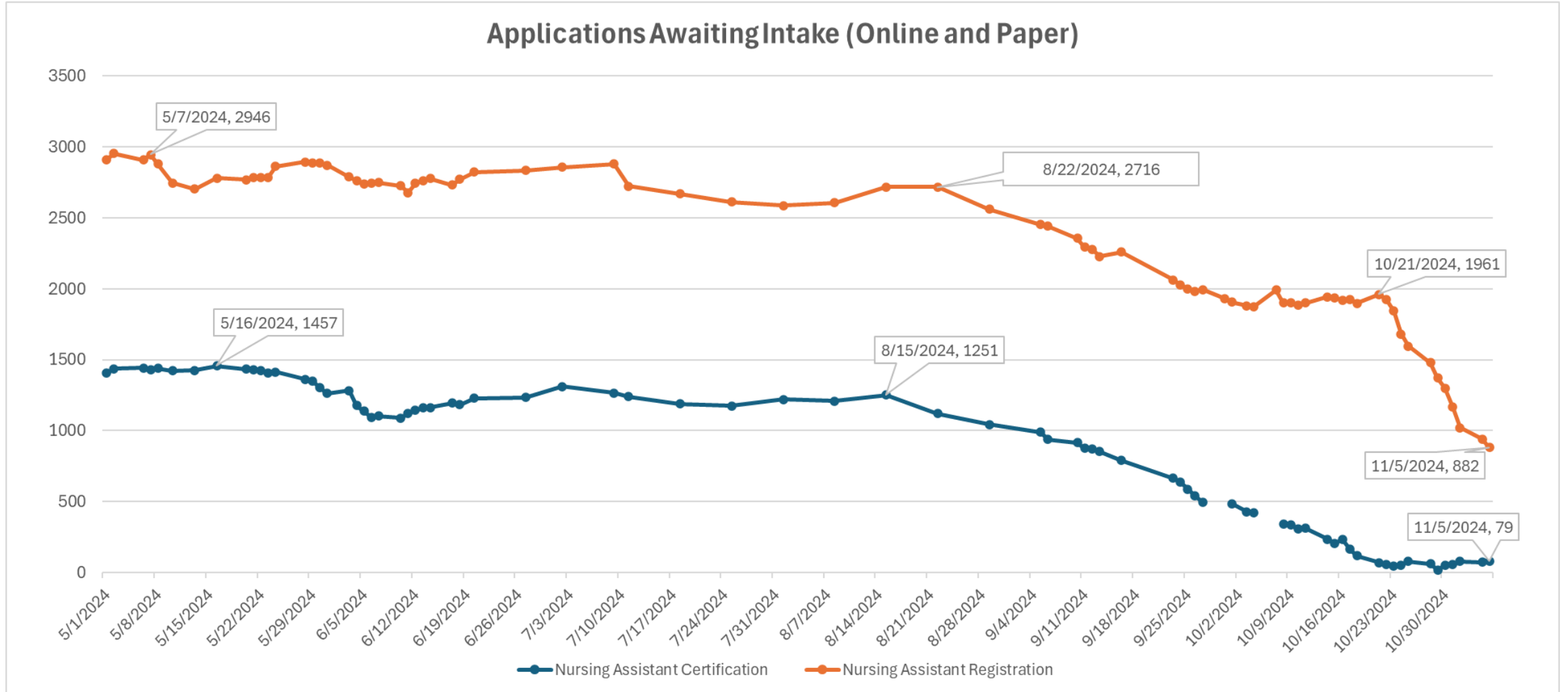
# Success Areas – Behavioral Health



# Success Areas – Behavioral Health



# Success Area – Nursing Assistants





# New Metrics and Overall Improvements

	Avg Issue: Rec'd Monthly	Avg Resolved: Received Monthly
<b>2021</b>	0.81	0.93
<b>2022</b>	0.83	0.94
<b>2023</b>	0.76	0.87
<b>2024 Through 5/30</b>	0.85	1.00

Team by Team											
Section	2	4	5		6			7	8	10	HMCC
Team			A	B	A	B	C				
<b>Ratio (trailing 6 months)</b>	0.95	0.86	0.87	0.96	1.04	1.13	1.03	1	1.02	1.03	0.45
<b>Received</b>	2605	3330	5838	2598	2859	6409	6455	3922	2463	4362	7254
<b>Resolved</b>	2469	2860	5050	2489	2971	7214	6677	3913	2505	4489	3288
<b>Issued</b>	2140	2636	3681	2135	2774	6460	5893	3219	2225	3797	2836
<b>Issued Timeline % issued within goal (14 days LDC to issued)</b>											
<b>Full Time to Licensure % issued within goal</b>											
<b>Closed</b>	329	223	1361	355	192	751	781	687	276	691	447
<b>Denied</b>	0	1	8	0	5	3	3	7	4	1	5
<b>Pending</b>	1088	1341	4123	1138	499	2368	2364	2979	1134	3119	33495
<b>Average Days Pending</b>	190	177	224	221	164	253	114	302	327	331	708
<b>Intake Count</b>	246	375	158	41	47	429	1880	64	25	564	3507
<b>Final Count</b>	13	68	1285	112	20	39	81	749	139	172	284
<b>Training Measures</b>											

# Credentialing Improvement Initiatives

---

- Add resources and tools to Credentialing Staff/utilize existing more effectively
  - Health Enforcement and Licensing Management System (HELMS)
  - Updated, improved, and additional training materials
  - Proper staffing levels
  - New phone lines/team mailboxes
- Add resources and tools to Program Staff/utilize existing more effectively
  - Nonroutine trackers and handoff checklists
  - Adjusted ILRS access
  - Pro Tem Board Members
  - Proper staffing levels
- Improve information available to applicants
  - Website/FAQs/Visuals
  - Improved applications and forms
  - Partner with Associations and interested parties
- Streamline processes
  - Nonroutine
  - 1724 Section 8/9

# Next Steps

---

- **Data-driven management:**
  - Move initial scorecard for all credentials to weekly cadence (from monthly),
  - Set meaningful targets,
  - Pursue more detailed data as resources allow.
- **Policy Alignment:**
  - Work remains in aligning policies and procedures, while not yet fully understood, we will create consistency across both teams.
- **Technology Evaluation:**
  - Are there any technology needs to enhance daily work experience.
  - Consider compatibility issues with their phone system and addressing call volumes.
- **Staffing and Resource Allocation:**
  - Evaluation of staffing levels and resource allocation.
    - Working with HSC3 Supervisors on assessment and forecast of workload distribution, staff development needs and retention.
    - Examples: address the cyclical cycle of temporary positions, improve leadership development and succession planning.
- **Constituent Engagement:**
  - Engaging with profession providers, professional associations, and our BCC's.
  - Clear communication to mitigate any potential concerns and reestablish credibility. Example: update each professions website and provide FAQ's.

# Remaining Credentialing Challenges

---

- Current system will accept only one online application:
  - Expired reissuance and resubmitted applications for errors need to be done on paper
  - Updates to certain Personal Information also require a paper application
- Limited “application status” information available online, driving up status update call volumes
- Slow and decentralized technology infrastructure for storing and reviewing applicant documentation

# HELMS: Improving the Customer & Facility Experience

---

- The second release of the HELMS project will be on February 19, 2025. It will include full credentialing functionality in the new system.
- Replaces the existing customer application portal with centralized and updated customer experience
- Improvements to customer experience and accessibility
  - Online applications for all professions (accessible by mobile phone or device)
    - Including online renewals and expired reissuance
  - User profiles where health professionals can view their credentials and applications
    - Delete draft applications
    - Attach required documentation
  - Easily make payments and print payment confirmations (professionals and employers)
  - Generate verification letters

# HELMS: Improving the Customer Experience

---

- Projected process improvements
  - Significantly reduce call volume for status updates
  - Significantly reduce paper applications and streamline process
  - Increase customer's ability to quickly get their critical license information and request changes
  - Anticipated increase in processing speed through centralized information, digital documentation, and communication.
- Critical components for implementation in February
  - Training of 700+ staff
  - **February Freeze: System unavailable for staff and customers from 5 p.m. on Fri. Feb. 14 until the morning of Wed. Feb.19, 2025 for conversion (one full business day)**
- Release 3 will take place on September 30, 2025 and will include enforcement, investigation, and adjudication functionality.



QUESTIONS?



# Contact

---

- Harold Wright, Jr., Office Director (Acting) Office of Health Professions
  - [Harold.Wright@doh.wa.gov](mailto:Harold.Wright@doh.wa.gov)
- Zach Patnode, QA/CQI Administrator, Office of Health Professions
  - [Zachary.Patnode@doh.wa.gov](mailto:Zachary.Patnode@doh.wa.gov)
- Eve Austin, Executive Director Behavioral Health
  - [Eve.Austin@doh.wa.gov](mailto:Eve.Austin@doh.wa.gov)
- HELMS Team
  - [HELMS@doh.wa.gov](mailto:HELMS@doh.wa.gov)



To request this document in another format, call 1-800-525-0127. Deaf or hard of hearing customers, please call 711 (Washington Relay) or email [civil.rights@doh.wa.gov](mailto:civil.rights@doh.wa.gov).