



# STATE OF IOWA

TERRY BRANSTAD, GOVERNOR  
KIM REYNOLDS, LT. GOVERNOR

**IOWA BOARD OF MEDICINE**  
MARK BOWDEN, EXECUTIVE DIRECTOR

December 17, 2013

Edwin G. Cook  
Legislative Service Agency  
Iowa Capitol  
Des Moines, Iowa

Dear Mr. Cook

Thank you for the opportunity to offer comment on reducing costs and improving efficiencies in state government.

The Iowa Board of Medicine, which licenses and regulates physicians and acupuncturists, continues to seek ways to improve and enhance its processes to meet the needs and expectations of its primary constituents - the public, the licensees, and the stakeholders in health care delivery in Iowa.

By leveraging technology, the Board has been able to improve the processing time for issuing license, investigating complaints and tracking a variety of board activities. Through a continuing review of processes, we have eliminated redundancies and the potential for single points of failure. Recently, the Board was able to reduce certain licensure fees and fees for public records while actually increasing the level of service provided.

The Board, after lengthy review of the administrative law process, has proposed legislation (SF 379) that would improve the board's responsiveness and accountability in the resolution of certain competency and conduct charges filed against licensees. This legislation was approved by the Iowa Senate in 2013, and the Board is seeking passage of this legislation by the Iowa House in 2014. Any help will be appreciated in seeking passage of SF 379.

The Board has seen a steady increase in the number of physicians seeking licensure in Iowa. By cross-training staff and providing more options for work schedules, we were able to strengthen "customer service" for the benefit of licensees and the public.

The Board is funded exclusively with licensure fees and does not receive a general fund appropriation. We closely monitor expenses to keep the agency within due bounds of its budget. Staff members are routinely encouraged to offer suggestions and ideas to reduce costs and increase efficiency.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark E. Bowden". The signature is fluid and cursive, with a long horizontal stroke at the end.

Mark E. Bowden  
Executive Director