

2020 - 2024

Action Plan



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Goal 1: Licensing

The Committee promotes licensing standards for licensees to protect consumers and allow reasonable access to the profession. The Committee also oversees and approves continuing education standards to promote excellence in practice and public safety.

1.1 Clarify and communicate the turnaround time for license applications and renewals to manage expectations.		
Start Date: Q1 2020		End Date: Q2 2020
Success Measure: Add info to website. Decrease of calls and emails regarding processing time questions.		
Major Tasks	Responsible Party	Completion Date
Ensure that staff is processing all applications within performance measure timelines.	EO/Staff	Q1 2020
Run reports to track licensing work processed by staff.	EO	Q1 2020
Add timeframe for processing applications (initial and renewal) to the website.	EO	Q2 2020

1.2 Empower applicants to monitor their own licensing application process to improve customer service.		
Start Date: Q1 2020		End Date: Q1 2020
Success Measure: At least 80% of applications processed online.		
Major Tasks	Responsible Party	Completion Date
Create letter for online registration directions.	EO	Q1 2020
Send letters (automate in BRZ) for online registration upon receiving applications in the office.	Staff	Q1 2020
Add online message regarding BreEZe services to website.	EO	Q1 2020
Update required documents for applications in the BRZ system on the day that they arrive in the office to assist applicants in tracking their deficiencies and processes in “real-time”.	Staff	Q1 2020

1.3 Update website information regarding Committee-approved continuing education offerings to provide current information to licensees.		
Start Date: Q2 2020		End Date: Q2 2020
Success Measure: Consistently posting approved CE courses		
Major Tasks	Responsible Party	Completion Date
Update current CE list format.	EO	Q2 2020
Add CE courses approved by Committee on website under CE tab on a monthly basis.	Staff and EO	Q2 2020 and ongoing
Add CE courses approved by CNDA on website under CE tab on a monthly basis.	Staff and EO	Q2 2020 and ongoing

Goal 2: Enforcement

The Committee protects the safety of consumers through enforcement of the laws and regulations governing the practice of naturopathic medicine.

2.1 Strengthen penalties for illegal use of N.D. title to protect consumers from unscrupulous practitioners.		
Start Date: Q1 2020		End Date: Q1 2020
Success Measure: Decrease unlicensed violations.		
Major Tasks	Responsible Party	Completion Date
Increase fine amounts for unlicensed practice violations, especially for repeat offenders.	EO	Q1 2020
Add list of violators to a newsletter if still allowable.	EO	Q1 2020
Contact AG liaison and DCA Legal to determine if UNLIC violators can be added to a list on the website for consumers' right-to-know.	EO	Q1 2020

2.2 Improve the efficiency of enforcement reporting/notification through the BreZE system to aid enforcement timelines.		
Start Date: Q2 2020		End Date: Q2 2020
Success Measure: To be able to stay within performance targets.		
Major Tasks	Responsible Party	Completion Date
Determine what tracking needs the staff has in processing enforcement cases adequately (stay within Performance Measures (PMs)).	EO and Staff	Q2 2020
Work with and provide additional training for staff on enforcement case processing (intake, case mgmt., disciplines).	EO and Staff	Q2 2020
Add and use additional queues within BRZ to assist staff in keeping within PM timelines.	Staff	Q2 2020

2.3 Encourage licensees and stakeholders to report unlicensed activities to reduce unlicensed use of the N.D. title.		
Start Date: Q3 2020		End Date: Q3 2020
Success Measure: Heighten public protection and increase of reports of violations.		
Major Tasks	Responsible Party	Completion Date
Add information to website on unlicensed practice (what is and is not allowed).	EO	Q3 2020
Add information on website regarding how and why unlicensed activity should be reported.	EO	Q3 2020

2.4 Educate licensees in verifying and confirming that any professional practitioner they work with is licensed to protect licensees from being in violation and further protect consumers.		
Start Date: Q4 2020		End Date: Q4 2020
Success Measure: Licensees have been reminded to verify professional licensure.		
Major Tasks	Responsible Party	Completion Date
Add information on website reminding licensees to always check the license status of any professional that they work with, consult with, or refer patients to.	EO	Q4 2020
Revamp the Important Information sheet sent out to all new licensees and renewal licensees.	Staff (EO)	Q4 2020

Goal 3: Legislation and Regulations

Committee statutes, regulations, policies and procedures strengthen and support their mandate and mission.

3.1 Advance a plan to gain title protection to protect the public and aid in enforcement activities.		
Start Date: Q2 2020		End Date: Q3 2020
Success Measure: Able to receive title protection in statute.		
Major Tasks	Responsible Party	Completion Date
Go through all open and closed enforcement cases in BRZ (2016-current) and add missing UNL PRACTICE codes for tracking purposes.	Staff	Q2 2020
Run UNL Practice report, determine percentage of UNLIC activity vs. licensee enforcement numbers.	EO	Q3 2020
Provide UNLIC Activity finding to Legislature and request title protection during 2021 Oversight (sunset) review.	EO	Q3 2020
Go through all open and closed enforcement cases in BRZ (2012-2015) and add missing UNL PRACTICE codes for tracking purposes.	Staff (EO)	Q3 2020

3.2 Modernize scope of practice as trained to improve primary care services.		
Start Date: Q2 2020		End Date: Q2 2021
Success Measure: Have a scope that allows the practice as trained.		
Major Tasks	Responsible Party	Completion Date
Research scopes of all ND regulating states.	EO	Q2 2021
Strategize efforts for scope modernization to create parity with neighboring states (national standards).	NMC / EO	Q2 2021
Create Subcommittees to complete recommendations on MOPs and Drug Formularies as original legislative mandate suggests.	NMC / EO	Q2 2021
Work w/ CNDA, Lobbyists, Legislators, and DCA Legislative Unit to modernize scope and allow to practice-as-trained.	NMC / EO	Q2 2021

3.3 Advance scope of practice to meet legislative mandates to fulfill mandate of Committee.		
Start Date: Q3 2020		End Date: Q2 2021
Success Measure: Receiving scope of parity with other ND regulators.		
Major Tasks	Responsible Party	Completion Date
Create Subcommittees to complete recommendations on MOPs and Drug Formularies as original legislative mandate suggests.	NMC / EO	Q2 2021
Work w/ CNDA, Lobbyists, Legislators, and DCA Legislative Unit to modernize scope and allow to practice-as-trained.	NMC / EO	Q2 2021

3.4 Open communication between the Naturopathic Medicine Committee, appropriate boards, and associations in order to facilitate greater understanding of potential legislative and regulatory changes.		
Start Date: Q1 2020		End Date: Q4 2020
Success Measure: Authority to supervise RNs/LVNs		
Major Tasks	Responsible Party	Completion Date
Contact BRN/LVN boards and associations for ND supervisory authority.	NMC / EO	3/2020 – 12/2020
Work w/ CNDA, Lobbyists, MBC, and CMA to modernize scope and allow to practice-as-trained.	NMC / EO	Q2 2020
Participate in workforces with other healing arts programs.	NMC / EO	Q3 2020 and ongoing
Request that statute changes be made to NMC/BRN/LVN laws.	NMC / EO	Q4 2020

3.5 Add continuing education provider (NANCEAC) to broaden continuing education opportunities.		
Start Date: Q4 2020		End Date: Q1 2021
Success Measure: To have NANCEAC added as an approver in statute.		
Major Tasks	Responsible Party	Completion Date
Work w/ NMC to approve NANCEAC as a CE approver.	NMC	2019
Ask Legislature to add NANCEAC as an approver in statute during 2021 Oversight Review (sunset).	NMC / EO	Q4 2020

3.6 Create regulations and guidelines for naturopathic medical assistants to provide clarity and facilitate safe practice.		
Start Date: Q4 2020		End Date: Q1 2021
Success Measure: Scope of an NA clarified.		
Major Tasks	Responsible Party	Completion Date
Research NA laws in surrounding states.	EO (Staff)	Q4 2020
Work w/NMC to determine if any regulatory changes need to be made to assist in clarifying the NA scope or whether an NA FAQ will be sufficient.	EO / NMC	Q1 2021

3.7 Create intravenous and injection therapy regulations and guidelines to provide clarity and facilitate safe practice.		
Start Date: Q1 2020		End Date: Q1 2021
Success Measure: To have regulations passed.		
Major Tasks	Responsible Party	Completion Date
Research IV/INJ laws in other ND jurisdictions.	EO	2019
Create regulatory language to assist in clarifying scope for IV/INJ therapies.	NMC / EO	01/2020
Process regulatory package for IV/INJ therapies.	EO	Q1 2020

3.8 Review and update statute and regulation for naturopathic childbirth attendance to enact current statute and enable licensing.		
Start Date: Q4 2021		End Date: Q4 2022
Success Measure: Barrier removed for child birth attendant.		
Major Tasks	Responsible Party	Completion Date
Work w/Committee to create new certification process and remove current barriers.	NMC / EO	Q4 2020
Research childbirth/attend laws in other ND jurisdictions.	EO (staff)	Q4 2021
Reach out to the exam administrators and council of midwife education and get ND schools approved/added.	NMC/EO	Q3 2022

Goal 4: Administration

Through effective leadership, the Committee efficiently utilizes its resources and personnel to meet its objectives. It provides excellent customer service and consumer protection.

4.1 Create more email templates and voicemail branches to increase efficiencies in public service.		
Start Date: Q2 2020		End Date: Q3 2020
Success Measure: More information outlets have been added.		
Major Tasks	Responsible Party	Completion Date
Staff to create new templates to automate responses during processing applications and enforcement cases online.	EO / Staff	Q2 2020
Staff work w/BRZ BIA to add templates to correspondence unit.	Staff	Q3 2020
Work w/ DCA telecom unit to create phone branches to allow callers to access FAQ information.	EO / Staff	Q3 2020

4.2 Identify and implement a resource for tracking the Committee's work to enable committee members to monitor the progress of the program's work.		
Start Date: Q1 2020		End Date: Q2 2020 and ongoing
Success Measure: Keeping committee apprised of their work.		
Major Tasks	Responsible Party	Completion Date
Consult with OIS to determine if there's any software that can track this without violating open meeting act.	EO	Q1 2020
Share action plan and gantt chart with Committee members quarterly.	EO	Q2 2020

Goal 5: Outreach and Education

The Committee informs consumers, licensees, and stakeholders about the practice and regulation of the profession, while providing responsive customer service.

5.1 Explore opportunities to educate legislators and educate health related boards and professional associations about naturopathic medicine and the Naturopathic Medicine Committee to inform, foster relationships, reduce confusion, and gain support.		
Start Date: Q2 2020		End Date: Q3 2020
Success Measure: Legislators know who we are.		
Major Tasks	Responsible Party	Completion Date
Reach out to CNDA lobbyists and DCA Legislative unit to determine appropriate legislators to contact for education and outreach.	EO / NMC	Q2 2020
Reach out and work with MBC/CMA.	EO / NMC	Q3 2020
Create Newsletter (quarterly or semi-annually) and provide committee updates (work with DCA PAO).	EO	Q3 2020

5.2 Develop outreach campaigns to educate the public about naturopathic medicine.		
Start Date: Q1 2020		End Date: Q2 2020
Success Measure: Outreach campaign developed and implemented.		
Major Tasks	Responsible Party	Completion Date
Collaborate w/ DCA PAO to develop an educational outreach campaign to NMC.	EO / NMC	Q1 2020
Add brochure purchasing information to website.	EO	Q2 2020

5.3 Communicate the approach of naturopathic medicine to vaccines, homeopathy, and supplementations to clarify misconceptions.		
Start Date: Q2 2020		End Date: Q3 2020
Success Measure: To have a white paper with misconceptions clarified.		
Major Tasks	Responsible Party	Completion Date
Work with Committee members to provide statement on misconceptions related to NDs (Vaccines, homeopathy, etc.).	NMC / EO	Q3 2020

5.4 Communicate the process of appealing consumer insurance denials to ensure parity between healthcare professional services and improve patient access.		
Start Date: Q1 2021		End Date: Q2 2021
Success Measure: To have insurance carriers no longer denying ND treatments.		
Major Tasks	Responsible Party	Completion Date
Create online information page on how to appeal insurance denials for ND treatments.	EO	Q1 2021

5.5 Increase frequency of online communications and website updates to better educate the public and licensees.		
Start Date: Q2 2020		End Date: Q2 2020
Success Measure: Website transition to new look.		
Major Tasks	Responsible Party	Completion Date
Contact DCA web team for scheduling of website redevelopment.	EO	Q2 2020
Work w/ staff to update new information for the website on a quarterly basis.	EO/ Staff	Q2 2020

5.6 Coordinate with the California Naturopathic Doctor's Association to facilitate communication with licensees and the public.		
Start Date: Q2 2020		End Date: Q2 2020
Success Measure: Less calls and emails on FAQs.		
Major Tasks	Responsible Party	Completion Date
Combine FAQ lists from CNDA and NMC.	Staff	Q2 2020
Develop FAQ list for website and post.	EO	Q2 2020

5.7 Create HIPAA and telehealth Medical Board of California links to clarify law for licensees.		
Start Date: Q2 2020		End Date: Q2 2020
Success Measure: The telehealth and HIPAA information are online.		
Major Tasks	Responsible Party	Completion Date
Research NMC site and collect links for HIPAA and telehealth information.	Staff	Q2 2020
Add HIPAA and Telehealth links to new NMC website.	EO	Q2 2020