

NMC Action Plan 2020-2024		Responsibility	Status		
			Behind Schedule	On Schedule	Completed
<b>1.1</b>	<b>Clarify and communicate the turnaround time for license applications and renewals to manage expectations.</b>				
1.1.1	Ensure that staff is processing all applications within performance measure timelines	EO/Staff			FY 2021-22
1.1.2	Run reports to track licensing work processed by staff	EO			ongoing
1.1.3	Add timeframe for processing applications (initial and renewal) to the website.	EO			FY 2021-22
<b>1.2</b>	<b>Empower applicants to monitor their own licensing application process to improve customer service.</b>				
1.2.1	Create letter for online registration directions.	EO			Aug-20
1.2.2	Send letters (automate in BRZ) for online registration upon receiving applications in the office.	Staff			Nov-23
1.2.3	Add online message regarding BreEZe services to website.	EO			Apr-23
1.2.4	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			Aug-20
<b>1.3</b>	<b>Update website information regarding Committee approved continuing education offerings to provide current information to licensees.</b>				
1.3.1	Update current CE list format.	EO			Jun-20
1.3.2	Add CE courses approved by Committee on website under CE tab on a monthly basis.	Staff and EO			Jan-23
1.3.3	Add CE courses approved by CNDA on website under CE tab on a monthly basis	Staff and EO			Jan-23

<b>2.1</b>	<b>Strengthen penalties for illegal use of N.D. title to protect consumers from unscrupulous practitioners.</b>				
2.1.1	Increase fine amounts for unlicensed practice violations, especially for repeat offenders.	EO			Jun-20
2.1.2	Add list of violators to a newsletter if still allowable.	EO	Dec-23		
2.1.3	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	Dec-23		
<b>2.2</b>	<b>Improve the efficiency of enforcement reporting/notification through the BreZE system to aid enforcement timelines.</b>				
2.2.1	Determine what tracking needs the staff has in processing enforcement cases adequately (stay within Performance Measures (PMs)).	EO and Staff			Jan-23
2.2.2	Work with and provide additional training for staff on enforcement case processing (intake, case mgmt., disciplines).	EO and Staff			Jan-23
2.2.3	Add and use additional queues within BRZ to assist staff in keeping within PM timelines.	Staff			Jan-23
<b>2.3</b>	<b>Encourage licensees and stakeholders to report unlicensed activities to reduce unlicensed use of the N.D. title.</b>				
2.3.1	Add information to website on unlicensed practice (what is and is not allowed).	EO			Nov-22
2.3.2	Add information on website regarding how and why unlicensed activity should be reported.	EO			Nov-22
<b>2.4</b>	<b>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.</b>				
2.4.1	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			Mar-21
2.4.2	Revamp the Important Information sheet sent out to all new licensees and renewal licensees.	Staff	Jan-24		

Requested Legal Opinion

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Important info under LIC tab

(In development with BRZ)

3.1	<b>Advance a plan to gain title protection to protect the public and aid in enforcement activities.</b>				
3.1.1	Go through all open and closed enforcement cases in BRZ (2016-current) and add missing UNL PRACTICE codes for tracking purposes.	Staff		Q2 2024	
3.1.2	Run UNL Practice report, determine percentage of UNLIC activity vs. licensee enforcement numbers.	EO			Q4 2021
3.1.3	Provide UNLIC Activity finding to Legislature and request title protection during 2021 Oversight (sunset) review.	EO			Q4 2021
3.1.4	Go through all open and closed enforcement cases in BRZ (2012-2015) and add missing UNL PRACTICE codes for tracking purposes.	Staff (EO)		Q2 2024	
3.2	<b>Modernize scope of practice as trained to improve primary care services.</b>				
3.2.1	Research scopes of all ND regulating states.	EO			Mar-23
3.2.2	Strategize efforts for scope modernization to create parity with neighboring states (national standards).	NMC/EO		Q1 2024	
3.2.3	Create Subcommittees to complete recommendations on MOPs and Drug Formularies as original legislative mandate suggests.	NMC/EO	11/1/2022 and ongoing		
3.2.4	Work w/ CNDA, Lobbyists, Legislators, and DCA Legislative Unit to modernize scope and allow to practice-as-trained.	NMC/EO		Q1 2024	

reach out to prof trade assoc

Ongoing for IV therapy, Will need to reconvene MOP when Phys member appointed to board, need to use SME for pharm formulary

<b>3.3</b>	<b>Advance scope of practice to meet legislative mandates to fulfill mandate of Committee.</b>				
3.3.1	Create Subcommittees to complete recommendations on MOPs and Drug Formularies as original legislative mandate suggests.	NMC/EO			11/1/2022 ongoing
3.3.2	Work w/ CNDA, Lobbyists, Legislators, and DCA Legislative Unit to modernize scope and allow to practice-as-trained.	NMC/EO	Q1 2024		
<b>3.4</b>	<b>Open communication between the Naturopathic Medicine Committee, appropriate boards, and associations in order to facilitate greater understanding of potential legislative and regulatory changes.</b>				
3.4.1	Contact BRN/LVN boards and associations for ND supervisory authority.	NMC/EO			Jul-22 Passed LVN supervision law effective 1/1/2023
3.4.2	Work w/ CNDA, Lobbyists, MBC, and CMA to modernize scope and allow to practice-as-trained.	NMC/EO	Q1 2024		
3.4.3	Participate in workforces with other healing arts programs.	NMC/EO			Jul 2022 and ongoing
3.4.4	Request that statute changes be made to NMC/BRN/LVN laws.	NMC/EO			Jul-22 Passed LVN supervision law effective 1/1/2023
<b>3.5</b>	<b>Add continuing education provider (NANCEAC) to broaden continuing education opportunities.</b>				
3.5.1	Work w/ NMC to approve NANCEAC as a CE approver.	NMC			Jul-22 Added through Sunset Review and Effective 1/1/2023
3.5.2	Ask Legislature to add NANCEAC as an approver in statute during 2021 Oversight Review (sunset).	NMC/EO			Jul-22 Added through Sunset Review and Effective 1/1/2023
<b>3.6</b>	<b>Create regulations and guidelines for naturopathic medical assistants to provide clarity and facilitate safe practice.</b>				
3.6.1	Research NA laws in surrounding states.	EO (Staff)			Mar-23
3.6.2	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			Jan-23 Added NA info under LIC and FAQ tab on Board website

<b>3.7</b>	<b>Create intravenous and injection therapy regulations and guidelines to provide clarity and facilitate safe practice.</b>				
3.7.1	Research IV/INJ laws in other ND jurisdictions.	EO	Jan 2023 and		
3.7.2	Create regulatory language to assist in clarifying scope for IV/INJ therapies.	NMC/EO	Jan 2023 and		
3.7.3	Process regulatory package for IV/INJ therapies.	EO	Jan 2023 and		
<b>3.8</b>	<b>Review and update statute and regulation for naturopathic childbirth attendance to enact current statute and enable licensing.</b>				
3.8.1	Work w/Committee to create new certification process and remove current barriers.	NMC/EO	Q2 2024		
3.8.2	Research childbirth/attend laws in other ND jurisdictions.	EO (Staff)			Apr-23
3.8.3	Reach out to the exam administrators and council of midwife education and get ND schools approved/added.	NMC/EO			Jun-23
<b>4.1</b>	<b>Create more email templates and voicemail branches to increase efficiencies in public service.</b>				
4.1.1	Staff to create new templates to automate responses during processing applications and enforcement cases online.	EO/Staff			Jan 2023 and ongoing
4.1.2	Staff work w/BRZ BIA to add templates to corro unit.	Staff			Jan 2023 and ongoing
4.1.3	Work w/ DCA telecom unit to create phone branches to allow callers to access FAQ information.	EO/Staff			N/A

Cannot be completed since the Board moved to Microsoft TEAMS and only have 3 staff.

4.2	<b>Identify and implement a resource for tracking the Committee's work to enable committee members to monitor the progress of the program's work.</b>			
4.2.1	Consult with OIS to determine if there's any software that can track this without violating open meeting act.	EO		Jan-22
4.2.2	Share action plan and gantt chart with Committee members quarterly.	EO	Dec-24	
5.1	<b>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.</b>			
5.1.1	Reach out to CNDA lobbyists and DCA Legislative unit to determine appropriate legislators to contact for education and outreach.	EO/NMC		Jun 2022 and ongoing
5.1.2	Reach out and work with MBC/CMA.	EO/NMC		Jun 2022 and ongoing
5.1.3	Create Newsletter (quarterly or semi-annually) and provide committee updates (work with DCA PAO).	EO	Jan-24	
5.2	<b>Develop outreach campaigns to educate the public about naturopathic medicine.</b>			
5.2.1	Collaborate w/ DCA PAO to develop an educational outreach campaign to NMC.	EO/NMC	Jan-24	
5.2.2	Add brochure purchasing information to website.	EO	Feb-24	
5.3	<b>Communicate the approach of naturopathic medicine to vaccines, homeopathy, and supplementations to clarify misconceptions.</b>			
5.3.1	Work with Committee members to provide statement on misconceptions related to NDs (Vaccines, homeopathy, etc.)	NMC/EO		Mar 2020 and ongoing

Not at this time.

Set up Social Media and post to that.

Developing new brochure due to changes in Board and Laws.

Will add once the new brochure is ready for posting.

Received waiver to provide COVID vax w/out phys protocol

5.4	<b>Communicate the process of appealing consumer insurance denials to ensure parity between healthcare professional services and improve patient access.</b>				
5.4.1	Create online information page on how to appeal insurance denials for ND treatments.	EO			Jun-22
5.5	<b>Increase frequency of online communications and website updates to better educate the public and licensees.</b>				
5.5.1	Contact DCA web team for scheduling of website redevelopment.	EO			Apr-21
5.5.2	Work w/ staff to update new information for the website on a quarterly basis.	EO/Staff			Apr 2021 and ongoing
5.6	<b>Coordinate with the California Naturopathic Doctor's Association to facilitate communication with licensees and the public.</b>				
5.6.1	Combine FAQ lists from CNDA and NMC.	Staff			Apr 2021 and ongoing
5.6.2	Develop FAQ list for website and post.	EO			Jan 2023 and ongoing
5.7	<b>Create HIPAA and telehealth Medical Board of California links to clarify law for licensees.</b>				
5.7.1	Research NMC site and collect links for HIPAA and telehealth information.	Staff			Apr 2021 and ongoing
5.7.2	Add HIPAA and Telehealth links to new NMC website.	EO			Apr 2021 and ongoing

Added to Consumer Tab on website