



## Chiropractic Quality Assurance Commission Newsletter – 2016; Edition 2

### Welcome to the Chiropractic Quality Assurance Commission Newsletter

Our newsletter's purpose is to help inform the chiropractic community of issues related to Washington State chiropractic statutes and [rules](#), and the work of the [Chiropractic Quality Assurance Commission](#) (commission).

#### Message from the Chair – Matthew Waldron, DC

We have all seen incredible changes in health care delivery over the past several years, and this certainly includes chiropractic health care. One way the commission has been responsive to these changes has been to edit, rewrite and add rules in [chapter 246-808 WAC](#). We have worked through more than half of the entire chapter and are beginning to see light at the end of the tunnel. Recently, the commission has decided to conduct an open workshop. It will be a two-day event where the agenda will contain regular business and a rules workshop. There will also be a public hearing on some of the rules in which we have revised the rule language. All stakeholders are invited and encouraged to attend the public hearing to discuss any questions or concerns regarding rules. This retreat will be held in the Seattle area on February 25-26, 2017.

In addition to rules workshops, the commission also has been very busy with re-invention. Since 2012, we have been in a pilot project that transitions much of the functions and responsibility from the Department of Health to the commission. Essentially, the pilot project gives the commission more independence and responsibility.

The commission is just over three years into our pilot project, and much has happened:

- 1.) For the third time, we are reducing chiropractic license fees.
- 2.) We are about halfway through a complete overhaul of chiropractic rules chapter 246-808 WAC.
- 3.) We are adding two or three new rules, including independent chiropractic examinations, and future care contracts.
- 4.) We are designing and initiating a new rule that will allow the commission to enforce remedial solutions to certain types of complaints, such as documentation and X-ray quality.

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#### Governor

The Honorable Jay Inslee

#### Department of Health

John Wiesman, DrPH, MPH, Secretary

Bob Nicoloff  
Executive Director

[Leann Yount](#)  
Program Manager

Sue Hall  
Compliance and Projects Manager

Jessica Jorgensen  
Licensing Representative

#### Commission Members

Matthew Waldron, DC, Chair  
Winfield Hobbs, DC, Vice Chair  
Aaron Chan, DC, Vice Chair

Maria Best, DC

David Folweiler, DC

Bryson Langel, DC

Douglas Long, DC

Ronwynn Pratt, DC

Robert Schmitt, DC

Kimberly Corbin-Waters, DC

Judy Colenso,  
Public Member

James Slakey,  
Public Member

Louise Stephens  
Public Member

- 5.) We have added two staff members so that we can perform our own licensing and disciplinary compliance functions, which Department of Health staff members previously handled.
- 6.) We have handled more than 400 complaints with results ranging from closing cases to suspending licenses.
- 7.) Commissioners have traveled to the Federation of Chiropractic Licensing Boards and National Board of Chiropractic Examiners conferences, as well as other conferences in an effort to hone skills and bring innovative ideas back to the commission.
- 8.) We are making it easier and faster for active military members and their spouses to get licensed in Washington.

In addition to bringing licensure fee down, the commission is also committed to fee stability over the long term. A lot of us remember when renewal fees were not so stable, in one instance doubling from one year to the next. An important part of the pilot project is the commission's substantial increased responsibility for guiding the overall budgetary decisions, and fees are a huge element.

### **Commission Pilot Project Update**

**By: Matt Waldron, DC, Chair and Bob Nicoloff, Executive Director**

The Chiropractic Quality Assurance Commission recently passed the three-year mark in its five-year pilot project. Approved by Governor Inslee and the Washington State Legislature in 2013, the pilot has allowed the commission to explore new approaches to enhance our services to the public and the profession. Initially, the commission established four workgroups in four key areas of our business: licensing (often referred to as credentialing), investigation, legal, and finance. Each workgroup analyzed current practices, considered alternative approaches and best practices, and developed recommendations for improvement. The commission is now in the phase of implementing 32 recommendations across all areas, including the transition of the day-to-day licensing activities from the Department of Health (department) to our commission staff.

The commission has been pleased with the progress of the pilot project to date. Working closely with the department, timely completion of investigations and disciplinary activities has steadily improved. Structural improvements in ways the commission conducts business at and between meetings has also significantly increased our productivity. Greater budgetary authority granted to the commission under the pilot has also permitted license application and yearly license renewal fees to be reduced twice, saving our licensees \$150 per year. Additional fee reductions are in process for 2017.

The commission will submit a report on our pilot project to the Governor and Legislature in December 2017, and will request that the decision-making authority to explore additional opportunities for improvements that is granted under the pilot be made permanent.

### **Why a Public Member**

**By: Louise Stephens, Public Member Commissioner**

“There is an opening for a public member on the Chiropractic Quality Assurance Commission. You would be a good public member—you should apply.”

“What is the Chiropractic Quality Assurance Commission and what is a public member?”

This is the conversation I had with my chiropractor. After he explained to me the purpose of the commission, it did appeal to me and I did apply for the position as a public member.

A [public member](#) is exactly that—a member of the public who is not a chiropractor. Among other things, public members allow the public to participate in the commission’s decision-making process, help to expand the range of skills and knowledge available to the commission in solving problems and in serving licensees, and provide a fresh perspective on established commission policies and procedures.

By the time I was notified that I had been appointed by Governor Gregoire, I had totally forgotten about the application. I was excited and nervous, as I still did not have a clue what would be expected.

My first meeting was great. All of the commission and staff members made a point of introducing themselves to me and making me feel welcome. A current public member was appointed as my mentor to help me understand my role, and to guide me through the meetings. One of the very impressive things I felt so profoundly was the seriousness with which the commission members took their job of public safety. I found the chiropractors serving on the commission were adamant that their profession follow the rules and keep the public safe.

As a chiropractor, why would you ask a patient or an acquaintance to apply for this position? My background is 40-plus years of accounting with managerial experience—what could I possibly offer to the Chiropractic Quality Assurance Commission? Well, I have been a chiropractic patient since I was 19 years old with a great testimony as to my experience with chiropractic. My doctor of chiropractic thought I had something to offer the commission, and would be a committed member. This is what is needed as a public member of the commission, and when there is an opening, I would urge you to consider recommending someone you believe would bring a positive addition to the commission.

## **Commission Member Spotlight** **Matt Waldron, DC**

Dr. Matt Waldron grew up in the Crown Hill neighborhood in Seattle, and then moved and went to high school in the Chicago suburbs. While he was working as an electrician, his chiropractor and mentor convinced him to consider going to college to become a chiropractor. Within a couple of years, Dr. Waldron began his chiropractic studies at Life Chiropractic College West in 1993.

After being licensed in Washington State in 1996, he began practicing in Edmonds, and later moved his clinic to nearby Mountlake Terrace. In 2008, Dr. Waldron was appointed to the Chiropractic Quality Assurance Commission by Governor Gregoire. He has served two years as the vice chair and is currently our commission chair.

Dr. Waldron’s practice is focused on taking care of his community, which includes patients of all ages from infants to senior citizens. He accepts all types of cases including wellness, injuries from auto accidents, on-the-job and sports.

Time away from practice is spent playing tennis, boating, and volunteering in local politics and city planning. He also likes restoring and riding motorcycles; his latest project is a 1977 BMW.

## Disciplinary Actions

Information about healthcare providers is on the Department of Health's website. Select [Provider Credential Search](#) on the Department of Health home page ([www.doh.wa.gov](http://www.doh.wa.gov)). The site includes information about a healthcare provider's license status, the expiration and renewal date of his or her credential, disciplinary actions, and copies of legal documents issued after July 1998. You may also get this information by calling 360-236-4700. Consumers who think a healthcare provider acted unprofessionally are also encouraged to call and report their [complaint](#).

The Chiropractic Quality Assurance Commission has taken the following disciplinary action.

### King County:

**July 2016:** Withdrew a statement of charges against chiropractor **Scott V. Mindel** (CH00003016).

**January 2016:** Charged chiropractor **Dallas R. Britt** (CH00000792) with unprofessional conduct. Britt allegedly didn't adequately chart treatment of a patient at one session.

### Kitsap County

**January 2016:** Withdrew a statement of charges filed in June 2015 against chiropractor **Blake J. Wagner** (CH00003095). Note that Wagner remains subject to the terms of an order entered in 2013, and modified in 2014.

**April 2016:** Charged chiropractor **Michael L. Wagner** (CH00003618) with unprofessional conduct. Wagner allegedly billed improperly for a patient's treatment, took inadequate X-rays, and gave the commission altered notes.

## Commission Composition

The commission is made up of 11 chiropractors and three public members, all appointed by the governor. Commission members may serve a maximum of two four-year terms. If you are interested in [applying for a position](#) on the commission, or in learning more about commissioner duties, please read the information on the website <http://www.doh.wa.gov/hsqa/Professions/Chiropractic/default.htm>, or contact the program manager at 360-236-4856 or [leann.yount@doh.wa.gov](mailto:leann.yount@doh.wa.gov).

Do you have ideas or suggestions for future commission newsletters? Is there something specific that you think we should address or include? Please submit suggestions to [leann.yount@doh.wa.gov](mailto:leann.yount@doh.wa.gov) or [CQAC@doh.wa.gov](mailto:CQAC@doh.wa.gov)

## Remaining 2016 and 2017 Chiropractic Commission Meeting Dates and Locations

<b>Meeting Date</b>	<b>City</b>	<b>Location</b>
<b>November 10, 2016</b> Rules Workshop	<b>Tumwater</b>	<b>Department of Health</b> Town Center 2, Room 158 111 Israel Road S.E. Tumwater, WA 98501
<b>December 8, 2016</b> Business Meeting	<b>Kent</b>	<b>Department of Health</b> Creekside Two, Room 309 320425 72 <sup>nd</sup> Ave. S. Kent, WA 98032
<b>February 24-26, 2017</b> Rules Workshop and Business Meeting	<b>SeaTac Airport</b>	<b>To Be Determined</b>
<b>April 13, 2017</b> Business Meeting	<b>Tumwater</b>	<b>Department of Health</b> Point Plaza East, Room 152/153 310 Israel Road S.E. Tumwater, WA 98501
<b>May 11, 2017</b> Rules Workshop	<b>Tumwater</b>	<b>Department of Health</b> Point Plaza East, Room 152/153 310 Israel Road S.E. Tumwater, WA 98501
<b>June 8, 2017</b> Business Meeting	<b>Tumwater</b>	<b>Department of Health</b> Point Plaza East, Room 152/153 310 Israel Road S.E. Tumwater, WA 98501
<b>July 13, 2017</b> Rules Workshop	<b>Tumwater</b>	<b>Department of Health</b> Town Center 3, Room 224 243 Israel Road S.E. Tumwater, WA 98501
<b>August 10, 2017</b> Business Meeting	<b>Tumwater</b>	<b>Department of Health</b> Point Plaza East, Room 152/153 310 Israel Road S.E. Tumwater, WA 98501
<b>September 14, 2017</b> Rules Meeting		<b>To Be Determined</b>
<b>October 12, 2017</b> Business Meeting		<b>To Be Determined</b>
<b>December 10, 2017</b> Business Meeting		<b>To Be Determined</b>