

DHMH - Regulatory Services - Health Professional Boards and Commissions

MISSION

To protect the citizens of Maryland and promote quality health care.

VISION

A state that provides citizens qualified medical licensees to further the good health and well-being of the citizens of Maryland.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Goal 1. To protect the public by ensuring that licensees of each board are credentialed appropriately to provide high quality services to the citizens of Maryland through an accurate and timely licensure process.

Obj. 1.1 By July 1, 2016, issue 100 percent of licenses within 10 days of receipt of a completed new application (i.e., all application requirements have been met.) or within five days of receipt of a completed renewal application.

Board/ Commission	2012 Act.			2013 Act.			2014 Act.			2015 Act		
	New	Renewal	% Obj	New	Renewal	% Obj	New	Renewal	% Obj	New	Renewal	% Obj
Acupuncture	88	373	100%	89	415	100%	94	419	100%	89	435	100%
Audiologists	544	3,368	100%	533	203	100%	529	3,637	100%	533	2,011	100%
Chiropractic	523	765	100%	569	3,789	100%	543	932	100%	569	4,003	100%
Dental	440	3,659	100%	500	3,689	100%	457	4,162	100%	500	4,250	100%
Dietetic	130	642	100%	202	642	100%	159	670	100%	202	712	100%
Environmental Health	12	12	100%	20	513	100%	21	-	100%	20	459	100%
Kidney Disease	115	115	100%	2	115	100%	8	115	100%	2	125	100%
Medical Cannabis	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Morticians	39	897	100%	507	879	98%	71	486	98%	507	832	98%
Nursing Home Admin	26	249	100%	31	244	100%	25	228	100%	31	243	100%
Occupational Therapy	311	3,069	100%	351	3,303	100%	356	3,551	100%	351	3,752	100%
Optometry	58	70	100%	50	710	100%	63	501	100%	50	370	100%
Pharmacy	508	4,124	96%	2,590	5,862	96%	2,724	10,364	96%	2,590	8,312	94%
Physical Therapy	454	3,066	100%	692	3,169	100%	684	3,342	100%	692	3,430	100%
Podiatric	56	484	100%	42	454	100%	34	454	100%	42	448	100%
Prof. Counselors/Therapists	511	1,467	100%	1,188	2,490	100%	761	1,874	100%	1,188	2,716	100%
Psychologists	158	1,320	100%	97	1,272	100%	161	1,386	100%	97	1,339	100%
Residential Child Care	8	38	100%	10	21	100%	11	93	100%	10	-	100%
Social Work	1,164	5,136	100%	1,357	5,483	100%	1,385	5,062	100%	1,357	4,701	100%

*% Objective column is the percent of licenses issued that meet the timeliness standards outlined in Objective 1.1

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<http://dhmh.maryland.gov/sitepages/boards.aspx>

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Goal 2. To protect the public and promote the quality of health care in the field by receiving and resolving complaints against licensees of each Board.

Obj. 2.1 By July 1, 2016, complete 100 percent of investigative reports and initial board action on complaints within 180 days.

Board/ Commission	2012 Act.		2013 Act.		2014 Act.		2015 Act	
	Complaints Invest.	% Obj						
Acupuncture	7	100%	6	100%	1	100%	4	100%
Audiologists	39	100%	41	100%	39	100%	92	100%
Chiropractic	52	98%	77	100%	89	100%	95	100%
Dental	121	99%	88	99%	188	99%	274	99%
Dietetic	9	100%	20	100%	15	100%	13	100%
Environmental Health	0	100%	0	100%	0	100%	4	100%
Kidney Disease	78	100%	78	100%	78	100%	25	100%
Medical Cannabis	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Morticians	83	100%	142	100%	104	100%	126	100%
Nursing Home Admin	10	100%	8	100%	9	100%	6	100%
Occupational Therapy	4	100%	8	100%	8	100%	17	100%
Optometry	23	100%	9	100%	14	100%	13	100%
Pharmacy	350	90%	306	90%	377	90%	323	90%
Physical Therapy	57	100%	51	100%	38	100%	76	100%
Podiatric	62	100%	58	100%	45	100%	38	100%
Prof. Counselors/Therapists	75	100%	100	100%	70	100%	93	100%
Psychologists	24	100%	18	100%	23	100%	17	100%
Residential Child Care	0	100%	1	100%	0	100%	0	100%
Social Work	99	95%	90	95%	63	95%	63	95%

*% Objective column is the percent of licenses issued that meet the timeliness standards outlined in Objective 2.1

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Obj. 2.2 Assess the rate of complaints per active licensees.

Board/ Commission	2012 Act.		2013 Act.		2014 Act.		2015 Act	
	Number of Licenses	Rate						
Acupuncture	939	0.7%	996	0.6%	1,082	0.1%	1,085	0.4%
Audiologists	4,235	0.9%	4,277	1.0%	4,568	0.9%	4,471	2.1%
Chiropractic	5,129	1.0%	4,975	1.5%	5,508	1.6%	5,316	1.8%
Dental	15,371	0.8%	15,011	0.6%	15,752	1.2%	15,336	1.8%
Dietetic	1,588	0.6%	1,643	1.2%	1,687	0.9%	1,750	0.7%
Environmental Health	12	0.0%	629	0.0%	577	0.0%	585	0.7%
Kidney Disease	115	67.8%	125	62.4%	123	63.4%	127	19.7%
Medical Cannabis	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Morticians	1,368	6.1%	1,413	10.0%	1,403	7.4%	1,769	7.1%
Nursing Home Admin	539	1.9%	531	1.5%	533	1.7%	566	1.1%
Occupational Therapy	3,069	0.1%	3,378	0.2%	3,759	0.2%	3,975	0.4%
Optometry	904	2.5%	865	1.0%	932	1.5%	946	1.4%
Pharmacy	20,014	1.7%	21,836	1.4%	22,846	1.7%	22,976	1.4%
Physical Therapy	13,234	0.4%	6,865	0.7%	7,404	0.5%	7,503	1.0%
Podiatric	466	13.3%	490	11.8%	488	9.2%	494	7.7%
Prof. Counselors/Therapists	5,146	1.5%	5,419	1.8%	5,740	1.2%	6,938	1.3%
Psychologists	4,906	0.5%	3,485	0.5%	4,471	0.5%	3,642	0.5%
Residential Child Care	148	0.0%	125	0.8%	104	0.0%	104	0.0%
Social Work	13,054	0.8%	13,275	0.7%	13,743	0.5%	13,959	0.5%