

IOWA BOARD OF HEARING AID DISPENSERS

February 1, 2010

**Lucas State Office Building
5th Floor Professional Licensure Board Room 526**

The meeting was called to order at 10:05 a.m. by Greg Moore, chair.

MEMBERS PRESENT

Mary Ricketts
Gregory Moore, Au.D.
Gregory Hoyman
Virginia Rowen
Dotty Walters, Au.D.

MEMBERS ABSENT

None

STAFF/OTHERS PRESENT

Sharon Dozier, board executive
Eileen Gloor, bureau chief
Kris Ensign, AAG
Tammy Hidlebaugh, clerk specialist

REVIEW OF AGENDA

Revisions: None

APPROVAL OF MINUTES

It was moved by Greg Hoyman and seconded by Virginia Rowen to approve the minutes of November 2, 2009. The motion carried.

REPORTS

Board Executive- Sharon reported that six applicants are scheduled to take the exam today at DMACC. The exam statistics for 2009 were provided. The new examination contract with the International Hearing Society (IHS) has been finalized. The Rules Committee will meet following today's board meeting.

Bureau Chief- see addendum for full report. Eileen presented a certificate of appreciation to Greg Hoyman for his years of service as a board member. Greg noted that he is looking forward to retirement, and has enjoyed serving on the board.

AAG- Kris Ensign introduced herself and provided a summary of her legal background. She is looking forward to working with the board. She noted that there is some reorganization within the AG Office as a result of the budget situation.

Kris provided an overview of the statutes applicable to this board, including the board authority conferred by law for promulgating rules. She noted that the rules are more specific, including instances in which there are violations of law.

Chair- Greg Moore reviewed a brochure for Hear Aid, obtained from a kiosk at a local mall. There is no licensed hearing dispenser listed on the brochure, and none were at the kiosk.

PUBLIC COMMENT

None

ADMINISTRATIVE RULES

The common rules for notice were discussed, and the members agreed to notice. Sharon provided a brief summary of the rules for adoption, as noted on the agenda. Dotty Walters made a motion to adopt the rules noticed as ARC 8334B, and Mary Ricketts seconded. The motion carried unanimously.

OLD BUSINESS

None

NEW BUSINESS

The correspondence submitted by Sara Michael, Au.D., and Stacy Reinhart, Au.D was discussed. The board will take this under advisement, and refer to the Rules Committee for further review.

APPLICATIONS/COMPLAINTS

Four licenses and six temporary permits have been issued, per the list attached to the agenda. Greg Moore made a motion to go into closed session in accordance with Iowa Code section 21.5(1)a. and d. Virginia Rowen seconded the motion. Roll call vote:

Gregory Hoyman, aye
Gregory Moore, aye
Mary Ricketts, aye
Virginia Rowen, aye
Dotty Walters, aye

The board went into closed session at 10:52 a.m.

The board returned to open session at 11:34 a.m. The following actions were taken:

Mary Ricketts made a motion to close complaint 09-015. Greg Hoyman seconded the motion. The motion carried unanimously.

Greg Hoyman made a motion to close complaint 10-001. Virginia Rowen seconded the motion. The motion carried unanimously.

Mary Ricketts made a motion to close complaint 10-006. Greg Hoyman seconded the motion. The motion carried unanimously.

The remaining 2010 board meetings are:

May 3, 2010

August 2, 2010

November 1, 2010

ADJOURNMENT

It was moved by Mary Ricketts and seconded by Virginia Rowen to adjourn.

The motion carried, and the meeting adjourned at 11:36 a.m.

The minutes were approved on May 3, 2010.

- 1. Legislation and rulemaking** The 2010 legislative session convened on January 11. The funnel dates that allow bills to progress are February 12 and March 5. The 80th day of the session will be March 31. Primary issues to be addressed by the legislature include health care health care reform and the state budget. The Bureau of Professional Licensure submitted four requests for legislative changes in the Department's 2010 Technical Bill. These were for the Boards of Barbering, Cosmetology, Respiratory Care and Optometry. As we receive requests to make statutory changes or administer new licensure boards, I submit legislative assessments and fiscal notes with the input of the board executives, and we attend legislative subcommittee meetings upon request. When proposed legislation impacts with other boards such as medicine or nursing, the boards work together to provide consistent information regarding the impact of a proposed bill on public protection. When administrative rule changes are reviewed by the year round Administrative Rules Review Committee, the Board Executives provide information about the content of the changes, outcome of the public hearing, and public comment received. In some instances, Board members participate in the meetings to provide a professional perspective and articulate how rule changes proposed by the board benefit public protection.
- 2. Budget** The Department will continue to evaluate and respond to the impact of the overall state budget on public health services and workforce in SFY10. To date, IDPH has not experienced a substantive reduction in force. Our professional licensure staff is taking either 5 or 7 mandated unpaid days through June 30, depending on whether they are contract or non-contract employees. Thus far, all requests for the boards' professional memberships have been approved. No travel request for board members or staff may be submitted. PL staff members have been diligent in selecting furlough days that are spread over the coming months to assure the person who serves as their backup is informed about priority issues, allowing our work to progress as seamlessly as possible. Although the absence of any staff member is felt in an environment as busy as ours, we do not anticipate the boards will be significantly disadvantaged by the budget restrictions and we do not anticipate changes in our staff through the remainder of this fiscal year.
- 3. Activities of the Bureau Outreach and Compliance Educator** Marvin Firch has met with the 19 boards to describe the purpose of this new position and offer his services to improve compliance with Iowa's licensure statutes and rules. Marvin is currently accepting invitations to present information about the work of the licensure boards. He is developing educational materials that will be accessible to the public to better explain the complaint and disciplinary processes, and reinforce the link between licensure and public protection. Several boards have identified projects that target Marvin's availability to travel within the state and meet with licensees, professional organizations,

employers, students, and consumers. I encourage you to tap into his expertise and his focus on the positive aspects of licensure.

- 4. New Look on the Boards' Public Web Pages** The Bureau has changed the look of two public web pages to make information more accessible and easier for users to navigate. Since 2001 the boards have posted, on their individual Discipline and Public Actions page, those documents related to board actions that are public by law. Until now, the only way users could access information was by calendar year. This often made it difficult to link items that extended into another year. Under the new Channels system, users may select a board and sort disciplinary and public actions by licensee name, date, or location. The system does not provide a search option. However, users may use the Ctrl F function to insert a name that will be highlighted on the list. This option allows our Discipline Office staff to manage web postings, eliminating the need to submit requests to our IM Bureau. As in the past, public actions taken before October 2001 are available in hard copy and via CD. Additionally, the Bureau is using the Channels system to post meeting agendas, minutes, and related documents together under the date of the board meeting. Under the new system, which is also managed by our own staff, information will be available for the current year, the upcoming year, and the past year. Users who seek minutes from meetings two or more years in the past will be directed to contact the board office.
- 5. Internship Opportunity Posted** The Bureau has posted an internship opportunity for a graduate student to develop a program designed to educate salon owners, managers, and employees on matters related to Cosmetology licensure rules. In this case, the Bureau is interested in an individual who is familiar with Asian languages and customs. If such an intern is found, he/she will formulate a written plan to integrate a special populations component into other licensure boards' educational materials, and will recommend enhancements to board websites that increase their usefulness to diverse populations.
- 6. Measures of Success** Twice each year the Bureaus are required to report how well they have met performance measures. Our 19 boards have met or exceeded projected their targets for both licensure and discipline. The Bureau prints renewal notices and licenses in house, and licensure fees are processed and reconciled every business day. During SFY2009, the Bureau printed and mailed 22,177 licenses and wallet cards. In almost 100% of cases, printing and mailing is conducted within three business days when all required items are on file in the board office. In SFY09, the 19 boards in total received 415 complaints. The boards respond to 100% of signed complaints. Throughout the year, total of 213 cases were referred to the Department of Inspections and Appeals for investigation and 202 investigations were completed. Our ability to work efficiently is largely the result of experienced staff and the

commitment of board members to assuring public protection through licensure, rulemaking, and discipline of incompetent or unethical practitioners. On behalf of our Bureau I would like to thank you for the work you do and encourage you to help us identify areas for improvement.

- 7. Microsoft 2007** The Department of Public Health upgraded to Microsoft 2007 in fall 2009. Board members are encouraged to consider a similar upgrade in order to receive materials.