:h us	JAMES FUTCH: So we have two guests with	1	
We	from Tallahassee, I'm assuming, it looks like.	2	2
r of	have Dayle Mooney, who's the executive director	3	
ices,	the Board of Chiro and several other board office	4	4
also	including radiologic technologist licensure and a		5
dics.	6 EMTs and paramed:		
cions	And with her is her programs operat:		
of a	administrator, Miss Evalee Taylor, who is part o	8	8
I'm	new role inside the board office that Dayle,	9	

```
sure, will tell us about, which will have her
        1
                playing a much greater role for the radiologic
       2
                                                 technologists.
4
               And we have here in the room with us the normal
5
          amount of Council folks. Hopefully you can see some
          of them. We have two microphones, so if folks want
  6
 7
           to ask questions, we'll be sharing those with -- so
         that they can hear us better. And I'll turn it over
8
                              to you, Dayle, and take it away.
   10
                   DAYLE MOONEY: Thank you so much. First of
       11
                all, I'd just like to say thank very much for
12
           including us in the meeting today. I know this has
           been something that we have tried to coordinate and
13
           based off of scheduling conflicts at past meetings,
14
         it hasn't necessarily been successful, so I'm really
15
         16
                   glad that we're able to join you all today.
  17
                  As James said, my name is Dayle Mooney. I'm
           the executive director for a multi-profession board
18
       19
                 office that includes chiropractic physicians,
 20
           optometrists, nursing home administrators, clinical
               laboratory personnel, medical physicists, EMTs,
     21
       22
                 paramedics and last, but certainly not least,
                                23
                                          radiation technology.
             24
                            We have done some pretty extensive
```

reorganization within our office over the past six

1 months or so in order to meet what we think is an 2 increasing need or dedicated staff that specializes 3 in radiation technology applications. We're happy 4 to say that we accomplished that by moving some of 5 our most senior processors into those roles. are individuals that already had experience working 6 7 radiation technology but had other duties that were 8 assigned and we reassigned those duties away so that they were able to solely focus on that. 10 We also moved the program under the direction 11 of the program operations administrator, which is 12 now a role that's filled by Miss Taylor and -- so 13 that we could have a higher level of management 14 overseeing the implementation of radiation technology and making sure that we are really 15 16 staying current and coordinating really well with 17 our policy office. 18 So we think that we're already going to be 19 seeing some improvements in our processes. As I'm 20 sure that you guys are all aware, that licensure 21 processes is ever involving. There are changes to 22 that based off of laws that may or may not impact. 23 There's also improvements based off of feedback that 24 we're getting from applicants and I know that it 25 might have felt a little stale in the past that we

have -- that your concerns hadn't necessarily fallen 1 into action and we think -- well, we hope that you're gonna see a lot more of that in the very near 3 future and have some things that we've already done in order to answer those needs. I'm gonna let Evalee do a lot of the next 6 7 presentation. She has really kind of jumped in with 8 both feet and gotten very connected with this program in the short amount of time that she's been 9 10 there. I'm really proud of the work that she's 11 already managed to accomplish and some of the things 12 that were really getting off the ground. And I 13 think that she, and hopefully James will agree, that 14 we're integrating nicely together and starting to create a good line of communication so that we can 15 16 really get things moving forward. 17 So with that, I'm going to turn it to Evalee, and then we can take questions at any point, so if 18 you guys want to jump in and ask us guestions, then 19 20 we can do that. Evalee's got some data for you, as well as some feedback on what kind of our 21 22 perspective is from the certification office on kind 23 of the state of affairs at present. EVALEE TAYLOR: Thank you so much for the 24

opportunity to be a part of this meeting. As Dayle

said, I have prepared some data. James and I and 1 Giovanna and Kelly, we meet most Wednesdays and we 2 discuss some of the data that you guys may be 4 interested in hearing. And then also, James made a 5 suggestion to kind of give you guys an idea of the nuts and bolts of applying for an application -- you 6 7 know, applying for certification and the process and 8 how that works. So my thought on that was to kind of get an example of the life of an application, so 9 I will start with the data first. 11 And currently, we have a total of 594 open, 12 valid applications. Meaning applications are only valid for six months, so these are all applications 13 that have been submitted since November 1st. So I'm 14 15 giving, like, a two-week movement there, 16 flexibility. But a total of 594 open applications. 17 And then some of our current, like right now we have -- our total number of clear, active license 18 19 are 30,623. And as you guys are aware, renewals 20 have been based on birthdates, so we are in constant renewal of all 30,000 of these licenses. And then 21 22 some of our data is based on fiscal year 24-25 and I 23 split it up into some of the quarters, especially 24 quarter three which, of course, we've just finished out two months ago, just to kind of give the most 25

```
1
                                          updated information.
                 And to start with, for fiscal year 24-25, for
   2
                      the first quarter, we had a total of 707
    4
             applications. For the second quarter, a total of
 5
          548; and then for the third quarter, the most recent
             quarter, 863. For a three-quarter total of 2,118
    6
                                         incoming applications.
  8
                JAMES FUTCH: Evalee, can I interrupt you just
          a second? We've got the court reporter in the room.
 9
                                She's trying to follow along.
                         11
                                        Rita, what were you --
12
              THE COURT REPORTER: Have her sit closer to the
                                                13
                                                          mic.
14
               EVELYN: I can also send you, James, I can send
  15
            this to you, so that way if she wanted to have the
  16
            most accurate version of the numbers I'm saying, I
                      17
                                can do that if that's clearer.
18
              JAMES FUTCH: Okay. Are you able to share from
                          where you're at or is that too hard?
                19
20
                THE COURT REPORTER: Or have her sit closer to
                              the mic. She's kind of muffled.
                    21
  22
                 JAMES FUTCH: Yeah, there's a little bit of a
    23
              tinny -- maybe if you sit a little closer to the
24
          laptop if you're working off the laptop. And also,
          25
                    Rita, I've got recording this whole thing.
```

- 1 EVALEE TAYLOR: Sorry. Here we go. I do
- 2 have -- so this is the data that I'm going over.
- 3 And then for quarter three, there -- a lot of this
- 4 will look like foreign language, but the numbers are
 - 5 really the most important. And for the average day
 - 6 to issue a license from the application date. So
- 7 this doesn't necessarily mean how long it took us to
 - 8 process a document. This is from the day that they
 - 9 apply to the day that we issue the license. The
 - 10 average day is 41.13 days.
 - 11 For the average to process an initial
 - application, meaning the application is submitted
 - and a processor from the office reviews the
- application and all the supporting documents for the
- first time, the average is 11 days. And there have
- been a total of 897 from, the original 897 from
- January 1st through March 31st.
- 18 DAYLE MOONEY: Evalee?
- 19 EVALEE TAYLOR: Yes.
- 20 DAYLE MOONEY: Can I just -- I want to clarify
- one thing on the M1 data, the 41 days. So -- and I
- think it's important to notate here, our
- 23 calculations are based off of the first time an
- 24 application is submitted into our system to the date
- 25 that it is ultimately approved, inclusive of all

- 1 applications in this timeframe. This data also
- 2 includes things like when an applicant submits an
 - 3 application but does not pay. And so then they
- 4 might come back in a week later and pay for that.
 - 5 So their first -- if that application, if that
- 6 ultimately is approved, then it is included in our
 - 7 calculations here. So 41.13 is an average, but
- 8 there are a lot of outliers within that that's gonna
 - 9 bring us down to that 41.
 - Our performance goal is, you know, we try and
 - 11 keep that under 49 days, but that's for all
 - 12 professions. I think that Evalee and I would like
 - to see that number a little lower than, than the
- 14 41.1. And I will say that it is trending down. And
 - 15 when we get together next, we'll have some trend
 - 16 data for you, but we've done a lot of data cleanup
 - 17 lately and did not feel confident in previous data
 - to give you an accurate trend, so we'll, we'll get
 - 19 that ready for you for the next time.
 - 20 But I wanted to just clarify. These numbers
 - 21 are good numbers for us, but they can also be
- 22 misleading. It is definitely not typical for it to
- take up to 41 days for your -- for an applicant that
- applies online, pays and has a complete application.
- 25 EVALEE TAYLOR: Right. So the other dates that

- 1 are all the 11 and the 2.54 and the two dates, those
 - 2 are ones complete or ones -- so a lot of times that
 - 3 41.13 is just that it stays efficient. We didn't
 - 4 have -- it wasn't a complete application. So, so
- 5 that total, that average is different than the three
 - 6 averages underneath them. The three averages
 - 7 underneath those are based on our processing rate,
- 8 not just how long it takes an applicant to get their
 - 9 application file complete.
 - 10 So the 2.54 days and the two business days,
 - 11 that's how long that the average, during the third
 - 12 quarter, that it took our processors to approve or
 - deny applications once complete. So I think that
- 14 this data can show that while sometimes it can take
- 15 a while for an application to be complete and
- approved, it's not necessarily on the processor side
 - of it, because our data shows that we're, we're
 - processing in less than three days and approving in
 - 19 less than three days once complete.
 - JAMES FUTCH: So Evalee, just to make sure I
 - 21 understand because I'm getting some questions from
 - the room around me. The quarter three is basically
- January 1 through the end of March. That's what
 - we're talking about?
 - 25 EVALEE TAYLOR: Yes. Yes.

JAMES FUTCH: Okay. And these are just the applications that will be considered to be not expired by statute. So basically, the ones that we've received, looks like, since November 1st, 5

2024.

- 6 EVALEE TAYLOR: Yes.
 - 7 JAMES FUTCH: Okay.
- 8 EVALEE TAYLOR: The total apps that are open
 - 9 currently. I used that as the date, even though
 - 10 that first --
 - 11 JAMES FUTCH: Right.
- 12 EVALEE TAYLOR: -- twelve days of November, if
- they submitted it then, would be considered expired
- 14 at this point. I wanted to give some freedom, some
- 15 flexibility there because sometimes, there will be a
 - few outliers that may not be completely expired.
- You know, maybe they submitted their document three
 - days before their application expired and we just
 - haven't had a chance to process it yet. So I
 - 20 included a few extras --
 - JAMES FUTCH: Sure.
 - 22 EVALEE TAYLOR: -- based on that.
 - JAMES FUTCH: And to that --
 - 24 EVALEE TAYLOR: It's pretty close.
- JAMES FUTCH: -- to that I wanted to add that,

- you know, when folks reach the end of that time 1 2 period, we don't just like, you know, toss them out. 3 In fact, Giovanna's been going through the, the 4 minutia of the folks at the far end of this just to 5 make very, very, very sure that every single person, you know, didn't submit something some place that 6 7 got stuck in a, you know, an e-mail box before she, 8 before she turns it back over to, to Dayle's group 9 to say, yes, I think these are truly ones that, that don't meet the statute requirement. 11 EVALEE TAYLOR: Right. She's definitely 12 been -- that was one of the assignments that she and I discussed and decided that would be really helpful 13 14 just in case there were any that, like you said, that had submitted the document but it somehow got 15 16 missed or for whatever reason, just to make sure 17 that before their application is expired in the 18 system, that it is truly expired. 19 And so, that being said, I will give you guys just a little bit of an overview of the life of an 20 21 application. And part of that is what happens if an 22 application does expire before it's able to be 23 complete. 24 So when an application is submitted, if the
 - So when an application is submitted, if the applicant submits the applicant online, then -- and

1 pays and submits all their supporting documentation 2 and has already passed the exam, we are able to 3 approve the certification, approve the application on first initial review. That is much easier, much 5 more timely and much more efficient on the processor 6 side of it. 7 But then, of course, that's not always 8 feasible. Sometimes people submit an application and like we were talking about it expires, then they 10 have to send in a paper application because the 11 system will not allow them to apply online twice. 12 So when an application is submitted through the mail with a payment, it goes to a separate department -- the finance department -- and they do 14 what they do with the check and then they forward 15 16 the actual application over to a contracted partner 17 that we have. 18 They input the application; they make sure that 19 it shows up in our imaging system and then it's 20 routed back to our office and the payment is attached. So paper applications may get through at 21 22 least three locations before we're even able to 23 process them and then at that point, they show up on the same report as the online applications and our 24

processors are able to go in and do that -- conduct

- 1 that initial review and send the initial deficiency
- letter with anything that may still be needed. And
 - 3 then at that point, the applicant is able to -- or
 - 4 an approval letter, if everything is there. Those
 - 5 are the best.
 - 6 But if a deficiency letter is sent, then the
- 7 applicant has the opportunity, up to six months, to
- 8 submit all of the deficient documents, whether that
 - 9 be their Social Security number, their driver's
- 10 license, passing exam scores; verification of their
 - 11 other state license.
- 12 You know, the deficiencies vary, but they have
- 13 six months to submit that documentation. And then
- there are multiple ways to submit that. Documents
- 15 can be uploaded to the online system. Documents can
- 16 be e-mailed. We have a fax number. We also receive
 - paper mail these days, still very little for Rad
 - 18 Techs, but we do. And then the processors gather
 - 19 all of their documents and add it to the file and
 - 20 conduct a second or third or fourth review of the
 - 21 file until it is complete.
 - 22 And every -- when we review a file, a new
 - document is sent, an updated deficiency letter to
 - let the applicant knowing anything that's still
 - 25 outstanding and the process continues until either

1 we get all the documents and we're able to approve the application, or like I said before, or it 2 3 expires. 4 And there are all kind of varying things or 5 delays that could come up during the process. one of the things that we talked about was kind of 6 going over the top deficiencies. 8 So probably the biggest deficiency that we see 9 is an applicant that has not applied the correct way. Meaning they chose a different pathway or a 10 11 different method of qualifying than what they 12 necessarily need to. A lot of times, applicants 13 will apply for an exam when they already have their exam scheduled. So really, they probably should 14 apply by endorsement or even wait until they've 15 16 passed the exam and then apply by endorsement. 17 We also have applicants that do not receive their education in the United States and then they 18 apply for endorsement when they should have applied 19 for exam. So we see a lot of that. 21 Choosing the correct modifier, the correct 22 pathway, the correct type of license, even, 23 honestly. Apply for GR when they meant DXMO or vice versa. We see a lot of that deficiency. And 24

unfortunately, getting the corrected application

```
1
                 back from the applicant can also turn into an
  2
           additional delay, because a lot of times, the paper
            application will confuse applicants and they still
   3
              won't necessarily submit the information that we
                   need. So even though they've submitted the
          corrected application, we still have to send another
 6
          deficiency letter to let them know that the way they
     8
              submitted it is unacceptable or it still needs a
                                                        update.
10
              KATHLEEN DROTAR: Evalee, this is Kathy Drotar.
                           11
                                          EVALEE TAYLOR:
                                                          Yes.
 12
                 KATHLEEN DROTAR: Hi. And that, I know, is a
13
           big concern because a lot of times, a new graduate,
            the question asks have you, have you had previous,
  14
          or have you had a certification. And in truth, they
15
   16
            haven't had one until now. And I think that, you
    17
              know, a couple of the questions, the way they're
  18
            worded, I think adds to that confusion. So just,
            you know -- and I understand why it happens.
  19
            you know, they're graduates. We've tried our best
  20
    21
              to advise them on how to say, yes, you are ARRT.
   22
            But I think they, you know, they get away from us
                                     and lose that perspective.
                          23
         24
                        EVALEE TAYLOR: Oh, absolutely. We're
   25
             currently working on updating so the questions --
```

1 whenever we first get in an application, there are 2 questions that are called suitability questions. 3 And it's -- the purpose is to kind of field the, you know, ask questions to make sure that the applicant 5 knows exactly that they're applying for the right 6 pathway to the right method of qualification. 7 The current question or questions that are 8 available that are asked aren't the most efficient 9 and I don't think that they pull the red flags or 10 the yellow flags that they maybe should, so we are 11 working on updating those. We have some of them 12 drafted, but we really want to make sure that we don't add extra steps to an application that aren't 13 14 necessary, but also that we catch all of the things that can cause delay and that we've worded it in 15 16 such a way that it will be easily understandable and 17 clear, because I'm one of those people also, when I go to read something, if it doesn't make sense to 18 me, I'm probably going to pick the wrong one, too, 19 20 honestly, just because I will read too into 21 something and not quite get it as clear. 22 So we want to make sure and have -- I'm real 23 big about trying to use the rule, the Florida 24 Administrative Code and keep that same language, but

make it clear. So that that way, we're asking

- 1 exactly what we need to ask. But also at the same time, that the person were asking understands and is able to give an accurate answer. 4 KATHLEEN DROTAR: Thank you. If you need --5 EVALEE TAYLOR: The ultimate goal --If you need a base to test 6 KATHLEEN DROTAR: it, let me know. 8 JAMES FUTCH: Kathy is offering all of Keiser's schools, I think, to be the testers. 10 DAYLE MOONEY: We worked -- when we developed 11 these suitability questions, we worked very closely 12 with James' team. We can certainly, you know, feel them out. And these are -- the suitability 13 questions are preliminary questions. They're like, 14 are you ready to apply? They don't prevent you from 15 16 applying and they're not actually application 17 questions. 18 The questions that are on the actual 19 application are questions that are based off of the 20 application that's incorporated into the rule by reference and have force of law. So making those 21 22 changes is a little bit more laborious of a process, 23 so we feel like we can either get there quicker by
- 25 application or asking the front-end questions of, is

adding some helpful hints inside the actual

```
this the right pathway and if you answer -- they're
  1
   2
           yes and no questions. And if you answer yes, then
  3
           no problem. If you answer no, it will say, you may
          want to back up and apply this way. You may want to
   5
            back up and do this. Or if you're not prepared to
                  give us this information, if we say, are you
      7
               prepared to give us a copy of your current ARRT
     8
              certification? Yes, great. No, please be aware
  9
           that failure to be able to provide this information
                could result in licensure delay. Just so that
      10
       11
                applicants have that awareness that this is a
          12
                    required element and if they don't do this
               correctly, then it could be, you know, it could
     13
                                   cause some issues for them.
                         14
15
               So we think we're gonna fine tune those.
                                                          Those
16
          are fully within our control. They don't have force
17
          of law because they don't actually stop someone from
          moving forward with an application, but it's a -- we
18
          find with other professions, that it's a good way of
19
                  20
                            reducing frequent deficiency items.
   21
                  JAMES FUTCH: I wanted to -- I don't want to
22
          interrupt you, Evalee, if you had more that you were
  23
            going to go forward with. I wanted to back up and
                  give a little bit of a 30,000 foot overview.
        24
```

The profession became -- we started, entered

into this relationship with MQA in 2005. That's

when the initial set of online applications was put

together and as Dayle very rightly said, the paper
application, which was the thing that's incorporated
in the rule, is what we have to mimic online as best

6

11

as possible.

improvement.

5

24

25

- In past experience with changing rules, as this
 committee knows, just changing one or two simple
 aspects of CE took, I think, two-and-a-half years to
 get through a rule change, so there is much room for
- 12 I know MQA is moving to a new system at some 13 point. I'll give you a basic example of some of the 14 ways things are implemented in the application. you want to apply to become a general radiographer, 15 16 the first question that is asked of you is, do you 17 want to apply to become a general radiographer? However, if you want to become, let's say, a 18 mammography tech, the system is set up first ask 19 20 you, do you want to become a mammographer? You say yes or no. If you say no, then it asks you if you 21 22 want to become a nuclear medicine technologist. And 23 you say no, and so forth and so forth in a very

linear fashion until you get to what we think is the

smallest number of professionals who could probably

- want to apply for the thing that's seven layers deep.
- If it were possible back in 2005 to do it differently, they would have. Going forward, we're hopeful there will be latitude that will allow, for example, perhaps a screen where you check box, hey, which one of these things do you want to apply for,
 - 8 something like that.
- 9 We got to the place that we're at right now,
- 10 though, because basically, there was a shortage of
 - 11 some staff -- very important, very highly skilled
 - 12 staff left in the middle of last year and that
- caused a workload issue that Dayle's group started
- 14 to respond to. And given the way things worked and
- the time it took, there was extra work to go around,
 - so processing -- some of my staff were data
 - 17 processed to help out. A whole bunch of EMT
 - paramedic staff learned how to process because
 - they're, what is it, twice as big as us or three
 - times as many licensed professionals.
 - 21 So all of that hit around June, July of last
 - 22 year. And at one point in time, I know Kelly and
- Giovanna, I think, I forget how many they were doing
- in a week, but a lot of people, and all of us became
- 25 acutely aware what the processors had probably known

```
for a long time, that there's room for improvement.
```

- One of the things from my perspective is to --
 - 3 and by the way, for Kathy's assistance as the
- 4 President of Florida Society of Rad Techs, we have
- 5 an upcoming Teams meeting with Dayle and her staff
 - and all of the program directors that Kathy can
 - 7 wrangle.
 - 8 KATHLEEN DROTAR: In the State of Florida.
 - 9 JAMES FUTCH: In the State of Florida. Not
- 10 national. Just in the State of Florida. Seventy
- some odd possibilities. To do a meeting like this,
 - and talk directly from the folks who are giving us
- the applicants, to the folks who are processing, to
 - help figure out some more of optimization of the
 - 15 pathways and how best to do it.
 - My personal feeling is perhaps shared by some
- of the others. Is if you apply, what happens if you
- apply by exam is, 99 times out of a hundred, you're
- going to go -- people want to become licensed by the
 - 20 national registry, ARRT or NMTCB. They apply for
- 21 perhaps both. They're going to get set up by ARRT,
- so that literally on the day after their graduation,
 - they've already got probably their exam scheduled.
 - And they're going to know the pass or fail
 - 25 unofficially as soon as they get finished at that

testing center on that very day. And they become 1 2 official three days later and get their license electronically, typically within a week online. 3 4 The application by exam, I think is mostly used because people think, oh, I'm going to get a temporary so I can go to work on the first day of my 6 graduation. And that's an archaic holdover from 8 years gone by from when tests were only available twice a year, paper and pencil, so you had a 10 temporary to cover you for the six months it took 11 you to get to the next exam. 12 That's not typically what happens. What does happen is they get licensed by ARRT and in the 13 process, when they are sent by us, let's say we 14 actually got them through the process. It was one 15 16 of Evalee's completely -- everything was there, 17 there was no delay, no deficiency letters had to be sent and we managed to get them processed and we 18 sent them to ARRT on the same day or maybe a day 19 20 after. When ARRT gets that application from them, they 21 22 will only let them take that test, that ARRT exam 23 which they're administering for us as the state candidate, they will only let the applicant take it 24 25 from one or two organizations. They will not let

```
them take it and have it count for both. So they
   1
          ask them, do you want to convert and take this as an
2
             3
                      ARRT candidate? What would you all say?
                          4
                                        KATHLEEN DROTAR:
  5
                 JAMES FUTCH: It's the national registry. Of
                  course you want it to count for the national
   7
            registry. They will not accept you being licensed
  8
           by the State of Florida first by endorsement into a
    9
            national registry license. You will have to take
10
           that test again. Same test. You will have to take
    11
              it again if you want it to count for ARRT if you
                      12
                                don't pick ARRT to begin with.
13
              The next thing that happens is, because of some
    14
              changes that have happened over the years, and I
             think this is in the contract, we don't find out
    15
       16
                 about the results once you do that from ARRT.
            17
                      They're not going to send us your score.
18
               Hopefully, in talking to ARRT, certainly by the
           time we get to the next contract, we will have them
19
    20
              put in some language, perhaps, so that they say,
         hey, we will still send you the scores to your state
21
22
          if you want us to, if you release them to the state
   23
            for, for that purpose. But that's an improvement
                                     24
                                               for the future.
     25
                    Anyway, that's the, the larger 30,000-foot
```

1 view. So hopefully, out of the next month or so, 2 certainly by the time of the next meeting, we'll 3 have a pretty good idea of what else can be done to fine tune things inside the system on the state 5 side, and the program directors will have a better idea of how to handle things on their side if there 6 is a better way. 8 KATHLEEN DROTAR: So most --9 DAYLE MOONEY: And James, I don't want to steal Evalee's thunder, but that you just discussed right 10 11 there, that distinction between basically the 12 translation of what happens at ARRT when they apply and as a national certified license, licensee, over 13 to Florida, that changes the nature of our 14 application type down here. 15 16 So if you've applied for a temporary, then you 17 would need to either withdraw your application or 18 send us some amendment so we could change your 19 application type, move the money over; do a whole 20 bunch of things on our end. That probably is our number one. And so I think that the suitability 21 22 question that we're trying to ask here for those 23 applicants that are telling us that they want to apply by examination, is are you currently scheduled 24

to take your ARRT exam or have you already taken it?

1 And if you answer yes to that question, then we're 2 gonna say, you may want to back up and apply by endorsement then, so that we're not changing the 3 type. 5 Yes, then the applicant will need to tell us if they will need to prove to us that they are 6 currently ARRT certified by sending us their 7 8 certification, we can go check their certification 9 status and we do that. And if we have any trouble, then we would talk to the applicant and see if they 10 11 can provide us with that documentation. But we 12 believe that that will fix probably our biggest hang up with licensing for Rad Techs. 13 14 KATHLEEN DROTAR: So what happened in the past is when we first went electronic with the 15 16 applications, our instructions were to apply by 17 exam. And that changed probably about five years 18 ago, and so we're telling people to do it by endorsement now. But, you know, what you see on 19 20 your end is another story. 21 DAYLE MOONEY: Well, and it gets really 22 confusing for people, I can tell you, because it's, 23 it's kind of a drop down screen and they get to go 24 pick. So in the stress of the moment, or just have

forgotten what they had been previously instructed,

- 1 mistakes will happen. And people will say, I'm
 2 taking an exam, so I need my license by examination.
 - 3 And not necessarily drawing those distinctions
 - 4 between the definitions that we have at the state
 - 5 versus what is national versus what's common
 - 6 knowledge on the street, because we all speak
 - 7 different language.
 - 8 KATHLEEN DROTAR: True.
 - 9 JAMES FUTCH: Another thing that changed some
 - years ago, this was not as much of a problem when
- 11 this conversion to state candidate happened, because
- there is a national site that all the states can see
 - 13 ARRT test results and not have to depend upon it
 - 14 straight from the, from the applicant.
 - And we used to see the results from anyone who
 - 16 had a Florida address would show up there, even if
 - they converted to ARRT. But I figure, or I feel at
 - 18 some point, legality, the lawyers on the other end
 - 19 probably said, oh, that's not the best idea.
 - 20 If we can somehow talk to ARRT so that we
- actually still get those, and again, my thought is,
 - can you please just ask them in this process where
- you're electronically saying, converting over to an
- 24 ARRT candidate, you know, by doing this, do you wish
- 25 to have your scores sent to Florida. Then it would

1 appear in that, in that site and we'd be able to easily find them and finish the process on the, on 2 3 the exam side. 4 We must have talked about everything. There's 5 nobody saying anything. Oh, wait a minute. Chantel 6 has a question. 7 DAYLE MOONEY: Evalee, I think we kind of took a tangent. Did we cover everything that you wanted 8 9 to cover? 10 JAMES FUTCH: I think so. We have a council 11 member who has, or had a question. Did we scare you 12 away, Chantel? 13 CHANTEL CORBETT: No, no, no. 14 JAMES FUTCH: She can't hear you. Try the mic. CHANTEL CORBETT: You're assuming that. I can 15 16 talk loud. 17 The question is whether if you have a current radiological technologist license and you're seeking 18 19 a second license category. Is that now available 20 online or are they still have to submit those on 21 paper? So if they have a nuclear medicine license 22 and they're now seeking their CT license. 23 JAMES FUTCH: By the way, this is Chantel Corbett, our nuclear medicine technologist council 24

	1 CHANTEL CORBETT: Candidate.
2	DAYLE MOONEY: So I believe that that is an
3	online process. I mean, it's a paper process
4	currently, but we are looking to enhance and I'm
5	going to reserve the right to correct myself between
6	now and two weeks from now if that is inaccurate,
	but my, if my memory is serving that, yes,
8	unfortunately, it is still a paper process to add a
	9 modifier to an existing license.
10	CHANTEL CORBETT: Is that considered a modifier
	11 or a second license?
12	DAYLE MOONEY: It would be. If you're adding
13	it to a previous license, then you then it would
14	be an addition. There's some that you can add
	15 sometimes, James.
16	JAMES FUTCH: Chantel, I'm sorry. I missed the
17	category that you asked. What was the situation?
18	CHANTEL CORBETT: If they're nuclear medicine
	19 already and you're adding CT.
20	JAMES FUTCH: And you're adding CT. Oh, I see
	21 why you're asking that.
22	CHANTEL CORBETT: Because it's very unclear.
23	DAYLE MOONEY: It's unclear what the underlying
	24 license is.
25	JAMES FUTCH: It should be considered an

- 1 additional license because what you're talking about 2 with --3 CHANTEL CORBETT: What's what I thought. 4 JAMES FUTCH: -- the full CT is to do the full 5 diagnostic imaging, not just the coefficients for 6 laying nuclear medicine data in the --7 CHANTEL CORBETT: Right. 8 JAMES FUTCH: -- landmarks of the body. CHANTEL CORBETT: Correct. 10 JAMES FUTCH: So they won't have that -- that's 11 why it is an additional license. It should appear 12 as CT on the license when they're done. 13 CHANTEL CORBETT: Correct. But the problem right now, it's only provided by paper, so it's 14 still a longer process. I didn't know if that was 15 16 in the works to put that availability online or not. 17 JAMES FUTCH: We'll have to take a look. 18 EVALEE TAYLOR: The modifier for recent transactions is available online, but our system 19 20 does not allow for someone to apply online for the 21 same, we'll call it profession code. So if someone 22 already has a license and applied online, it's not 23 going to allow you to apply online for the same type 24 of license.
 - 25 CHANTEL CORBETT: Right. And the type of

```
1 license --
```

- 2 EVALEE TAYLOR: It's the same as an expired
- 3 applicant.
- 4 CHANTEL CORBETT: Right. When you're saying
- 5 the same type of license, that's everything under
- 6 the ARRT umbrella, correct?
- 7 EVALEE TAYLOR: Yes.
- 8 JAMES FUTCH: So ARRT's are in the profession
- 9 code 7601 and radiologic assistants, for example,
- 10 like Rosevelt, they're in 7602.
- 11 CHANTEL CORBETT: Yeah, because we've had a
- couple people had their applications in and --
- DAYLE MOONEY: However, the ability to do
- anything that you need to do with your license is,
- including, you know, applying for things, additional
- licenses that are legally authorized for you to
- 17 have, is on our list of requirements for the next
- 18 licensure database that we have just contracted a
- 19 vendor for and should be having a system replacement
- in the next -- you're going to kill me when I say
- 21 this because it seems like it's so on down the road,
- 22 but it's really not -- the next two to five years.
- 23 CHANTEL CORBETT: I was going to say ten.
- 24 DAYLE MOONEY: So we, we have a selected
- vendor. The State's gone through a very, very

- 1 public process in order to find a new vendor to replace our current licensing database and that 2 3 individual has just been selected. I have not seen the system, myself. We went through some 5 extensive -- well, a wish list and want list and demand list was. And what I'm told under very good 6 7 authority, by people both on the licensing side of 8 the house and on the tech side of the house, is that 9 we're gonna get all of our wants and all of our 10 demands. 11 The entity has been retained and we are moving 12 very quickly now. Their timeline, we said, we're ready to roll this out in five years. And they 13 said, well, we'd like to do it in a year and we 14 said, hold on just a minute. We're talking about 15 16 millions of licensees. Can we find a happy 17 compromise so we're not rushing the process too much? But we're getting it done as quickly as 18 19 possible. 20 So I do think that we're gonna see some 21 enhanced capabilities in the very near feature and I 22 think we're already looking at ways that we can do 23 business more efficiently in the interim with the
 - JAMES FUTCH: And Dayle, that system would

24

system that we have.

cover everybody in the room that's a licensed health 1 care professional, right? 3 Absolutely. And it shouldn't DAYLE MOONEY: 4 look any -- well, it should look easier for anyone 5 that is a current licensee. But we're not talking about, you know, obviously, there's not going to be 6 7 any additional work that's necessary. We will do all of the data migration from one system to another 8 and, you know, the roll out to the, to the licensees 10 should be minimally impactful and then the next time 11 you go to renew your license, it should just be 12 easier. And the next time that you need to go do something for your license, it should be easier. 13 And things should, should be better. There's a lot 14 of shoulds in that sentence, though. 15 16 JAMES FUTCH: It sounds like dollar signs to 17 me, but --18 DAYLE MOONEY: It's a very high-dollar project and rightfully so. I mean, this system maintains 19 the livelihood of a whole lot of people. JAMES FUTCH: It's part of the deliverables and 21 22 I'm sure every executive director will ask you this, 23 will you be able to apply more than once online 24 before you have to go to paper or will you go to

1 DAYLE MOONEY: Certainly was our hope and on our wish list and our demand, kind of on our demand 2 list, we want to be a paperless system. We don't 3 want to receive things in paper. We don't want 4 5 people to have to mail us checks and money orders and download paper applications if they choose or 6 7 want to. 8 We will always -- I think we're always going to have to have the ability for people to do that, but 9 we certainly want everyone to be able to apply 10 11 online. That's what our preference is. We don't 12 like paper applications. 13 MARK SEDDON: I have a question. So for -- do 14 you guys provide segmentation of our data regarding 15 clean versus applications with problems? And also, 16 if you have a -- as far as how long it takes for 17 somebody. Obviously, like you mentioned before, you know, like three days' turnaround for a clean 18 19 application versus, you know, ones with problems. 20 I'm curious for those applications, those 21 problems where they have to resubmit numerous times, 22 if there's categorizations of, from new graduates versus people from out of state, how that looks as 23

24

far as what their timeframes are.

```
1
                        JAMES FUTCH: Mark, do you mean from a
                                         reporting standpoint?
                                 2
      3
                    MARK SEDDON: From a reporting standpoint.
       4
                     DAYLE MOONEY: We probably could get that
     5
              information. You know, it's certainly something
            that we can -- we don't routinely segment our data
   6
     7
              that way. We, we very likely could do an ad hoc
            report and ask for that level of data. I'm not a
    8
                       hundred percent sure how helpful it is.
                 Our anecdotal information is that we probably
  10
11
         see the same number of new grads versus out-of-state
           endorsement applications that are -- and because we
 12
              have new grads that are applying by endorsement,
    13
         14
                   it's difficult to really -- once you get to
         endorsement versus licensure by examination, I can't
15
    16
              distinguish from someone that is an out-of-state
    17
              licensee that is truly endorsing in, or a recent
     18
               graduate of a Florida program that has national
                certification that is applying by endorsement.
      19
 20
                MARK SEDDON: Because anecdotally, again, this
   21
            is not about data, is we hear, at least across my
     22
               facilities, that out-of-state applicants taking
23
          significantly longer to be processed. So I was just
            curious if you guys had data on that or not, so --
 24
                DAYLE MOONEY: I don't have that level of data
 25
```

```
1
           currently. We can look and see, but again, I'm not
                    sure that we're gonna need -- because it's
 3
          endorsement, I can give you -- I can ask them to run
             me reports off of a transaction type. So if it's
    5
             licensure by endorsement, I can get that level of
                 data. I don't -- I can't readily or reliably
        6
   7
            subdivide that data down to say this person was an
            out-of-state educated individual that's coming in.
   8
             9
                            I will say that there are, probably
           anecdotally, there are a lot of people that come in
 10
 11
           that don't, because they don't have Florida program
          directors that are assisting them in the application
12
          process, that they don't give us copies of licenses,
13
    14
              they don't give us their national certification,
15
          they don't give us copies of their driver's license;
16
          they forget their Social Security number. There are
 17
            quite a few deficiencies in those applications. I
             don't know if they're any more than the number of
   18
              Florida graduates that apply by examination when
    19
          they want to be -- when they should be endorsements.
20
21
                MARK SEDDON: And that was my point is just is
22
          there a way to identify what -- or is there really a
  23
            problem and what -- whether it's a commonality for
            the out-of-state folks, but it sounds like you do
   24
                  25
                            have some awareness of that, so --
```

```
1
               JAMES FUTCH: I also wanted to say, by the way,
          that was Mark Seddon, the medical diagnostic nuclear
 2
     3
              physicist from Advent Health, one of the council
                    members in the nuclear physicist position.
  5
                All of us, I think, as council members, if, if
                      you need any help or assistance or other
  7
           information, we're always happy to bring it back to
                 the council. This particular council is very
        8
                                    available to us in between.
       10
                      And I saw a second ago somebody said our
   11
            meeting was five minutes away from closing. Also
12
          lunchtime. So I just want to throw that out in case
                 you disappear entirely, that's what happened.
       13
                I wanted to thank you for coming and for doing
 14
           this and really looking forward to the meeting with
 15
       16
                 the program directors on -- later this month.
17
                Something that Mark was saying. I'm trying to
             think, for people who are applying -- we were not
   18
19
          covered by the Mobility Act, which passed last year,
 20
           which would've, I think, probably resulted in, in a
            much greater improve of folks not being able to be
  21
     22
               certified who were coming in by endorsement, so
                        23
                                  we're very fortunate in that.
                     And the big game is town is ARRT and to a
      24
                certain extent, NMTCB for the nuclear medicine
      25
```

1 folks. Other than the fact that people who are 2 coming from other states tend to be older and in the 3 profession for a longer period of time, they might have difficulty finding some of those old documents, 5 that's about the only reason it might show it. in the new system, Dayle, hopefully there will be 6 excellent mechanisms by which to track data on 8 deficiencies and nail it down, you know, like we do trying to go look anecdotally to see what's going on 10 from looking at the --11 DAYLE MOONEY: I mean, we have data on our --12 we have data on deficiencies, like, what our top ten deficiencies are, but they're -- it's not, not as 13 14 easily segmented out as what we're looking for here. 15 JAMES FUTCH: Sure. 16 DAYLE MOONEY: I have a note and we'll see if 17 we can't get to that point and if we do, we'll certainly report back here and so we can share that 18 19 information out. 20 JAMES FUTCH: Anyone else have any questions for Dayle or Evalee or both or the process in 21 22 general? 23 Ladies, do you have anything else to ask us or 24 can share? 25 DAYLE MOONEY: Evalee, did we hit all your

- bullet points?
- 2 EVALEE TAYLOR: Yeah. I mean, as long as
- 3 everybody got their questions answered and most of
- 4 the things, most of the sensitive data James wanted
 - 5 to be included and presented, if everything was
 - 6 touched on, I'm good on mine.
- JAMES FUTCH: Okay. Well then, thank you very
- 8 much from the group. And we look forward to seeing you at future meetings and we'll say goodbye now.
 - 9 MARK SEDDON: Goodbye.
 - JAMES FUTCH: Thank you.
 - 11 DAYLE MOONEY: Thank you. Bye bye.