

Business Process Review Work Plan
Office of the Governor

The Governor's Office contacted the Health Professions Council in June to discuss the following initiative. This summary was provided through discussion with Tony Gilman, Executive Officer Texas Health Care Policy Council, Officer of the Governor. The attached email, which outlines the plan, was provided by another staff member of the Governor's Office, Matthew Hobson who will conduct the Business Process Review.

Consolidation of Administrative Functions:

Governor Perry supports the consolidation of all the health licensure agencies into a single agency. However, since HB 2939 did not pass the legislature, the Governor has directed his staff to work to consolidate the functions of the licensure agencies during the interim through the existing statutory authority provided to the Health Professions Council (HPC).

The Governor's office is not trying to justify the Governor's budget proposal through this interim initiative. Rather, the Governor's office is interested in implementing as much of the Governor's proposal as possible through existing law. A business process review will be completed during the summer. The initial focus of this review will be on administrative functions (e.g., auditing, human resources, purchasing, contract management, accounting and budget services, and information technology). Licensing and enforcement processes, however, will likely come up in any review of IT resources/capabilities.

The purpose of conducting a business process review is to have an inclusive process that allows the agencies to review, identify, and ultimately be active participants in the development of recommendations on consolidating administrative functions.

The Governor's office has developed a work plan. The business process review will begin in early July. The initial recommendations/conclusions of the business process review will be made to the Health Professions Council by mid-to-late August. Agencies will be given an opportunity to comment at the HPC meeting in September. The Governor's office intends for this to be an inclusive and deliberative process.

From: Matthew Hobson [matthew.hobson@governor.state.tx.us]
Sent: Wednesday, June 27, 2007 9:55 AM
To: KATHY THOMAS
Subject: Business Process Review Work Plan

Kathy,

I inadvertently left you off of the original email. The executive directors of TMB and TSBP as well as the respective contacts of all three boards have already received this message. Sorry.

- Matthew Hobson

Governor Perry has expressed an interest in seeing greater administrative efficiencies across the health professions licensing agencies. Therefore, staff from the Office of the Governor are proposing to meet with staff from several of the health professions licensing agencies to develop business process maps of administrative functions in line with the Governor's request.

A business process review relating to the finance, human resources, and information technology functions of Texas' health regulatory agencies allows for potential efficiencies to be identified on multiple levels. Process reviews within an agency, for example, may result in reduced paperwork, accelerated task completion time, and decreased error rates while process reviews across agencies may reveal uniform services that, when consolidated or shared among agencies, would free up staff time for other duties.

In order to complete the process review, the Office of the Governor, in collaboration with the Health Professions Council, will work with staff members of the Texas Medical Board, the Board of Nurse Examiners for the State of Texas, and the Texas State Board of Pharmacy. Through observation and interviews with staff members of these agencies, select business processes will be documented and developed into flowcharts which will then be reviewed by the project contacts of the respective agencies. When the flowcharts are approved and completed, they will be sent to the executive directors of each of the health regulatory agencies to review and to compare with their own administrative business processes.

It is anticipated that some business processes will require more time to review than others. However, in order to allow agencies to allocate efficiently staff and resources to the process review, the following timeline is proposed:

July 9 – July 13: Texas Medical Board – Payroll, Purchasing, and IT

July 16 – July 20: Texas State Board of Pharmacy – Finance and IT

July 23 – July 27: Board of Nurse Examiners – Human Resources, Contracting, and IT

Agency contacts will be contacted by staff of the Office of the Governor before interviews occur in order to discuss and develop an in-depth work plan for specific business functions.

While the "final product" of the business process review will be a descriptive map of certain administrative functions, agency staff members will be asked to provide recommendations for select business processes. Their recommendations should be a primary component of the final recommendations of this project which will be developed by the Health Professions Council and the Office of the Governor.

If you have any questions, please contact me.

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