



Physical Therapy Board of California

***Physical Therapy Board of California
Department of Consumer Affairs***

The mission of the Physical Therapy Board of California is to promote and protect the interests of the people of California by the effective and consistent administration and enforcement of the Physical Therapy Practice Act.

2009

Strategic Plan

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Introduction

The Physical Therapy Board of California's Strategic Plan was adopted on August 20, 2009.

In 1953 the Physical Therapy Examining Committee was created by Chapter 1823, statutes of 1953 (AB1001). While the name has been changed to the Physical Therapy Board of California (PTBC), the charge to the PTBC by the legislature has been protecting the public from the incompetent, unprofessional or criminal practice of physical therapy since its inception. The goals and objectives contained in the Strategic Plan build on that charge. The PTBC is one of approximately thirty regulatory entities which exist under the organizational structure of the Department of Consumer Affairs (DCA). The PTBC has close and cooperative relationship with DCA.

The PTBC consists of seven members (four licensed physical therapists and three public members) who serve four-year terms (a maximum of two terms). The Governor appoints the four licensed physical therapists and one public member. The Senate Rules Committee and the Speaker of the Assembly each appoint one public member. Board members are required to annually complete a Form 700 – Conflict of Interest Statement, and they are required to submit this statement to the Fair Political Practices Commission, each year. Additionally, the board members are required to complete ethics training every two years.

The PTBC appoints an executive officer as its administrator. The executive officer is accountable to the PTBC. The executive officer serves solely in the interest of the consumers of physical therapy services in California, as does the PTBC. The executive officer oversees the board's staff and ensures that all of its programs function efficiently and effectively.

The PTBC is funded through license and application fees. The board receives no General Fund monies from the State of California.

Licensed physical therapists may practice physical therapy independently. To become licensed, one must possess a post baccalaureate degree in physical therapy, pass the national physical therapy examination (NPTE), and pass the California Law Examination (CLE). Most students are now graduating with a masters or doctorate degree. Foreign educated physical therapists must also pass a period of clinical service after passing the NPTE.

Licensed physical therapist assistants assist a physical therapist in the practice of physical therapy. To become licensed, one must possess an associate's degree in physical therapy or qualify by meeting the equivalency requirements. A physical therapist assistant is under the supervision of a physical therapist.

Physical therapy aide is an unlicensed person who performs designated routine physical therapy tasks under the direct and immediate supervision of a licensed physical therapist.

Mission

The mission of the Physical Therapy Board of California is to promote and protect the interests of the people of California by the effective and consistent administration and enforcement of the Physical Therapy Practice Act.

Vision

California's physical therapy consumers and practitioners enjoy a safe, fair and competitive marketplace.

Description of the Board's Functions

The function of the Physical Therapy Board of California is to:

- Promote legal and ethical standards of professional conduct
- Promote the competent and professional practice of physical therapy
- Maintain and enforce relevant regulations and statutes
- Investigate the background of applicants
- Administer licensing examinations
- Promote a national examination program that is reflective of the current practice of physical therapy
- License physical therapists and physical therapist assistants
- Provide for licensure of foreign educated physical therapists who have education which is substantially equivalent to California requirements
- Certify physical therapists to perform electromyography
- Investigate complaints from consumers
- Take disciplinary actions against licensees
- Educate consumers about patient's rights and quality of service
- Monitor marketplace trends in health care so that the Board's programs and policies are contemporary, relevant and responsive
- Partner with consumer and regulatory groups in California and the nation

Values

The Physical Therapy Board of California is committed to ensuring that consumer protection is paramount by adopting the following core values:

- The board's leading responsibility is consumer protection.
- The board maintains integrity while being consistent and proactive in its actions.
- The public is served by an accessible, receptive, and responsive board.
- The board respects diversity in its policies.

Strategic Goals

The Physical Therapy Board of California adopted the following strategic goals on August 20, 2009, which provide the framework for furthering its mission.

Goal 1

- **The PTBC proactively protects the consumer.**

Goal 2

- **The enforcement process is efficient and effective.**

Goal 3

- **PTBC's outreach and communication is efficient and effective.**

Goal 4

- **PTBC has an established role in physical therapy education.**

Goal 5

- **The licensing process is efficient and effective.**

The PTBC proactively protects the consumer.

Objective 1.1

Explore on-site inspection program and implement as appropriate.

Major Activities

- A. *Identify the means of creating and implementing an on-site inspection program.*
- B. *Evaluate the information obtained to construct specific plan for implementation.*
- C. *Develop measurement standards to determine the effectiveness of on-site inspection program.*

Objective 1.2

Ensure the PTBC has budgetary authority to fund a sufficient number of staff to protect the public.

Major Activities

- A. *Document staff's workload to prepare and submit a budget change proposal to employ additional staff.*

Objective 1.3

Review all physical therapy regulations and Board resolutions to recommend revisions to ensure best practices.

Major Activities

- A. *Ensure all regulations and Board resolutions are reflecting best practices (e.g. physical therapy corporation ownership by a layperson).*
- B. *Identify issues for Public Forums.*

Objective 1.4

Explore additional avenues for consumer protection.

Major Activities

- A. *Establish cooperative relationships with other health related consumer protection agencies.*

Objective 1.5

Monitor and respond to physical therapy workforce trends.

Major Activities

- A. *Facilitate direct access to physical therapy care.*
- B. *Assess the impact of the changing demographics in California (i.e. aging population, aging licensees, language, and cultural barriers).*
- C. *Assess if there is a shortage of physical therapists and physical therapist assistants in California.*
- D. *Determine feasibility of incentive programs for recruitment into the physical therapy profession within underserved areas.*
- E. *Identify any barriers to entry or re-entry into the physical therapy profession.*

Objective 1.6

Improve the quality of license identification.

Major Activities

- A. *Determine the feasibility of a driver's license style photo wallet license.*

Objective 1.7

Implement the revisions of the Physical Therapy Practice Act.

Major Activities

- A. *Seek legislator to author amendments to the Physical Therapy Practice Act.*
- B. *Elicit support from interested parties for revisions to the Physical Therapy Practice Act.*

The enforcement process is efficient and effective.

Objective 2.1

Establish an external review of the services provided by the enforcement program.

Major Activities

- A. *Survey licensees regarding the enforcement program.*
- B. *Establish performance measures from complaint to resolution based on complainant survey responses.*
- C. *Evaluate the enforcement process to identify improvements, measure outcomes, and manage performance based on the survey responses.*
- D. *Establish a forum to seek input from licensees and consumers.*
- E. *Establish a social networking site online.*

Objective 2.2

Establish an external review of the enforcement program's communicative effectiveness.

Major Activities

- A. *Survey consumers and licensees to ascertain how they access relevant information from the PTBC.*
- B. *Review relevant Boards' websites to compare how they communicate their complaint process.*
- C. *Create a blog on the PTBC's website seeking feedback regarding the enforcement process and program.*

Objective 2.3

Ensure the PTBC has budgetary authority to fund a sufficient number of staff to protect the public.

Major Activities

- A. *Obtain investigators dedicated exclusively to the PTBC.*

Objective 2.4

Implement an effective subpoena process.

Major Activities

- A. *Obtain authority from the Director of the Department of Consumer Affairs.*
- B. *Establish and implement training for staff.*

Objective 2.5

Promote reporting of violations.

Major Activities

- A. *Educate courts on their legislative mandate to report records of conviction of licensees.*
- B. *Communicate to licensees the importance and benefits of reporting violations.*

Objective 2.6

Work with Department of Consumer Affairs to improve data system technology.

Major Activities

- A. *Encourage Department of Consumer Affairs to enhance data systems to interface with one another, and to be more user-friendly.*

PTBC's outreach and communication is efficient and effective.

Objective 3.1

Ensure the PTBC's website is designed to be efficient and accessible.

Major Activities

- A. *Create a customer service survey on the website.*
- B. *Solicit feedback from physical therapist and physical therapist assistant students and program directors.*
- C. *Update Frequently Asked Questions.*

Objective 3.2

Enhance reflective decision making by the Physical Therapy Board.

Major Activities

- A. *Prepare Board members by providing them with decision-making information in a timely manner.*
- B. *Gather and provide data and resources necessary for informed decision making by Board members.*

Objective 3.3

Develop a consumer education program.

Major Activities

- A. *Educate third party payors and legislators.*
- B. *Participate in a statewide campaign to reduce unlicensed activity of physical therapy.*
- C. *Participate in consumer awareness events.*
- D. *Develop and implement a "Notice to Consumer" on how to contact the PTBC.*
- E. *Increase consumer awareness through public service announcements.*
- F. *Identify relevant methods of communication to educate the public.*

Objective 3.4

Ensure the PTBC has budgetary authority to fund a sufficient number of staff to protect the public.

Major Activities

- A. *Document staff's workload to prepare and submit a budget change proposal to employ additional staff.*

Objective 3.5

Enhance communication with licensees.

Major Activities

- A. *Publish articles in publications available to licensees.*
- B. *Obtain current technology to afford applicant and licensees access to application and licensing information electronically.*
- C. *Advertise the advantages of online address changes.*
- D. *Create inserts on the continuing competency requirements to mail out with license renewals.*
- E. *Include articles regarding the enforcement program in each newsletter.*

Objective 3.6

Establish green methods for operation.

Major Activities

- A. *Obtain current technology to afford applicant, licensees, and consumers access on the status of their information electronically.*
- B. *Offer electronic payment options to applicants and licensees.*
- C. *Provide Board members with Board materials electronically.*
- D. *Communicate electronically with consumers, applicants, and licensees when applicable.*

PTBC has an established role in physical therapy education.

Objective 4.1

Develop a historical overview of the PTBC's role in physical therapy education.

Major Activities

- A. Research and identify current and potential issues relating to education and seek input from educators.*
- B. Evaluate the involvement in physical therapy education of other state physical therapy licensing boards.*
- C. Evaluate the involvement in education of other related California professional licensing Boards.*

Objective 4.2

Monitor the implementation of the continuing competency requirements.

Major Activities

- A. Establish standards for recognition of approval agencies.*
- B. Establish inactive license status.*
- C. Monitor exemptions from the continuing competency requirement.*
- D. Determine auditing standards.*

The licensing program is efficient and effective.

Objective 5.1

Establish an external review of the services provided by the application and licensing program.

Major Activities

- A. *Survey licensees regarding the application and licensing services program.*
- B. *Establish performance measures based on survey responses.*
- C. *Evaluate the application and licensing renewal process to identify improvements, measure outcomes, and manage performance based on the survey responses.*
- D. *Establish a forum to seek input from applicants and licensees.*
- E. *Establish a social networking site online.*

Objective 5.2

Ensure the PTBC has budgetary authority to fund a sufficient number of staff to protect the public.

Major Activities

- A. *Document staff's workload to prepare and submit a budget change proposal to employ additional staff.*

Objective 5.3

Work with Department of Consumer Affairs to improve data system technology.

Major Activities

- A. *Encourage Department of Consumer Affairs to enhance data systems to interface with one another and to be more user-friendly.*
- B. *Support Department of Consumer Affairs' efforts to work with Department of Justice to import applicant criminal offense record information (CORI) into the applicant tracking system.*
- C. *Support Department of Consumer Affairs' efforts to work with the Federation of State Boards of Physical Therapy to import applicant's examination scores into the applicant tracking system.*
- D. *Encourage Department of Consumer Affairs to complete the Breeze project.*

Objective 5.4

Review and update the PTBC's California Law Examination and the Electroneuromyography Certification Examination.

Major Activities

- A. *Establish a relationship with a vendor (e.g. Office of Professional Examination Services, Federation of State Boards of Physical Therapy, outside vendor).*
- B. *Solicit subject matter experts and schedule workshops.*
- C. *Implement updated examinations.*