

## Chair's Remarks

by Tim Terranova, IMLCC Chair (Maine)

“Deciding whether or not to trust a person is like deciding whether or not to climb a tree because you might get a wonderful view from the highest branch or you might simply get covered in sap and for this reason many people choose to spend their time alone and indoors where it is harder to get a splinter.” - Lemony Snicket, *“The Penultimate Peril”*

Since my election as chair, I have been thinking a great deal about trust. At its core, the commission has three major branches: (1) states that issue letters of qualification; (2) states that issue licenses; and, (3) leadership and staff. Without trust between all three parties, the compact cannot succeed.

After listening to many comments, it appears we are all afraid of the sap. The need to provide better information and increase participation is at the core. As the commission, we must do a better job of fostering trust and resolving issues in an open manner. This is especially true as the commission has grown from a small group of commissioners and licensing staff, who met frequently and talked often, and were responsible for the day-to-day nuts and bolts of the compact. However, due to the commission's rapid growth, our current environment relies on creating common understanding through remote communication and work of the committees.

Compact staff and the executive committee have been climbing for the view and have made efforts to increase communication and foster trust. Current efforts as the volume of applications and number of new member boards increase include:

- The Executive Director's Monthly Update – Each month the executive director sends an update to all commissioners, which includes statistics and planned activities.
- Processes for responding to concerns - Although concerns were addressed, those actions were not always shared with the person submitting the concern. This has been corrected.
- Monthly training meetings for licensing staff to ask questions and learn from others.
- A licensing summit – Although delayed due to the pandemic, this summit will bring together front-line licensing staff to discuss issues, review

guidelines, and build connections.

- Webinars and/or telephonic meetings to introduce new procedures – Compact staff held open meetings to introduce the new invoicing system and the new website. The events were well received and have created a model for the future.
- A new annual meeting procedure – Starting in 2021, every other annual meeting will be located near the IMLCC headquarters to allow for more interaction between staff and commissioners.
- A process to reach out to executive directors in states where legislation is introduced, not to advocate, but to listen and answer questions.

There is no easy answer or quick fix to earning trust. The commission staff and the executive committee have made and continue to make significant efforts to change. Now, I urge commissioners and board licensing staff to become more involved. If you are a commissioner, attend committee/commission meetings and speak with your licensing staff about the process and how it works. If you are board licensing staff, speak with your commissioners about the process and attend the monthly training session. Most importantly, ask questions and demand answers.

The view from the top is worth the effort.

## From the IMLCC Executive Director

by Marschall Smith

A question asked often since the COVID-19 pandemic hit the United States has been, “What has the IMLCC done to react to the crisis?” The IMLCC reacted to the crisis by doing what it has done from its creation – provide a pathway for physicians to use a single application to apply for licensure in multiple states quickly, without any significant changes to the service that we provide.

We were the right solution at the right time.

The member board licensing staff and IMLCC staff worked together on the individual situations when a physician's need for a license required direct intervention. But those situations were few and were handled effectively.

(continued on page 2)

# New-Look Website Debuts

by Mark Spangler, Communications Committee Chair (West Virginia)

The Communication Committee of the Interstate Medical Licensure Compact Commission has been very busy these last few months. We were very pleased to implement a new look for our website with updated content that is designed to be user friendly and informative.

The update involved many hours of effort on the part of the developer, the consultant and the staff. Of course, members of the committee were diligent in contributing content and editorial support.

Additionally, the committee was tasked with developing a user toolkit for states that are considering the possibility of joining the compact. Our partners at the U.S. Health Resources & Services Administration have asked that material be developed that answers key questions in relation to readiness.

The toolkit is being designed in several different formats to be as useful as possible. Our target goal for completion is Autumn 2020.

Finally, the committee is beginning to compile the 2019 Annual Report. The report will cover the overall business of the IMLCC including summaries of ac-

tivities, annual meeting minutes, a roster of commissioners, financial and audit reports, and an update on bylaws, rules and policies. The annual report will be published in the Autumn of 2020 as well.



## Executive Director

(continued from page 1)

The volume of applications, included requests for additional licenses, increased every week throughout March, April, and May, averaging about 400 applications each month.

Several significant milestones were achieved: the IMLCC has a new webpage; a new remittance process was rolled out; a new system will be coming soon; and new reporting structures about data and IMLCC events/activities has been made available to commissioners and interested parties.

These changes show the foundational strength of the organization that we continue to build. There is involvement and investment from everyone from the initial development of an idea, to committee meetings to finalize expectations, to testing before the rollout of the final product or service – followed by continuous improvement and refinement.

Finally – the 10,000<sup>th</sup> license was issued in early May 2020 – after three years of active operations. Congratulations to all on this significant event in our organization's history. So, let's see if we can get to 20,000 in 2022.

## Budget Committee Report

by Christine Farrelly, Budget Committee Chair (Maryland)

The Budget Committee submitted a proposed budget and the FY 2021 Operating Budget was approved at the full Interstate Medical Licensure Compact Commission meeting on May 12, 2020. Highlights include:

- Increasing the IMLCC Reserve Fund from \$250,000 to \$850,000 using funds earned in prior fiscal years;
- Approving an IT major project budget of \$375,000;
- Recruiting and hiring an IT lead to increase staff depth and expand project implementation capacity; and,
- Determining IMLCC revenues as sufficient to pay for expenses. No fees will be levied or assessed to member states in FY 2021.

The FY 2021 budget is posted on the IMLC's website [here](#).

Moving forward, the Budget Committee will be involved in developing performance measures to support the Strategic Plan's theme of *Fiscal viability and responsibility of the IMLC*. This work will include creating benchmarks and timelines that can be reviewed and assessed each fiscal year.

## Member Profile:

# South Dakota

by Margaret Hansen, Commissioner (South Dakota)

The state of South Dakota was the second state to enact Interstate Medical Licensure Compact legislation on March 11, 2015. South Dakota Board of Medical and Osteopathic Examiners (SDBMOE) member Mary Carpenter, MD, and Executive Director Margaret Hansen, PA-C, MPAS, served as South Dakota's initial commissioners to the Compact.

As SDBMOE board members changed, Commissioner Elmo Rosario, MD, succeeded Carpenter and Suzanne Veenis will succeed Rosario. South Dakota's commissioners have long been active in the Compact Commission by serving on the Administrative Procedures, Communications, Personnel, and Audit committees. Commissioner Hansen served as the first chair of the Communications Committee and as a member of the Executive Committee.

As of May 2020, South Dakota has issued 130 Letters of Qualification. Since January 2018, more than 300 full medical licenses have been issued using the Compact-expedited process. Commissioner Hansen states, "Physicians seeking licensure in South Dakota are finding the Compact-expedited process is advantageous, especially for the initial licenses."

**Interested in having your state become part of the Compact?**

Contact Marschall Smith at [imlccexecutivedirector@imlcc.net](mailto:imlccexecutivedirector@imlcc.net).

## Personnel Committee Update

by Patricia McSorley, Personnel Committee Chair (Arizona)

The Personnel Committee has met on multiple occasions and has revamped the performance review evaluation tool used to assess the performance of the executive director. The Committee requested feedback from all IMLCC commissioners and provided the results to the Executive Committee.

The growth of the IMLCC has required taking a closer look at IMLCC staffing needs and reimbursement policies. Following a meeting with an employment law specialist, the committee voted to recommend changing all but one part-time contracted staff position to employed positions. The logistics are being worked out and, as of the date of this newsletter, the IMLCC has its first two official employees!

# Audit Committee Report

by Anne Lawler, Audit Committee Chair (Idaho)

The IMLCC Audit Committee met on June 22, 2020 to review and assess the final audit report regarding FY2018 finances of the Commission. The auditing firm of Clifton Larson Allen LLP (CLA) completed its audit on June 3, 2020 and submitted a report and recommendations to the Audit Committee shortly thereafter.

CLA submitted a "modified clean opinion" on the financial statements for FY2018 after Commission staff researched and resolved some discrepancies related to refunds being treated as part of revenue. After the executive director and certified public accountant re-reviewed and re-entered every FY2018 transaction and reconciled transactions that had been entered by a third party, the finances were ready for review by the auditors. CLA acknowledged that all the corrections had been made appropriately, that the Commission instituted appropriate internal controls to prevent such discrepancies in the future, and that the Commission audit for FY2018 needed no further action.

After hearing CLA's final report and reviewing the recommendations and guidance documents, the Audit Committee unanimously approved the FY2018 Audit. The statements and reports from this audit will be posted on the IMLCC website.

## Strategic Plan Adopted

by Ed Cousineau, Vice Chair, IMLC

Earlier this year, the Strategic Planning Subcommittee of the Interstate Medical Licensure Compact held several meetings to formulate a three- to five-year Strategic Plan for the IMLC. Several telephonic meetings of the subcommittee resulted in a product that was vetted, and ultimately adopted, by the full IMLC Commission at its mid-year meeting in May.

The subcommittee also presented a Vision Statement for the IMLC's consideration at the mid-year meeting. It is expected that the final version of the Vision Statement will be considered at the IMLC's annual meeting in November.

As the lead of the subcommittee, I would like to thank IMLC Commissioners Karen Silas, Anne Lawler, Penny Judd, Melanie De Leon, and Ken Cleveland for their collective contributions to the subcommittee, and for the betterment of the future direction of the IMLC.

The Strategic Plan can be found by [clicking this link](#).