

### EXECUTIVE SUMMARY

The Nevada Division of Public and Behavioral Health wanted to restructure the licensing and certification processes for 11 public health programs into a centrally managed unit with a standard process flow supported by a common computer system. The goal was to improve service and eliminate redundancies statewide. The project was accomplished through a series of facilitated workshops comprised of subject matter experts from each program. The end result was an approved process and comprehensive implementation plan.



### CHALLENGES

To create a solution that all stakeholders agreed upon, that was implementable and could be operationally successful. Additionally, it was necessary to capture all the outlying process steps that did not fit neatly into the agreed upon process flow so that these details could be provided to interested software vendors who would be preparing bids for the software.

### SOLUTIONS

QuantumMark worked with each program to map their current processes. By comparing the 11 maps it was possible to identify the common functions and design a first pass at a common process. A series of facilitated workshops attended by representatives from the 11 programs reviewed and modified the model to create a process that was agreeable to all participants.

### RESULTS

A roadmap was created to full consolidation of the licensing and certification functions including the physical relocation, organizational restructuring, and capacity planning. The process flow and the documentation on outliers were presented to the successful licensing software vendor to be used in their design activities. The process documentation was also used to facilitate the implementation of a centralized background checking process and system. The 11 programs were evaluated based on a combination of urgency and preparedness to determine which locations would serve as the pilot test sites and which would follow in the full rollout of the restructuring.