Professional Licensure

Phone: 515-281-0254
www.idph.state.ia.us/licensure

Promoting & Protecting the Health of Iowans

IDPH Iowa Department of Public Health

When you go to a health provider, you expect a certain level of knowledge, competency, and ethical standards. In other words, you expect someone who knows what they're doing, and who does it in a courteous, professional manner. The IDPH Bureau of Professional Licensure works to protect the public and improve access to quality health services by licensing qualified professionals.

The Bureau of Professional Licensure also strives to make the process of licensing more convenient for professionals. Online license renewal and e-payment services have begun, with the goal of a modernized Web-based program that will allow license renewal in real time from any location.

The Bureau of Professional Licensure works to help ensure consistency and quality in Iowa health services.

Did you know?

You can verify the licensure status of any person or business regulated by the Bureau of Professional Licensure by name or license number. Go to www.licensediniowa.gov.

Why is Professional Licensure important to promoting and protecting the health of Iowans?

- Thousands of Iowans rely on the 44,000 professionals and 5,600 businesses regulated by Professional Licensure.
- All Iowans benefit when health care is provided by competent, ethical professionals who hold active licenses.
- Open records and open meetings let the public have input into licensure requirements, rulemaking, continuing education, and discipline of licensees and businesses.
- Licensure boards are made up of professionals and public members who make sure licensure standards are safe, effective, and clearly communicated to the public.

Which Iowa Public Health Goals are we working to achieve?

Strengthen the public health infrastructure

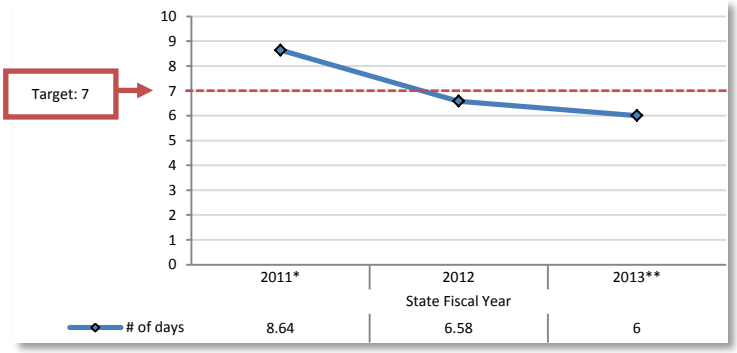
What do we do?

- Process applications for initial licensure, license renewal, and reactivation of licenses.
- Coordinate, and in some cases, conduct examinations for licensure.
- Determine eligibility for licensee participation in the Volunteer Health Provider Program.
- Address all complaints and implement discipline at the licensing board's direction.
- Provide executive support to 19 licensure boards and direct services to licensees practicing in Iowa in the following professional categories:

Athletic Training	Massage Therapy	Podiatry
Barbering	Mortuary Science	Psychology
Behavioral Science	Nursing Home Administrators	Respiratory Care Practitioners
Chiropractic	Optometry	Sign Language Interpreters & Transliterators
Cosmetology Arts & Sciences	Physician Assistants	Speech Pathology & Audiology
Dietetics	Physical & Occupational Therapy	Social Work
Hearing Aid Dispensing		

How do we measure our progress?

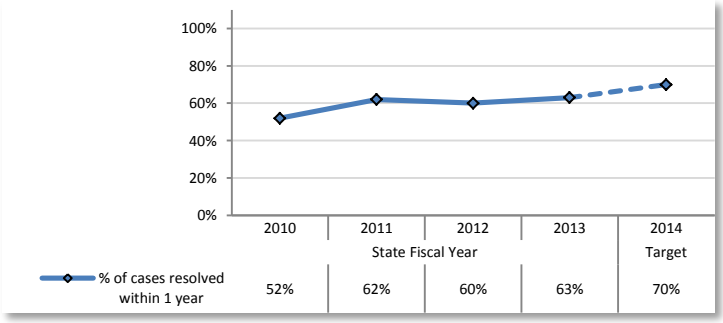
❶ **Average number of days to process new applications.**



Data Source: Iowa Department of Human Services- Iowa Medicaid Enterprise – December 2013
*Excludes July 2011 data **Data through October 2013

How are we doing? Since beginning to monitor the processing time of new applications in 2011, Professional Licensure has made improvement on the average number of days to process new applications.

❷ **Percent of cases resolved within one year of receiving a complaint.**



Data Source: Bureau database. Data are available monthly.

How are we doing? The boards respond to 100% of signed complaints. Following board review, some cases are referred for investigation to the Iowa Department of Inspections and Appeals. The overall number of investigations remains relatively constant. Resolution of a case within one year is related to the complexity of the complaint and the availability of evidence to make an informed decision.

In FY13, the 19 boards received 293 complaints. Of these cases, there were 84 administratively initiated failed audits. For the remaining 209 cases, 131 (63%) were resolved within one year. From July 2012 to June 2013, 107 cases were submitted for investigation; 131 investigations were completed; 78 cases were pending investigation reducing the number of investigation carryover by 20%.

What can Iowans do to help?

1. Iowans are encouraged to report incompetent or unethical practice. Contact the board office by telephone at 515-281-0254 or submit a complaint online at www.idph.state.ia.us/licensure.
2. Professional organizations can inform the professional boards about current and emerging practices.
3. Educators can attend open meetings to share new teaching methods and trends with the boards.

Expenditures

Retained fees*: K19-2054

	State Fiscal Year 2012 Actual	State Fiscal Year 2013 Actual	State Fiscal Year 2014 Estimate
State funds	$0	$0	$28,000
Other funds*	$2,417,995	$2,378,221	$3,450,000
Total funds	**$2,417,995**	**$2,378,221**	**$3,478,000**
FTEs	16.09	15.87	16.00

Note: Funding information is intended to provide an overview of funding related to the program area. It does not include all federal and state requirements and/or restrictions for the use of funds. Contact the program area for more detailed budget information.