



Arizona Medical Board

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DRAFT MINUTES FOR ADMINISTRATIVE COMMITTEE TELECONFERENCE

Held on Friday, July 12, 2019

1740 W. Adams St., Board Room 4100 • Phoenix, Arizona

Committee Members

Jodi A. Bain, Esq., Chair

R. Screven Farmer, M.D.

James M. Gillard, M.S., M.D., F.A.C.E.P., F.A.A.E.M.

Pamela E. Jones

Lois Krahn, M.D.

A. CALL TO ORDER AND ROLL CALL

Ms. Bain called the meeting to order at 4:06 p.m.

The following Committee members participated telephonically: Ms. Bain, Dr. Farmer, Dr. Gillard, Ms. Jones and Dr. Krahn.

Present among Board staff include: Patricia McSorley, Executive Director; Kristina Fredericksen, Deputy Director; Michelle Robles, Board Operations Manager. Also present included: Assistant Attorney General (AAG) Carrie Smith, Board Legal Advisor, AAG John Tellier; Section Chief Counsel.

B. GENERAL CALL TO THE PUBLIC

No individuals addressed the Committee at the General Call to the Public.

C. APPROVAL OF MINUTES

MOTION: Dr. Gillard moved to approve the August 16, 2018 Administration Committee Teleconference meeting minutes.

SECOND: Dr. Farmer.

VOTE: The following Committee members voted in favor of the motion: Ms. Bain, Dr. Farmer, Dr. Gillard and Dr. Krahn. The following Committee member was absent: Ms. Jones.

VOTE: 4-yay, 0-nay, 0-abstain, 0-recuse, 1-absent.

MOTION PASSED.

D. REVIEW, DISCUSSION AND POSSIBLE RECOMMENDATION REGARDING REQUEST FOR APPROPRIATION FOR PROPOSED 2021 FISCAL YEAR DECISION PACKAGE 1: REQUIRED IT PLATFORM MIGRATION AND MODERNIZATION

Ms. McSorley presented the decision package to be presented to the Executive Office of Strategic Planning and Budgeting in order to migrate the Agency to the platform chosen by the Governor's Office. Ms. McSorley reported that the Board is moving towards a partnership and shared responsibility with the other state agencies.

Ms. McSorley discussed the importance of adequate planning and funding for the process of moving to a new platform. Board staff continues to work on this project to ensure that it is done appropriately and noted that although expensive, the final product will be more efficient.

Dr. Krahn noted that this Board must consist of a robust security system to meet the Board's needs. Dr. Farmer also expressed a concern regarding data loss prevention. Ms. Bain requested that the expressed concerns can be added to the decision package.

Ms. McSorley reported that staff cannot discuss the scope of work with vendors until the Board has the requested funds through the appropriations process, but noted that the funds will be used over a three period time frame. Ms. McSorley explained that the Board's IT department will be able to make changes with a developer's input. Ms. McSorley reported that the funds would pay for a business analyst to assess the Board's business processes, and discussed the intended process for the migration. Ms. McSorley stated that the benefit of moving to the cloud is to secure and maintain data. There are various security

plans available and the Board will attempt to choose the most comprehensive security plan. Ms. McSorley reported that the Board has already hired an internal project manager to oversee the projects and timelines to ensure their success. Ms. McSorley noted that there will be training for staff to learn the new program.

Ms. Fredericksen cautioned that the Agency should plan its transition to Salesforce as it is the preferred vendor by the State at this time.

Ms. McSorley noted that if another vendor is chosen at a later date a new decision package will be needed.

Ms. Smith informed the committee that they can recommend approval the decision package and that Board staff can make the changes in the decision package per the committee's recommendations.

Ms. Bain expressed discomfort with approving the total amount at a committee level and suggested the matter must go to the full Board for approval. Dr. Gillard noted that the funds must be approved in order to answer the committee's questions.

MOTION: Dr. Gillard moved to recommend decision package #1 to the Board at the August meeting, subject to the revisions to the language suggested by the Committee.

SECOND: Dr. Farmer.

VOTE: The following Committee members voted in favor of the motion: Ms. Bain, Dr. Farmer, Dr. Gillard, Ms. Jones and Dr. Krahn.

VOTE: 5-yay, 0-nay, 0-abstain, 0-recuse, 0-absent.

MOTION PASSED.

E. REVIEW, DISCUSSION AND POSSIBLE RECOMMENDATION REGARDING REQUEST FOR APPROPRIATION FOR PROPOSED 2021 FISCAL YEAR DECISION PACKAGE 2: PROCUREMENT OF SALESFORCE LICENSURES

Ms. McSorley explained the two quotes attached for licenses needed to utilize the Salesforce platform. Ms. McSorley explained that the decision package includes \$300,000 to cover two systems, in the event that two systems need to run in overlap until we are up and running full time.

Ms. Bain inquired about the decreased amount being requested.

Ms. McSorley explained that \$300,000 is a more reasonable amount to request as there is no definitive cost established at this time. Ms. McSorley noted that the osteopathic board will be contributing to the amount. Ms. McSorley explained that there may be an overlap in vendors when transferring from GLSolutions to Salesforce.

Committee members expressed concern about not having firm numbers regarding the cost as well as the amount that the osteopathic board will be contributing.

Ms. McSorley noted that the Board does not have a scope of work for the vendor to utilize at this time to establish definitive costs but confirmed that suggested figures had been provided. Board staff confirmed that the estimated contribution from the osteopathic board.

Ms. McSorley explained that the Board is moving towards an enterprise model within the State who is still working on overarching contract with Salesforce. The contracts are contingent upon enterprise pricing. The goal by the State in moving to Salesforce is to benefit from enterprise pricing.

Dr. Farmer summarized that the Board has been instructed to transition to Salesforce and must best estimate the amount to appropriate and that the final price is based on final State negotiations at a level above our prevue. Dr. Farmer requested the final price negotiation language be added to the decision package. Ms. Bain requested that language regarding security implementation must be added.

MOTION: Ms. Jones moved to recommend decision package #2 to the Board at the August meeting, subject to the revisions to the language suggested by the Committee.

SECOND: Dr. Gillard.

VOTE: The following Committee members voted in favor of the motion: Ms. Bain, Dr. Farmer, Dr. Gillard, Ms. Jones and Dr. Krahn.

VOTE: 5-yay, 0-nay, 0-abstain, 0-recuse, 0-absent.

MOTION PASSED.

F. REVIEW, DISCUSSION AND POSSIBLE RECOMMENDATION REGARDING THE DRAFT STRATEGIC PLAN FOR 2020 TO 2024

Dr. Farmer commented that the FSMB meeting highlighted how different medical boards are and the different processes that are utilized on various issues. Ms. Jones commented that it may be helpful for boards to share ideas and information.

Ms. McSorley informed the committee that there was an opioid summit to establish the best approach and what went into the opioid act. The meeting in April was to establish what can be done from a regulatory point of view. Ms. McSorley noted that the AMB continues to be involved with other state medical boards and healthcare enforcement agencies.

With regards to Objective 1.2, Ms. Fredericksen stated that the primary sources used to educate the general public are the public facing website and the AMB twitter account. Ms. Fredericksen reported that on average only 25 percent of MD's open the newsletter, while 75 percent of PA's open the PA Board's newsletter. Ms. Fredericksen confirmed that with regards to renewal notifications, the Board sends reminders via mail, email and phone calls prior to the renewal date.

Ms. Jones inquired about language regarding budgetary savings from the transition to the cloud. Ms. Fredericksen explained that it is anticipated that a cloud based system will require less personnel to maintain.

Ms. McSorley explained that she is required report certain budget measures to the Board.

G. REVIEW, DISCUSSION AND POSSIBLE RECOMMENDATION REGARDING THE DRAFT ANNUAL REPORT FOR 2019

Dr. Farmer requested clarifying language confirming that the Board's goal is to protect the public's health and safety. Committee members agreed that the report was well written.

Ms. Jones inquired about the licensing chart numbers. Ms. Fredericksen noted that board staff counted both overall processing time as well as actual touch time.

Ms. Fredericksen confirmed that the Board's satisfaction survey is anonymous but the responses are from licensees who have gone through the application process. Ms. Jones opined that licensees should be informed that the survey is anonymous. Ms. Jones requested data on the quantity of responses be placed on a future report.

Ms. Jones requested a better chart regarding regulation to depict the actual number of cases opened in a given year that remain open by the end of the year.

Ms. Jones inquired about Board staff's turnover, specifically in the investigations department. Ms. McSorley commented that people have left for various reasons; exit interviews are done to help retention but understand people are pursuing other options. Ms. McSorley discussed the training and education requirements for Board investigators.

Ms. McSorley reported that the Board maintains a neutral budget and that there is no deficit.

H. UPDATE ON INTERAGENCY SERVICE AGREEMENT (ISA) FOR LEGAL SERVICES

Ms. McSorley discussed the current legal services provided to the Board and the rationale for requesting additional counsel as well as the additional cost involved for those services.

Mr. Tellier informed the Committee that the change in the agreement is the addition of Mr. Pulver to meet the demands of the increased Board caseload. Mr. Tellier informed the committee of Mr. Pulver's qualifications. In response to a Committee member question, Mr. Tellier explained the costs associated with additional counsel.

Dr. Krahn opined that there is a current trend in difficult cases and summary action requiring the need for additional legal assistance.

Mr. Tellier explained that healthcare cases consists of a heavy amount of document, long case duration, more preparation time, more reports and longer hearings that other case types. Mr. Tellier noted that summary action cases take priority and that other cases get held further back.

Ms. Smith commented that the cases are allocated to the legal team based on the case type and their current case load. Ms. McSorley noted that summary actions do effect assignments as the best use of resources must be assessed.

Ms. McSorley informed the Committee that she can give the board an update during her executive director's report.

Ms. Bain requested that an Administrative Committee update be added to the August meeting.

I. UPDATE AND DISCUSSION REGARDING FY 2020 BUDGET ALLOCATION AND/OR APPROPRIATION DESIGNATED FOR CLOUD SERVICES

Ms. McSorley reported that \$300,000 has been appropriated into the AMPF fund to transition all non-GLSolution related files into the cloud. This amount is good for two years and will return to the reserve if not used. A request must be made for every cost associated with the project.

J. UPDATE AND DISCUSSION REGARDING AGENCY'S DEVELOPMENT OF DASHBOARDS FOR AGENCY'S FINANCIAL INFORMATION AND METRICS RELATED TO AGENCY PERFORMANCE

Ms. McSorley reported that Dr. Farmer has inquired about providing modernized reports to the Board. Ms. McSorley reported that Board staff will begin using a dashboard format and that the Board has engaged with a company named TABLOU to utilize a more dynamic and user friendly format. This will be used to provide financial reports and department metrics.

Ms. McSorley explained that each department is being asked to do self-examinations and which metrics show success and areas that can be improved.

Dr. Farmer opined that the intent is to bring information to Board members in an organized and timely manner and to allow Board members to complete their duty. Ms. Jones opined that this format will streamline the process. Ms. Bain commented that Board staff must include the required State and Ombudsman metrics in the reports.

Ms. Smith confirmed that required reports will be included.

Dr. Farmer required that a memo be sent to the Committee confirming this has been done.

K. DISCUSSION AND POSSIBLE RECOMMENDATION REGARDING PROCESS FOR COMMUNICATING WITH BOARD CHAIR AND ADMINISTRATIVE COMMITTEE

Dr. Farmer requested that process of providing information to Committee and Board members becoming more streamlined and efficient.

Ms. McSorley commented that Board staff does attempt to be as transparent as possible and to keep a running list of projects.

Ms. Jones suggested quarterly meetings and receiving materials in advance so that Board members can provide questions to Board staff directly and those responses can be addressed at the time of the meeting.

Ms. Smith cautioned the Committee members against communications outside of a meeting.

Committee members requested the 2020 calendar be given to the Board for feedback prior to final approval.

Ms. Jones inquired about short, regularly scheduled meetings/trainings to provide education opportunities to Board members.

Ms. Smith suggested hourly refreshers being worked into Board meetings and Board members can provide questions or issues to Board staff individually.

L. ADJOURNMENT

MOTION: Ms. Jones moved to adjourn the meeting.

SECOND: Dr. Krahn

VOTE: The following Committee members voted in favor of the motion: Ms. Bain, Dr. Farmer, Ms. Jones and Dr. Krahn.

VOTE: 4-yay, 0-nay, 0-abstain, 0-recuse, 1-absent.

MOTION PASSED.

The meeting adjourned at 6:20 p.m.



Patricia E. McSorley, Executive Director