



## Licensure and Certification Integration Project

The Nevada Division of Public and Behavioral Health desired to restructure the licensing and certification processes of eleven different health programs into a single process to better monitor and maintain standardization of all statewide licensing and certifications, improve service and eliminate redundant activities. Legislation was also approved to procure a software solution that would provide for a

centralized system through which all licensure and certifications could be administered.

QuantumMark, LLC was engaged to facilitate a team of representatives from all the health licensing and certification functions to agree on where and how standardized processes could be effectively adopted and if there are any programs that were too unique to standardize.

During the project QuantumMark:

- Worked with teams to map the current processes that comprised licensing activities in each program
- Identified issues and known deficiencies associated with each process
- Developed suggested standard process flows for each unique function
- Presented the standardized flows to the combined team to solicit feedback. Facilitated the group through a process to reach consensus on common process flows for all licensing functions
- Identified potential outliers to standardization that could pose challenges to the integration objectives
- Held open house for interested staff not on the project team to review and comment on the proposed processes
- Developed a project approach to address the gap between the current and future environment
- Developed an Implementation Plan to document the phases of the implementation, approach, roles and responsibilities, assumptions, constraints and a work breakdown structure to address:
  - Identification of physical space and achievement of co-location where appropriate
  - Pilot testing the integration of the administrative functions for three programs
  - Evaluating the success of the pilot
  - Making modifications as indicated by the pilot
  - Rolling out integration to the remaining programs
  - Achieving standardization to the degree possible for the functions not included in the integration effort

The State proceeded to procure the enabling technology and is currently engaged in the implementation process.