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Health Professionals Receive Licenses 64% Faster

As a newly established health professional, what if you could receive your license in less than half the standard time? This year, LARA's Bureau of Health Care Services (BHCS) made several improvements to ensure licenses are issued more quickly, so health care professionals can provide health services sooner.

Faster Response: Health professional licenses are issued 64% faster.

Reduced Backlog: The BHCS' health professional license application backlog was reduced by 100%.

Customers Impacted: 16,890 customers annually.

Prior to 2013, the licensing process for those in the health field involved a great deal of paperwork and took more than five weeks for a practitioner to receive their license; if there were complications with the application, it could take even longer.

Ultimately, these issues caused service delays and lost revenue for health professionals, including: registered nurses; licensed practical nurses; physical therapists; audiologists; speech language pathologists; psychologists; massage therapists; dentists; optometrists; osteopathic medicine and surgery; respiratory care; and podiatric surgery.

Undergoing the RPM process, the bureau consolidated forms, eliminated duplicate information fields and created online applications, all of which contributed to a 64% reduction in processing time and a give-back of 25 days to the licensee.

This means that applicants under the new process now receive their licenses in just two weeks.

Since 2013, the bureau has processed more than 41,500 licenses, as well as eliminated 100% of its backlog.

As a health organization in Michigan, how might these process improvements help your organization?

For Kris Tennant, director of Sparrow Rehabilitation, Occupational and Employee Health/CARES, and Pain Management Center, the streamlined process will help address the challenges Sparrow faces in its workforce due to a shortage of therapists.

"This removes a key source of frustration for therapists who have graduated in having to wait an extended period before they can begin their career," said Tennant. "Sparrow is thrilled that the State of Michigan has taken active steps to improve this process, as it will allow us to provide greater access to care for our patients and eliminate necessary, but lengthy barriers in onboarding new staff. We are grateful that the state has worked diligently to streamline the licensing process, which will ultimately allow us to improve the quality of care to our patients and families and create a healthier Michigan."



Licensed Health Professions

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