HELMS
Healthcare Enforcement and Licensing Management System

HCA HEALTHCARE WORKFORCE COUNCIL

April 1, 2025

Today's Speakers

Liz Geisler

HELMS Business Deputy Project Director

Carly McCarthy

HELMS Communications

Agenda

- Improving Health Licensing in Washington
  - What is HELMS?
  - What to expect with each release?
  - What's in it for health professionals and facilities
  - How does this impact process improvements?
- Release 2 Update
- Communications & Training Updates

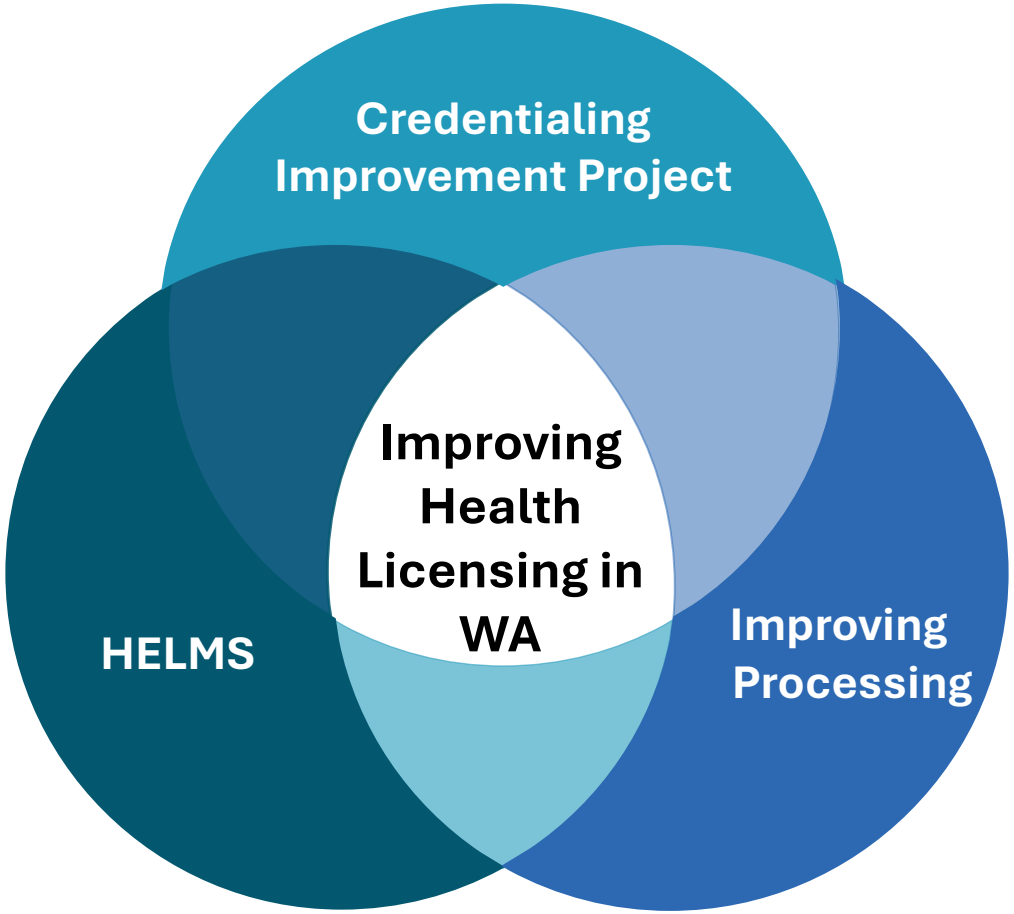
Improving Health Licensing in Washington

The **Credentialing Improvement Project (CIP)** helps to prioritize and identify process improvement mechanisms to address delays in healthcare credentialing and licensure, especially with external audiences.

CIP + OHP + OCS

HELMS is the technical system that will bring all applications and renewals online and into a digital processing system.

All HSQA



The **Health Profession Credentialing Improvement Project** is focused on improving processing times for health credentials, primarily using quality improvement approaches within DOH.

OHP

What is HELMS?

- **Health Enforcement & Licensing Management System (HELMS)** is the new licensing management system for health professionals and facilities in the State of Washington.
- HELMS will more than 16 legacy systems that made up the Integrated Licensing & Regulatory System.

What to Expect in Each HELMS Release

R1 Spring 24: HELMS Lite

- *New applications for 138 professional credentials.*
- *HELMS Lite replaces OLIC.*

**does not include facility applications.*

R2 Spring 25: Credentialing

- All professional and facility credentials that exist in ILRS today and functionality to manage processing.
- Expanded portal functionality
  - Renewal applications
  - Expired applications
  - Profile updates
- Revenue
- **Summer 25: Release 2.5**
  - *Construction review*
  - *Facility applications (online)*
  - *Trauma designation (online)*
  - *Training programs (online)*

R3 Winter 25: Enforcement

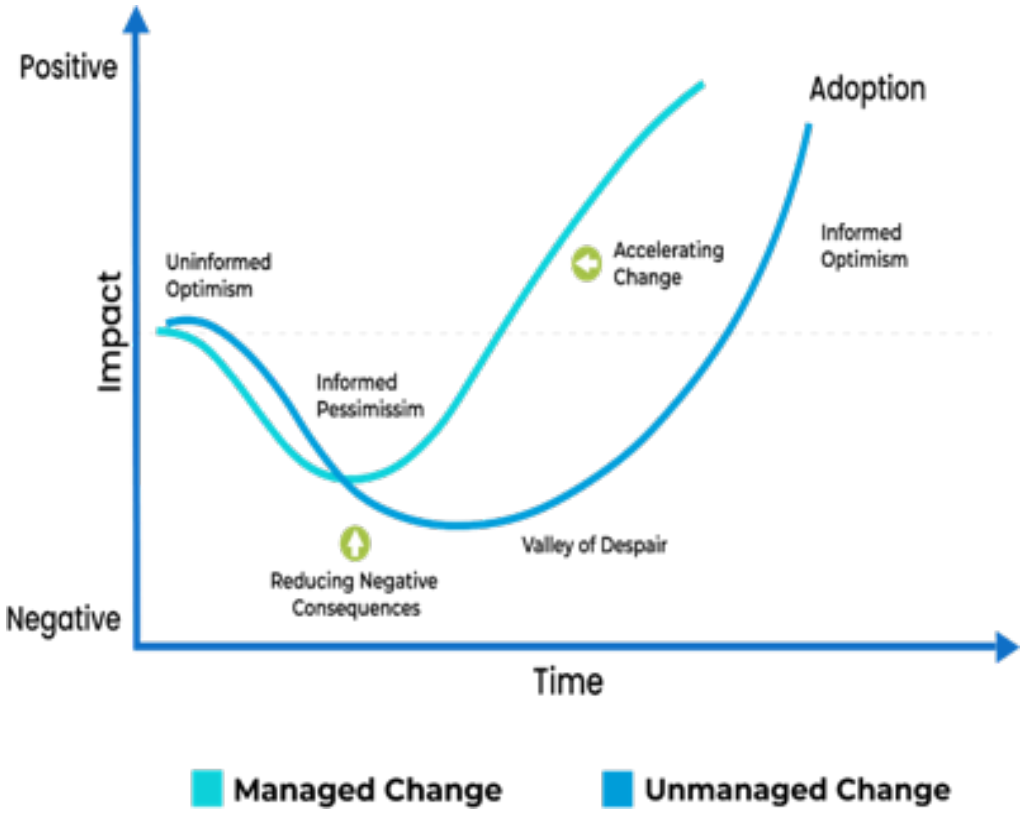
- Investigations, enforcement, and adjudication for professions and facilities
- Case information for complainants, parties, and attorneys
- Certificate of need
- Charity care
- Cardiac and stroke
- Adverse events
- Trauma Care Fund
- Adverse events
- J1 Visa
- All public lookups

What's in it for health professionals?

- Online applications, renewals, and information
- Paper applications are still accepted by mail
- Conveniently upload your materials or download your credential
- Pay your licensing fees online (or by phone or check)
- Check the status of your application or credential at anytime in the user portal
- Increased data security

HELMS: Improving the Staff & 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 factors
  - Training of 700+ staff
  - Evolving credentialing requirements
  - Staff adoption
  - User adoption



Release 2 Delay

Delay Considerations

- Over 95% of the Release 2 functionality is business ready
- The HELMS project team and HSQA have been preparing diligently for this launch, working nights and weekends to close out open items and finalize testing
    - We also heard and recognized the potential benefit for trainers and users in more time for training and practice
- Critical issues were identified during final testing cycles that potentially impact all professions and prevent a smooth transition from the legacy system to HELMS R2 namely, revenue and auto-renewals

Path Forward

- We are working with the project Steering Committee weekly to share updates on our progress. The Steering Committee will determine when we are able to announce a new timeline
- We aim to have an update on timing by the week of April 7 with a target for the revised launch date at the end of April

Communications & Training

Communications Strategy

- Encourage users to renew their licenses outside of the credentialing freeze.
- Promote early adoption of online services through high-quality, accessible, and proactive instructional content.
  - User guides
  - Instructional videos (two at launch, with more to be added)

Training Updates

- Additional trainings for staff (4)
- Additional quick reference guides for staff (4)

THANK YOU!

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.