



Performance Audit of the Regulation of Health Professions

Department of Health Action Steps to Improve Accountability

Governor Christine Gregoire requested this performance audit in summer 2006. Clifton Gunderson, LLC of Austin, Texas, conducted the audit.

Patient Safety is our highest concern. The audit's recommendations will help accomplish this. Our action steps are directed toward that end.

Governor Gregoire reviewed the report and asked that we place particular emphasis on key areas. She directed us to:

- Move quickly to develop criteria for what constitutes imminent danger.
- Adopt rules by the end of March 2008 to require health care practitioners and their colleagues to report violations of conduct.
- Speed the restructuring of the credentialing and compliance processes.

The Governor asked boards and commissions to support the

department in these efforts by completing adoption of sanction guidelines, and speeding investigations by using rulemaking to allow agency staff to decide when to investigate a complaint.

The Department of Health had already been aware of – and was addressing – several of the issues identified in the report. The report also provided new information and recommendations. We have started action on several of these.

65-Step Action Plan

We have outlined 65 action steps to address the findings and recommendations in the report. We have already completed **twelve** and are actively working on the others. These actions range from improving performance measures to replacing our antiquated computer system.

Within this fiscal year, we expect to complete all actions that do not require legislation or new resources.

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